

Service Application Form

Service Application for Nobleheart Pty Limited atf Nobleheart Trust ABN 39 831 754 543 ('The Company')

PO Box 44, Lindfield NSW 2070. Tel: 1300 006 416 Fax: 1300 007 487 Email: connected@nobleheart.com.au Web: www.nobleheart.com.au

Customer Direct Debit Landlines Mobiles Internet NBN Data Hosting

1.1 Customer Information

Business Name _____ Trading as _____ ACN _____ ABN _____
 Customer Name _____ Date of Birth _____ Passport Number _____ Licence Number _____
 Post Address: Unit _____ Level _____ Street _____ Suburb _____ State _____ Postcode _____
 Site Address: Unit _____ Level _____ Street _____ Suburb _____ State _____ Postcode _____
 Work Telephone _____ Home Telephone _____ Fax _____ Mobile _____
 Email _____ Email for Bills _____ Account Password _____

1.2 Applicant Declaration

The Customer ("You") apply to The Company ("we" or "us") for the supply of Telephone Services for the service numbers listed in section 3 and/or for the supply of Mobile services for the service numbers listed in section 4 & 5 and/or for the supply of Internet services as specified in section 5 & 6 and/or for the supply of Data services as specified in section 6 and/or the supply of hosting services listed in section 7 and/or the supply of any equipment related to the provision of these services as specified in this application. You acknowledge that: Telephone Services and/or Mobile Services and/or Data Services and/or Internet Services and/or Hosting Services as listed in this application are subject to our Standard Form of Agreement which is a Standard Form of Agreement for the purposes of Part 23 of the Telecommunications Act 1997 (Cth). By signing this application you agree that you have been given the opportunity to read, or have read, and agreed to abide by the terms and conditions set out in the Standard Form of Agreement. This application is accepted by us at the time your Telephone Services, Internet Services, Data Services and/or Hosting Services are activated or for Mobile Services at the earlier of the time your mobile Services are activated or your SIM card is delivered. If you agree to a minimum term contract then the following early termination charges will apply if you terminate during that minimum term: Business Phone Services - Minimum monthly commitment per line or channel x months remaining in contract; Business Phone Services (Telstra ISDN) - Minimum monthly commitment per line or channel x months remaining in contract, plus the relevant installation fee for the service (where such installation fee was credited as part of the fixed term agreement); Home Phone services - Minimum monthly commitment per line x months remaining in contract; Bundled Services - Minimum monthly commitment per service x months remaining in contract. Mobile Services, Hosting Services, Inbound Services & Mobile Broadband Services - Minimum monthly commitment per service x months remaining in contract. ADSL and ADSL 2+ services - early termination fee of \$121. Internet Services (all other) - Minimum monthly commitment per service x months remaining in contract. Data Services - Minimum monthly commitment per service x months remaining in contract. NBN Broadband - \$15.00 inc GST x remaining months, NBN Broadband and Voice - \$15.00 inc GST x remaining months, NBN Voice Only (Digital Voice) - \$15.00 inc GST x remaining months, NBN Voice Only (Analogue Voice) - No minimum monthly commitment. By submitting this application, the person submitting this application warrants that they are duly authorised to execute this application on behalf of the Customer. Note: If you are a residential customer, a sole trader or partnership in NSW or a customer in the Northern Territory you are entitled to cancel the contract you made at any time within the 10 business day cooling off period, for NSW (that ends 10 clear business days from application) and 10 calendar day cooling off period, for Northern Territory (that begins on the day we accept this application), by sending a cancellation notice to us.

1.3 Privacy & Spam

We will collect personal information about you or information about your company, including but not limited to your electronic contact details such as email address and telephone numbers for the purpose of administering the services for which you apply, and as set out in our privacy policy. Please contact us directly to obtain a copy of our privacy policy. If you would prefer that we do not use your personal information and/or business information for direct marketing and/or for sending commercial electronic messages, please check this box

