

Standard Application for Business Services

CONTRACT REFERENCE			
Date		New Customer ID	
Salesperson		Reference No.	

CUSTOMER DETAILS			
Company Name			
ABN / ACN			
Address			
State :		Postcode :	
Primary Contact Name		Primary Contact No.	
Mobile No.			
Primary Contact Email *			

\* Invoices will be emailed to this address monthly – paper invoices incur additional fees.

HARDWARE PURCHASE REQUIREMENTS		(All prices Excluding GST)	
Finance Information :		Agreed Payout <i>(please see disclaimer below)</i>	
Hardware Required?	<input type="checkbox"/>	Payout Agreed to be paid to Loosing Provider?	
Finance Partner:		Payout Estimate	
Contract Term		Finance Company	
Hardware Type:		Documented	
		Finance Reference	

I am aware that it is my (customer) responsibility to check any additional terms of my contract with my existing supplier. V4 will only reimburse for any buy out figures as per this signed order form and agreement. Any additional "Early Termination Fees" not agreed by V4 Telecom will be my sole financial responsibility, at all times.

EXISTING HARDWARE CONFIGURATION			
Hardware Type :		Existing Handsets	
Brand :		Rack Mount In Place	
Model (if known)		Patch Panel Connected	

**RECURRING & INFRASTRUCTURE SERVICES**

(All prices Excluding GST)

<b>Current Provider :</b>		<b>Account Number :</b>	
<b>Contract Term</b>			
<b>Existing Service Number</b>	<b>Existing Technology Type</b>	<b>Moving to :</b>	<b>Plan &amp; Monthly Cost*</b>
<b>Mobile Number</b>	<b>Existing Carrier</b>	<b>Authority</b>	<b>Plan and Monthly Cost*</b>
		<b>Total :</b>	

By ticking this box, I confirm that I have viewed and signed the Critical Information Summary relevant to the plan/s as listed above in this application form.

I am aware that Applicable Call Rates apply depending on plan type chosen. However, if moving from PSTN/ISDN to SIP, the SIP Call Rates and Costs only apply once the service has moved from PSTN/ISDN to SIP.

**DIRECT DEBIT AUTHORITY - BANK ACCOUNT**

<b>ACCOUNT NAME</b>	<b>BSB &amp; ACCOUNT NUMBER</b>	<b>BANK</b>
	BSB: ACCOUNT:	

**DIRECT DEBIT AUTHORITY - CREDIT CARD**

<b>NAME ON CARD</b>	<b>CREDIT CARD</b>	<b>EXPIRY DATE</b>
	CC NUMBER: CCV:	

**CREDIT CARD TYPE:**  VISA  MASTERCARD  AMEX

I/We request that moneys due in terms of the payment arrangements covered by this document be drawn by V4 Telecom Pty Ltd under the Direct Debiting System from my/our Account details above,

By signing this Direct Debit Agreement, you acknowledge having read and understood the terms and conditions governing the debit arrangements between you and V4 Telecom Pty Ltd as set out in this request and your Direct Debit Agreement.

Signed: \_\_\_\_\_

\*Please note: Any add, move and changes to PSTN services and line hunt configuration will incur a connection and or set up charges. These charges can attract fee of \$299\* plus GST per connection. Any new connection does not include any new cabling to the building and or lead in. If you wish to discuss these charges further please contact V4 Teams on 1300 843 13

**HARDWARE REQUIREMENTS**

<b>Hardware Brand :</b>		<b>Hardware Type</b>	
<b>Handset Type</b>	<b>Qty</b>	<b>Button / Feature Set</b>	

**Additional Features Required\***


\*Please Note any features not listed in this form will not be ordered from hardware supplier and will need to be ordered at additional cost if discovered to be needed later

**MAINTENANCE SCHEDULE**

(All prices Excluding GST)

<b>Number of Handsets</b>	<b>Service Level</b>	<b>Monthly Cost</b>
<b>Contract Term</b>	<b>Contract Start Date</b>	

**Additional Information / Notes Specific to the order**

--

**EXISTING SERVICES AUTHORITY**

I, \_\_\_\_\_ give V4 Telecom the authority to discuss and act on my behalf with my current Supplier, regards to the transfer & ordering of my telecommunications services to V4 Telecom away from my current provider.

