

# INTERNET SERVICE APPLICATION

Please complete all sections of this form.



## 1. APPLICANT DETAILS

Full Name

Date of Birth

Phone

Email

Optional, additional authorised account holder

Full Name

Date of Birth

Phone

Email



## 2. SERVICE ADDRESS

Unit Number

Street Address

Suburb

State

Postcode



## 3. SERVICE ACTIVATION

Date Service to be Activated

Service Connection Fee

**\$0**

*Billed to the property owner on the first service connection*



## 4. HARDWARE SELECTION

- ☐ VDSL TP-Link Modem N/A
 ☒ Nokia Beacon 4 Included^
 ☐ No Hardware Required

*Please call our team if you need assistance with this*



## 5. INTERNET PLAN SELECTION



### Ocean Gardens Bundle

**\$49.95**

per month

**One Month Free Trial^**

**Unlimited Data**

**1000/1000Mbps**

900Mbps Typical Evening Speed\*

- Minimum monthly charge: \$49.95
- \$0 setup fee payable by applicant
- No fixed term



See Critical Information Summary for further details



## 6. PHONE PLAN SELECTION



**Included**

Unlimited calls across Local, National  
& Mobile numbers\*\*

## 7. SUPPORTING INFORMATION

This application should be reviewed in conjunction with the following documents that contain more information regarding our products, services, billing and customer rights. These documents are available at [fibrenetbroadband.com.au/documentation](http://fibrenetbroadband.com.au/documentation) or by contacting our team.

- Critical Information Summary
- Standard Form of Agreement
- Terms and Conditions
- Billing Information
- Privacy Policy
- Complaints Handling Policy
- Financial Hardship Policy
- Domestic, Family and Sexual Violence Support Policy

### <sup>^</sup> 1 Month Free Trial Offer

- The one month free trial offer is available to eligible new Fibrenet Broadband customers only and will be applied as a credit to the first monthly service charge after activation. It does not apply to additional charges, optional services, hardware upgrades, call charges, non-standard installation charges, fees, or other amounts payable.
- After the promotional month, the selected plan will continue on a monthly basis at the standard monthly price unless cancelled in accordance with the applicable terms.
- The included router is supplied at no upfront charge with eligible plans and remains subject to manufacturer warranty and the customer's rights under the Australian Consumer Law.
- The offer is not transferable, not redeemable for cash and is subject to service availability, service qualification, network capability and the applicable Fibrenet Broadband terms and policies available at [fibrenetbroadband.com.au/documentation](http://fibrenetbroadband.com.au/documentation).

### \*Internet Plans

- Typical busy period download speed, 7pm–11pm. Measured on a wired connection. Wi-Fi performance may vary due to in-premises equipment, interference, device capability and building conditions.

### \*\*Phone Plans

- Calls to international, premium numbers, satellite numbers, directory assistance, operator-assisted calls and other special services are excluded unless expressly stated. See [fibrenetbroadband.com.au/documentation](http://fibrenetbroadband.com.au/documentation)
- Important: If you select a phone service, it may rely on your broadband connection and power at the premises. It may not operate during a power failure or broadband outage, including for calls to emergency services.

## 8. CUSTOMER AUTHORISATION

By submitting this application, I confirm that I have been provided with, or given access to, the applicable Critical Information Summary, Standard Form of Agreement, Terms and Conditions, Billing Information, Privacy Policy, Complaints Handling Policy and Financial Hardship Policy available at [fibrenetbroadband.com.au/documentation](http://fibrenetbroadband.com.au/documentation).

I agree to be bound by the applicable terms if my application is accepted, and authorise Fibrenet Broadband to provision the selected service at the nominated service address.

I consent to Fibrenet Broadband collecting, using and disclosing my personal information for the purpose of assessing this application, provisioning and managing the service, billing, support, fraud prevention, regulatory compliance and related account administration, in accordance with Fibrenet Broadband's Privacy Policy.



I have read, understood and agree to the Fibrenet Broadband service terms and privacy information.

Signature

Date



[Return to provisioning@fibrenetbroadband.com.au](mailto:provisioning@fibrenetbroadband.com.au)