



Quantum Telecom Pty Ltd  
 PO Box 300 MIRANDA NSW 1490  
 Ph: 1300 88 41 70  
 Fax: 1300 88 41 76  
 email: info@quantumtelecom.com.au  
 www.quantumtelecom.com.au  
 ACN: 115 903 814

Thank you for choosing **Quantum Telecom**. All information provided by you is held in strict confidence by Quantum Telecom and is not used for any purpose other than the direct provision and support of Quantum Telecom Business Communications and associated services.

PLEASE PRINT CLEARLY

**Section 1 – Application Details -- Internet Services Application --**

Do you have an existing Quantum Telecom Account? (Please Tick)

 No

 Yes - Acc No: \_\_\_\_\_

⇒ Go to Section 3

**Section 2 – Customer Details**

**Customer Name/Legal Entity:** \_\_\_\_\_

**Trading Name:** \_\_\_\_\_ **ABN/ACN:** \_\_\_\_\_

**Street Address** → **Unit/Suite No.:** \_\_\_\_\_ **Street No.:** \_\_\_\_\_ **Street Name:** \_\_\_\_\_

**Suburb:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Post Code:** \_\_\_\_\_

**Postal Address** → **Specify:** \_\_\_\_\_

**Suburb:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Post Code:** \_\_\_\_\_

**Email Address for Billing:** \_\_\_\_\_

**Contact Name:** \_\_\_\_\_ **Mob:** \_\_\_\_\_

**Phone No:** ( ) \_\_\_\_\_ **Fax No:** ( ) \_\_\_\_\_

**Section 3 – Broadband (DSL) Request**

**Service Details:**  New Service  
 Transfer Existing Service Existing Provider Name: \_\_\_\_\_

**Telephone Number:** ( ) \_\_\_\_\_ (Number you'd like to connect the DSL service to)

Please do not apply for a broadband service using a telephone line that already has an existing broadband service attached to it unless you want to transfer ("fast churn") the existing service. Fast churn activation is not available from all providers.

**Street Address** → of the above ph number exactly as it appears on your phone bill. **Unit No.:** \_\_\_\_\_ **Street No.:** \_\_\_\_\_ **Street Name:** \_\_\_\_\_

**Suburb:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Post Code:** \_\_\_\_\_

**Plan / Modem** → A DSL modem can be purchased with your connection. **DSL Grade:**  Residential  Business

**Speed:**  256/64k  512/128k  512/512k  1500/256k

**Included Data\*:** Unlimited\*\* **Monthly Access:** \$ \_\_\_\_\_ **Set-up / fast churn fee^ :** \$ \_\_\_\_\_

**Modem\*\*\*:**  Netcomm NB5 (\$100)  Netcomm NB5 + 4 (\$120)  Netcomm NB5 + 4W (\$180)

\*Data is measured in both directions but only the greater of upload or download is chargeable. \*\*Fair use policy applies. Speed throttled to 64/64 after 15GB on 256/64, 25GB on 512/128, and 35GB on 512/512 and 1500/256. ^Set-up and fast churn fees do not include cost of the modem. \*\*\* All modem purchases incur an additional \$7.95 postage fee. Changes in speed, to your telephone line or to your address will incur additional charges. All broadband plans must remain connected for a minimum term of 12 months from the date of connection or an early termination fee (monthly access multiplied by the amount of months left in the 12 month term) will apply.

**Supply of Broadband Service and Charges**

Once Quantum Telecom has received acknowledgement of your line being DSL compatible, you will be charged the full set-up fee if applicable. If we cannot supply the service, you will not be charged. Upon confirmation of your line being DSL enabled, your service will be activated and monthly billing will commence. After your DSL service has been supplied, a member of our customer service team will contact you to confirm your username and password.

**Customer Signature:** X \_\_\_\_\_ **Date:** \_\_\_\_\_

**Name:** \_\_\_\_\_ **Position:** \_\_\_\_\_

**Section 4 – Wireless Broadband (iBurst) Request**

**Modem Type\*\*\*:**  Laptop (\$239)  Desktop (\$279)  Additional Desktop Antenna (\$175)

If transferring existing modem please provide UTID

Plan:	Select	Plan	Speed	Download	Monthly Access
	<input type="checkbox"/>	Intro Low	256k	200mb	\$29.95
	<input type="checkbox"/>	Intro Medium	512k	200mb	\$34.95
	<input type="checkbox"/>	Intro High	1Mb	200mb	\$39.95
	<input type="checkbox"/>	Standard Low	256k	500mb	\$44.95
	<input type="checkbox"/>	Standard Medium	512k	500mb	\$49.95
	<input type="checkbox"/>	Standard High	1Mb	500mb	\$54.95
	<input type="checkbox"/>	Pro Low	1Mb	1Gb	\$74.95
	<input type="checkbox"/>	Pro Medium	1Mb	2Gb	\$99.95
	<input type="checkbox"/>	Pro Plus	1Mb	10Gb	\$199.95

**Activation/Connection:** Please select an application/connection fee

- No minimum term \$129
- 6 month minimum term \$99
- 12 month minimum term \$89

**Section 5 – Dial-Up Internet Request**

Plan:	Select	Plan	Speed	Download	Monthly Access
	<input type="checkbox"/>	Quantum Dial-Up	56k	Unlimited	\$19.95

**Section 6 – Declaration & Authorisation**

Quantum Telecom will send you a tax invoice on the 1<sup>st</sup> of every month with a due date of the 15<sup>th</sup>. Customers can pay they're account via cheque or money order & send it to the address on the invoice however if payment is not received it will then be debited from the relevant credit card or bank account (see direct debit request – page 3 of this application). We will not debit your credit card or bank account if payment has been received by the due date. \*\*\* All modem purchases incur an additional \$7.95 postage & handling fee. All rates in this document included GST.