Signed: \_\_\_\_\_

**TERMS AND CONDITIONS**

- I Accept And understand that by signing this order form the aforementioned business will (in the case of a finance agreement) be charged a monthly fee by the selected finance institution in addition to a monthly fee by the selected finance institution in addition to a monthly invoice from V4 Telecom directly for related telephony services and that additional call costs or services fees will be on top of the quoted monthly fees (E.g. 13/1300 calls)
- Installation costs waiver: I accept and understand that if the quoted installation price is exceeded by 150% the remaining amount will be borne by myself provided that a clear invoice from installers is provided with all costs justified and itemised within said invoice.
- Considering the heavily discounted pricing & the nature of these internet services, I as the Customer indemnify V4 Telecom from any claims arising out of loss of business due to a non working service or a service fault.
- It has been explained to me that as the Customer, unless I (the customer) has chosen to activate a maintenance contract for the hardware involved Eg. phone systems etc, any on-site technical call outs or 3rd party engineer costs incurred as a cost by V4 after CLIENT SATISFACTION FORM has been signed & initial install is complete, shall be chargeable in full on my next V4 Invoice & using V4 for on site or technical call out services will mean that I have accepted the costs associated with such a service from V4). I understand that any on site work, which is not a part of the Install scope, like additional requirements, wireless back up internet fees etc , NBN copper pair connect fees charged to V4 by NBN Co are charged on top. I also understand that out of scope requirements doesn't include any electrical wiring work)
- It has been explained to me that transfer of any older technology types such as PSTN, ISDN, and ADSL to new current technology like NBN, SIP etc can take between 4-12 weeks depending upon the nature of the service & a host of other factors involved when porting to a new technology outside of V4's control. During this transfer period, All older technology will be billed to me, as the Customer, as per V4's Standard Rates.
- Full Terms of Business available at <https://www.v4.net.au/tob>. For any online lead or appointment arranged by the Customer to see V4's representative is considered solicited marketing. Where the order is acquired via unsolicited marketing methods like self-generation of the lead by a V4 Sales Person, the Cooling Off Period is 10 business days from order sign up date. During this 10 business days cooling off period, the Customer can cancel the order at no charge by sending an email to: [approvals@v4.net.au](mailto:approvals@v4.net.au) with your full name, service address & order details. If cancelled after this 10 Business Days Period, the early termination costs for each service at monthly fee X remaining months will be payable. The cooling off period terms is available in the Terms of Business section at <https://www.v4.net.au/tob>. (Online leads, Existing customers of V4 and customers not considered "small proprietary companies" by ASIC are excluded from the 10 business days cooling off period) I accept the terms and conditions as set out by V4 Telecom at ( <https://www.v4.net.au/tob> ), and confirm that the above information is accurate.
- I am aware that Applicable Call Rates vary depending on plan type chosen. However, if moving from PSTN/ISDN to SIP, the SIP Call Rates and Costs only apply once the service has moved from PSTN/ISDN to SIP. All exclusions, special calls, additional services & ancillary costs like late payment fee etc are charged on top. There is no Pay on Time discount applied..
- I understand that paying bills via Direct Debit is a required condition of doing business with V4 Telecom. Deductions under this authority relate to the application for Telephone Services between V4 Telecom and the party authorising this Direct Debit Request. Debits under this authority will be drawn as follows: 14 days from issue date of V4 invoice
- I have signed below, and I have been given a copy of the completed paperwork at point of sale.
- By executing this Application for Telecommunications Services ( "application") you agree to the terms and conditions by which V4 Telecom Pty Ltd ABN 60 874 935 138 trade. V4 Telecom will provide you with telecommunications services. Please complete this Application if you wish to transfer the telephone line rental and/or other charges from your existing Service Provider to your account with V4 Telecom Pty Ltd

**FINAL AUTHORITY**

Print Name:	_____	Date:	_____
Position:	_____	Signed:	_____
Witness:	_____	Signed:	_____

**Priority Assistance:**

Please be aware that V4 services don't offer Priority Assistance on any of our products. If you do need priority assistance as a Home User, please contact Telstra for supply of your services using the below information. Please contact V4 at 1300 843 130 or [support@v4.net.au](mailto:support@v4.net.au) to move your services to Telstra as a Home User if you are an existing customer to V4, at no early termination costs applied by V4. Our teams will assist you if need be.

**How do I apply?**

If you are eligible for Priority Assist status, you can apply directly to Telstra by completing the [Priority Assist application form](#) and send it to the details found on the form.

**How can I get immediate assistance?**

If you need immediate assistance with a fault on your existing line, please call 13 2203.

For immediate help with a new line connection, please call Telstra on 1800 331 286.