



APPLICATION FORM

Contact Details	
Full Name	
Business Name	
Address	
City	Post Code
Contact Number	E-mail Address

EHW Unlimited Plans				
STANDARD	PREMIUM	SILVER	GOLD	PLATINUM
50/20Mbps	100/40Mbps	250/100Mbps	500/200Mbps	1000/400Mbps
\$99 <input type="checkbox"/>	\$109 <input type="checkbox"/>	\$269 <input type="checkbox"/>	\$429 <input type="checkbox"/>	\$559 <input type="checkbox"/>
<input type="checkbox"/> \$99 per month EHW NBN Support Package - which gives you 99% uptime SAG NBN™ 8hr eSLA 24/7. Applicable for Silver, Gold and Platinum plans only.				

Optional Services			
1.	<input type="checkbox"/> WiFi Modem Router with VOIP	\$133.35	Installations: 4. <input type="checkbox"/> Self-activation No charge *Charges will apply for on-site installation 5. <input type="checkbox"/> Technician required to activate \$160 6. <input type="checkbox"/> Reverse DNS \$33 / year 7. <input type="checkbox"/> Additional IP address \$10 / IP (number of additional IP)
	VOIP Plans:		
2.	EHW VOIP Ultra (per number / month) • Unlimited local, national, mobile	\$39.95	
3.	EHW Business NBN Voice Plan • Unlimited local, national, mobile • Minimum of 2 sim calls / order	\$49.95 per SIM Calls	

Other Charges and Information
1 FREE Static IP address included
NBN Service Early Termination Fee (Disconnect prior to 24 months contract) - \$300
Incorrect Call Out Charge (Truck roll required) - \$300 per hour for first 2 hours, \$100 per hour for every hour thereafter
Incorrect Call Out Charge (No Truck roll) / No Fault Found - \$220
Late Cancellation/Missed Appointment/Order Withdrawal - \$99
Speed Change Fee - \$33
Provisioning of Service: in place 7 days New 14 days (estimate only)



Authorisation

Do you accept the CSG Waiver?

Yes

No

Please refer to Terms and Conditions

The applicant requests EHW Technology PTY LTD to provide the requested Broadband, Voice and VOIP services based on the company's standard terms and conditions, which are printed on the second page of this form, and acknowledges having read those terms and conditions and agrees to be bound by them. The applicant and signatory to this application form acknowledges that the information provided in this application is true and correct and will be relied upon by the company to determine whether, or not, to grant service access to the applicant. The applicant further agrees that the company may debit the credit card/bank account nominated above for the charges nominated above.

Your Name:

Signature:

Date (DD/MM/YY):

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DIRECT DEBIT/CREDIT REQUEST

Request and Authorise to debit the account named below to pay EHW Technology PTY Ltd

Request and Authorise to debit:

I,

For

(Director/Authorised Representative's Name)

(Company/Business/Entity Name)

Authorise EHW Technology PTY Ltd to arrange for funds to be debited from my/our account, and at the Financial Institution identified and described below:

Financial Institution:

(Customer Bank Name)

Bank Address:

Amount: Monthly

Bank Account:

Account held in the name of:

Financial Institution's BSB:

Account Number:

Note: Direct debiting may not be available on this account. If in doubt, please refer to your Financial Institution.

Credit Card

Payment Method:



Credit:



Credit:

Name on card:

Signature:

Card Number:

Expiry Date - MM/YY:

 /

Date-DD/MM/YY:

 / /

Direct Debit Request Authorisation:

I/We have read the Direct Debit Service Agreement and acknowledge and agree to the terms and conditions in that agreement.

I request that you debit my account in accordance with the Direct Debit Service Agreement and the Total Debit Amount Acknowledged above.

Customer Signature:

Customer Signature:

Customer Name:

Customer Name:

Date:

 / /

Date:

 / /

DIRECT DEBIT REQUEST SERVICE AGREEMENT

By signing our Direct Debit Request, you acknowledge and agree to the following terms and conditions:

1. You authorise EHW Technology Pty Ltd (we/us) to debit your nominated account in the name in the manner specified in the Direct Debit Request.
2. We will provide you with at least 14 days prior notice in writing if we propose to vary any of the terms of the debit arrangement in place between us.
3. You will need to give us at least 30 working days notice in writing if you wish to defer or alter any of the debit arrangements.
4. You will need to advise us in writing if you wish to stop a payment being processed or cancel a Direct Debit Request. Such notice should be delivered to us at least 30 working days before the due date for payment or as otherwise stipulated in our Terms and Contions. All request for stops or cancellations must be referred to us in the first instance.
5. If you wish to dispute any Debit item, you should refer to us in the first instance and we will seek to resolve the matter with you. If we cannot resolve the dispute you can contact your financial institution at which your nominated account is held. Your financial institution will then commence a formal claims procedure on your behalf.
6. Some financial institution accounts do not facilitate direct debits. If you are uncertain, you should check with your financial institution before signing a Direct Debit Request to ensure that your nominated account is able to receive direct debits through Bulk Electronic Clearing System.
7. Before completing the Direct Debit Request, you should check the details of your nominated account against a recent statement from your financial institution to ensure that your account details are correct.
8. You agree that it is your responsibility to have sufficient cleared funds in your nominated account by the due date to enable payment of Debit Items in accordance with the Direct Debit Request.
9. We will initiate the Debit Items on the due date stated in the Direct Debit Request or as the otherwise agreed between us in writing. If the due date for payment falls on a day which is not a business day in Queensland, then a Debit Item will be processed to your account.
10. If a Debit Item is returned unpaid by your financial institution, you authorise us to present a further debit payment, notwithstanding that this may exceed the maximum amount stated in the Direct Debit Request. We Will charge a \$10 fee, per transaction, as a result of your Debit Item being returned.
11. We will ensure the details of your personal records and account details held by us remain confidential. However, if you lodge a claim in relation to an alleged incorrect or wrongful debit, it may be necessary for us to release such information to your financial institution or its representative, or to our financial institution, or its representative to enable your claim to be assessed.

NBN Terms and Conditions / General Terms and Conditions / Critical Information Summary / Financial Hardship Policy

Note: NBN Terms and Conditions, General Terms and Conditions, Critical Information Summary and Financial Hardship Policy are available on <https://www.ehw.net.au/support/policies/>

I/We have read the NBN Terms and Conditions / General Terms and Conditions / Critical Information Summary / Financial Hardship Policy, and acknowledge and agree to the terms and conditions in that agreement.

Customer Signature: _____

Customer Signature: _____

Customer Name: _____

Customer Name: _____

Date: / /

Date: / /