- I declare that all information provided within this application is true & correct
- I have read & agreed to the Quantum Telecom Terms & Conditions
- I have received & agree to the rates provided by Quantum Telecom
- I understand that Quantum Telecom may perform a credit check upon the processing of this application
- If I agree to a minimum term agreement as specified in section 3 & 4 of this application, then early termination charges will apply if I terminate within that term. Early termination fee is equal to monthly access fee multiplied by the amount of months left in your minimum term.

**Customer Signature:**

**Date:**

**Name:**

**Position:**



Quantum Telecom Pty Ltd  
PO Box 300 MIRANDA NSW 1490  
Ph: 1300 88 41 70  
Fax: 1300 88 41 76  
email: info@quantumtelecom.com.au  
www.quantumtelecom.com.au  
ACN: 115 903 814

**Section 7 – Payment Details (Direct Debit Request)**

Quantum Telecom will send you a tax invoice on the 1st of every month with a due date of the 15<sup>th</sup>. Customers can pay via cheque, money order or direct deposit. However if payment is not received by the 15<sup>th</sup> it will then be debited from the specified account nominated below. Quantum Telecom will not debit the nominated account below if payment is received by the due by date.

**Our Commitment to You, Drawing Agreement:**

We will advise you, in writing, the details of amounts due 14 days prior to debiting your selected account. Where the due by date falls on a non business day, we will draw the amount on the next business day. If payment cannot be received via the below mentioned account then an alternate payment method must be made within 7 days of the due date. We will keep all information pertaining to your nominated account at the Financial Institution, private & confidential. If you ever require information you can contact us on the above numbers.

**Your Rights:**

You may terminate, defer or alter the Quantum Telecom Pty Ltd drawing arrangements at any time by giving written notice to us. Such notice should be received by us at least 7 business days prior to the due date. Where you consider that a drawing has been initiated incorrectly (outside the Quantum Telecom Pty Ltd plan arrangements) you should take the matter up directly with us within 7 days. If any drawing is dishonoured then a fee of \$16.50 may be charged to your account.

**Your Commitment to us, Your Responsibilities:**

It is your responsibility to ensure that sufficient funds are available in the nominated account to meet a drawing on it's due date. It is your responsibility to ensure that the authorization given to draw on the nominated account is identical to the account signing instruction held by the financial institution where the account is based. It is your responsibility to advise us if the account nominated by you to receive Quantum Telecom Pty Ltd drawings is transferred or closed. It is your responsibility to arrange with us a suitable alternate payment method if the Quantum Telecom Pty Ltd Pay Plan drawing arrangements are cancelled either by yourselves or by the nominated Financial Institution.

I/We request that monies due to Quantum Telecom be debited from the below nominated account.

**Option (A) Direct Debit from a bank account**

<b>Financial Institution:</b>	<input type="text"/>		
<b>Account Name:</b>	<input type="text"/>		
<b>Account Number:</b>	<input type="text"/>	<b>BSB:</b>	<input type="text"/>
<b>Signature:</b>	<input type="text" value="X"/>	<b>Date:</b>	<input type="text"/>

**Option (B) Direct Debit from a Credit Card**

An administration fee as described below will apply & be payable in addition to the due payment amount as directed by Quantum Telecom.

**Visa, MCard, BCard:** 2% of total (Min charge \$0.70 per transaction). or **Amex, Diners:** 3.5% of total (Min charge \$0.70 per transaction).

<b>Credit Card Type:</b>	<input type="checkbox"/> MasterCard	<input type="checkbox"/> Bankcard	<input type="checkbox"/> Visa	<input type="checkbox"/> Amex
<b>Name on Card:</b>	<input type="text"/>			
<b>Card Number:</b>	<input type="text"/>	<b>EXP:</b>	<input type="text"/>	
<b>Signature:</b>	<input type="text" value="X"/>	<b>Date:</b>	<input type="text"/>	

I/we acknowledge that this direct debit arrangement is governed by the terms of the Quantum Telecom Terms & Conditions. Should these details change then it is the customer's responsibility to inform Quantum Telecom. Drawing of funds may commence immediately & then 14 days after invoice date of your monthly account.

<b>Customer Signature:</b>	<input type="text" value="X"/>	<b>Date:</b>	<input type="text"/>
<b>Name:</b>	<input type="text"/>		
<b>Company Name:</b>	<input type="text"/>		