1.4 Credit Checks

Prior to accepting your application, you have provided to us all information relevant to our assessment of your credit rating. You consent and acknowledge that you: Understand that the Privacy Act 1988 (Cth) allows us to give a credit reporting agency certain personal information about you; The information we disclose to a credit reporting agency includes 60 days overdue and for which debt collection action has started, information that in our opinion you have acted fraudulently or shown an intention not to comply with your credit obligations, and cheques drawn by you for \$100 or more which have been dishonoured more than once; Agree to our obtaining from a credit reporting agency a credit report containing information about your personal credit worthiness for purposes of assessing your application and assisting in collecting overdue payments, and to our obtaining information about your commercial activities or commercial credit worthiness from any business which provides information about the commercial credit worthiness of persons, your accountant or any other supplier to you; Agree to our giving to and obtaining from any credit provider named in your application or in a credit report on you issued by a credit reporting agency, information about your credit arrangements for the purpose of assessing your application, notifying a default by you, allowing another credit provider to ascertain the status of your arrangements with us where you are in default with one or more other credit providers and generally assessing your credit worthiness; and Understand the information exchanged can include any information about your business, personal and/or commercial credit worthiness, credit history or credit capacity which the Privacy Act allows credit providers to give to or receive from each other.

1.5 National Relay & Interpreting Service

The Australian Government provides services to assist in understanding & communicating with us. The National Relay Service contact number is 133 677. The number for the Translating & Interpreting Service is 131 450.

1.6 Authorisation

Authorised Representative Name _____ Position (if Business) _____

Authorised Representative Signature _____ Date _____

I understand that all bills are delivered by email delivery and that Direct Debit from either a bank account or credit card is required. I have read & understood the Standard Form of Agreement which is available on our website.

2.1 Direct Debit Details

Business Name _____ Trading as _____ ACN _____ ABN _____

Customer Name _____ Date of Birth _____ Passport Number _____ Licence Number _____

By signing this document, The Customer authorises Telcoinbox Operations Pty Limited (trading as Telecommunications Payment Services), Direct Debit User ID 314572 to debit The Customer's account detailed in the Schedule below on behalf of the Company. Debits may be in any amount and at the time due according to the arrangement between the Customer and the Company concerning charges incurred by the Customer and services provided by The Company. This authority remains in force until you notify the Company that you wish to cancel it.

Direct Debit my Bank Account

Name of Financial Institution _____ Name on Account _____

BSB _____ Account Number _____

Where payment method is Credit Card or Debit Card, I authorise Telcoinbox Operations Pty Limited (trading as Telecommunications Payment Services) to charge the account nominated.

Direct Debit my Debit/Credit Card Type of Card: Visa MasterCard American Express Diners Club

Name on Card _____ Credit Card Number _____

Expiry Date _____ CCV Number _____

2.2 Direct Debit Terms & Conditions

1. We agree to be bound by this agreement when we receive your Direct Debit details complete with the particulars we need to draw an amount under it. 2. We only draw money out of your account in accordance with the terms of your agreement with the Company. 3. On giving you at least 14 days' notice, we may: Change our procedures in this agreement; Change the terms of your Direct Debit; or Cancel your Direct Debit. 4. When contacting us, you may ask us to cancel your Direct Debit. Please be aware that if direct debit or card charge is required for your service and you ask to cancel or later the terms of your Direct Debit, this may also involve cancellation of your service with us (and may result in costs and charges). 5. You may dispute any amount we draw under Direct Debit by contacting us, detailing your customer reference details and your bank account or credit card number as applicable. You must provide a detailed explanation of the basis for the dispute to assist in a resolution. 6. We deal with any dispute by the following procedure: We will investigate the dispute, and where necessary you are expected to provide your cooperation. This cooperation may include contacting your bank, providing account statements, or other means of substantiating a dispute. While a dispute is being investigated, you may request that we suspend pending payments until a resolution is reached. Please note that we will keep written record of dispute proceedings to assist in dispute resolution. 7. If the day on which you must make any payment to us is not a business day, we will draw on your account under your Direct Debit on the following business day. If your financial institution rejects any of our attempts to draw an amount in accordance with your Direct Debit, we may continue to seek that payment and recoupment of any fees incurred by us as a consequence of that rejection until all amounts due are paid. 8. We will not disclose to any person any information you give us on your Direct Debit, which is not publicly available, unless you dispute any amount we draw under your Direct Debit and we need to disclose any information relating to your Direct Debit or to you or your financial institution to resolve the dispute. 9. To contact us in accordance with the above, please use the contact details available on our website by clicking on the link titled "Contact Us".

2.3 Authorisation to Direct Debit

Authorised Representative Name _____ Position (if Business) _____

Authorised Representative Signature _____ Date _____

I understand that all bills are delivered by email delivery and that Direct Debit from either a bank account or credit card is required. I have read & understood the Standard Form of Agreement which is available on our website.