



SYDNEY • MELBOURNE • BRISBANE

BUSINESS

Phone 1300 850 066

The Complete Telephone Company

www.phonebusiness.com.au

VIP1 CONNECT

FIXED LINE & Inbound

RATES

SYDNEY • MELBOURNE • BRISBANE

Nationwide calling: **1300 850 066** • Nationwide fax: **1300 889 104** • PO Box 1738, North Sydney NSW 2059

email: sales@phonebusiness.com.au • web: www.phonebusiness.com.au

"VIP1 Connect" PSTN / ISDN Fixed Line Rate Chart

(On Net Customers)

Local Calls	Flat Rate
Untimed, no <i>Flagfall</i>	\$0.12

Fixed to Mobile (rates are applied on a per 30 second basis and apply 24 hours/day 7 days /week)	Rate / Min
<i>Flagfall</i>	<i>\$0.00</i>
Rate per minute (all networks)	\$0.28

National Intercapital Rates (On-net) (rates are applied on a per 30 second basis and apply 24 hours/day 7 days /week)	Rate / Min
<i>Flagfall</i>	<i>\$0.00</i>
Melbourne	\$0.12
Brisbane	\$0.12
Adelaide	\$0.12
Perth	\$0.12
Darwin	\$0.12
Hobart	\$0.12

Top 10 International Destinations (rates are applied on a per 30 second basis and apply 24 hours/day 7 days /week)	Rate / Min
<i>Flagfall</i>	<i>\$0.00</i>
China	\$0.20
France	\$0.30
Germany	\$0.30
Hong Kong	\$0.20
Ireland	\$0.30
Italy	\$0.30
New Zealand	\$0.15
Singapore	\$0.30
UK	\$0.15
USA	\$0.15

"VIP1 Connect" PSTN / ISDN Fixed Line Setup Costs

Installation	1st Service / Additional
New PSTN line connection	\$299.00 / \$179.00
New PSTN line connection (tag at MDF, inplace service)	\$125.00 / \$75.00
Inplace PSTN service (working socket)	\$59.00 / \$59.00
New ISDN 2 connection (2 lines)	\$324.50 / \$275.00
PSTN to ISDN Conversion	\$190.30 / \$190.30
New ISDN 10 connection (10 lines)	\$2,035.00
New ISDN 20 connection (20 lines)	\$2,750.00
New ISDN 30 connection (30 lines)	\$3,080.00
Additional 10 channels added to existing ISDN10 or ISDN20	\$825.00

Service and equipment (Monthly line rental)	Flat Rate /month
PSTN Residential (per line)	\$30.36
PSTN Business (per line)	\$34.95
ISDN 2 (per 2 lines)	\$73.50
ISDN 2 DID (per 100 numbers)	\$35.20
ISDN 10 (per 10 lines)	\$355.00
ISDN 20 (per 20 lines)	\$710.01
ISDN 30 (per 30 lines)	\$1,035.00
Each 10 channels in addition to original ISDN30	\$325.01

- Terms and conditions are as per Phone Business T&C, which can be viewed on our application form
- All prices quoted exclude GST and are subject to change at any time

"VIP1 Connect" 1800/1300 Inbound Rate Chart

(On Net Customers)

1800 (rates are applied on a per 30 second basis and apply 24 hours/day 7 days /week)	Rate / min
<i>Min call charge</i>	<i>\$0.10</i>
Local	\$0.08
National	\$0.16
Mobile to Fixed	\$0.25
Fixed to Mobile	\$0.50
Mobile to Mobile	\$0.50

1300 (rates are applied on a per 30 second basis and apply 24 hours/day 7 days /week)	Rate / min
<i>Min call charge</i>	<i>\$0.10</i>
Local	Free for the first 20 minutes and then \$0.08
National	\$0.16
Mobile to Fixed	\$0.25
Fixed to Mobile	\$0.50
Mobile to Mobile	\$0.50

- All VIP1 Connect 1800 / 1300 numbers have a \$15 monthly rental charge
- All VIP1 Connect 1800 / 1300 numbers do not have call connection charge (flagfall)
- All prices quoted exclude GST and are subject to change at any time

International Rates available upon request



Print this form out, sign it and then fax it to us ON 1300889104

Fixed Line: PSTN, ISDN & Inbound

COMPANY APPLICATION FORM

CUSTOMER CONTACT DETAILS

Company Name: _____
 Trading Name: _____
 Billing Name: _____
 Nature of Business: _____ ABN: _____

PRINCIPAL CONTACT

Title: _____ First Name: _____ Last Name: _____
 Business Phone No.: _____ Business Fax No.: _____
 Mobile No.: _____ Email Address: _____
 Notes: _____

CUSTOMER ADDRESS DETAILS

CURRENT ADDRESS:

Location type Location no. Street no. Street name Street type
 e.g. Suite e.g. 210 e.g. 7A e.g. Miller, Pitt e.g. Street, Road

Suburb/Town State Postcode
 e.g. Chatswood, Albury e.g. NSW e.g. 2060

ADDRESS FOR NEW LINE CONNECTION: Same as Current Address

Location type Location no. Street no. Street name Street type
 e.g. Suite e.g. 210 e.g. 7A e.g. Miller, Pitt e.g. Street, Road

Suburb/Town State Postcode
 e.g. Chatswood, Albury e.g. NSW e.g. 2060

ADDRESS FOR BILLING: Same as Current Address Same as New Line Connection

Location type Location no. Street no. Street name Street type
 e.g. Suite e.g. 210 e.g. 7A e.g. Miller, Pitt e.g. Street, Road

Suburb/Town State Postcode
 e.g. Chatswood, Albury e.g. NSW e.g. 2060

PAYMENT OPTIONS

CREDIT CARD Credit card payment is mandatory for DSL Services
 A detailed account will be sent in the first week of each month and the nominated credit card debited with the account value throughout the month.
 Card type: VISA M/C (No AMEX) Cardholder's name _____
 Card number | _ _ _ _ | _ _ _ _ | _ _ _ _ | _ _ _ _ | Expiry date ____ / ____

INVOICE (14 day terms)
 Trade reference name: _____ Phone No. _____
 Trade reference name: _____ Phone No. _____

CONNECTION DETAILS

PSTN (Analogue)

RATE PLAN _____

	New Line	Existing Line	PHONE	FAX	MODEM	LINE HUNT
1.	<input type="checkbox"/>	<input type="checkbox"/> _ _ _ _ _	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	<input type="checkbox"/>	<input type="checkbox"/> _ _ _ _ _	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.	<input type="checkbox"/>	<input type="checkbox"/> _ _ _ _ _	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.	<input type="checkbox"/>	<input type="checkbox"/> _ _ _ _ _	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.	<input type="checkbox"/>	<input type="checkbox"/> _ _ _ _ _	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.	<input type="checkbox"/>	<input type="checkbox"/> _ _ _ _ _	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7.	<input type="checkbox"/>	<input type="checkbox"/> _ _ _ _ _	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.	<input type="checkbox"/>	<input type="checkbox"/> _ _ _ _ _	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Total amount of lines _____

Attach separate sheet if insufficient space.

ISDN (Digital)

RATE PLAN _____

	New PRI with DID	Existing PRI with DID	
1.	<input type="checkbox"/>	<input type="checkbox"/> from _ _ _ _ _ to _ _ _ _ _	Total amount of lines _____
	New BRI with DID	Existing BRI with DID	
1.	<input type="checkbox"/>	<input type="checkbox"/> from _ _ _ _ _ to _ _ _ _ _	Total amount of lines _____
	New BRI with GDN	Existing BRI with GDN	
	<input type="checkbox"/>	<input type="checkbox"/> GDN No. _____	Total amount of lines _____
		1. ISDN 2 _ _ _ _ _	
		2. ISDN 2 _ _ _ _ _	
		3. ISDN 2 _ _ _ _ _	
		4. ISDN 2 _ _ _ _ _	

Attach separate sheet if insufficient space.

INBOUND (1800, 1300, 13 numbers)

RATE PLAN _____

	New Inbound	Existing Inbound	INBOUND NUMBER	TERMINATING NUMBER	ACCOUNT NUMBER
1.	<input type="checkbox"/> 1800 <input type="checkbox"/> 1300 <input type="checkbox"/> 13	<input type="checkbox"/> 1800 <input type="checkbox"/> 1300 <input type="checkbox"/> 13	_____	_____	_____
2.	<input type="checkbox"/> 1800 <input type="checkbox"/> 1300 <input type="checkbox"/> 13	<input type="checkbox"/> 1800 <input type="checkbox"/> 1300 <input type="checkbox"/> 13	_____	_____	_____
3.	<input type="checkbox"/> 1800 <input type="checkbox"/> 1300 <input type="checkbox"/> 13	<input type="checkbox"/> 1800 <input type="checkbox"/> 1300 <input type="checkbox"/> 13	_____	_____	_____
4.	<input type="checkbox"/> 1800 <input type="checkbox"/> 1300 <input type="checkbox"/> 13	<input type="checkbox"/> 1800 <input type="checkbox"/> 1300 <input type="checkbox"/> 13	_____	_____	_____

Total amount of lines _____

Attach separate sheet if insufficient space.

AUTHORISATION

By signing this Agreement, you: 1. have agreed for Phone Business to supply and bill the above listed services as per the Terms and Conditions on the following page; 2. certify that you have the authority to change your current Service Provider; 3. acknowledge reading a copy of the Terms & Conditions on the following page and agree to its terms; 4. authorise Phone Business to act on your behalf for the Installation and Provisioning of lines and internet services; 5. acknowledge that: (i) Phone Business will bill you for all Services under this Agreement; (ii) you have received a copy of the Rate Plan and understand and accept those to be the rates to be charged (as varied from time to time by us).

**Print this form
out, sign it
and then fax
it to us on
1300889104**

Signed NAME _____ POSITION _____ SIGNATURE _____ DATE _____

Witness NAME _____ POSITION _____ SIGNATURE _____ DATE _____

TERMS AND CONDITIONS

Phone Business Pty Ltd ABN: 51 083 090 162 will supply telecommunications services ("Services") on the following terms and conditions.

1. SERVICES

- a. Services will be supplied to you through network operators ("Carriers") nominated by us and you agree that we may change Carriers at any time without reference to you. You hereby authorise us to notify any relevant Carrier to effect any such change.
- b. We do not warrant that we will be able to supply the Services and you acknowledge that we will only be able to supply the Services to the extent and to the standard that Carriers provide Services to us. We will not be liable for any failure to supply you with all or any part of the Services and you acknowledge that if the agreement between us and the carrier is terminated and a Carrier agrees to arrange supply of Services to you, the Carrier may not be able to make those arrangements immediately and if any are made they will be on the Carrier's current retail terms and conditions.
- c. If you transfer services to us from another supplier, you must immediately pay amounts owing to that supplier and you authorise us to instruct that supplier on how to transfer the services.
- d. We will not be held responsible for any undue delays or problems associated with Telstra in the provisioning of Services.

2. CHARGES AND PAYMENTS

- a. You will pay our current charges (including charges of any suppliers to us) from time to time for the Services we provide to you (including calls made using the 1488 access code however used, including by preselection) and our invoices must be paid by the due date specified on your account.
- b. If we transfer the Services to another supplier, you must pay us all our charges up to date of transfer.
- c. We may pay to a retailer/dealers stated in your application (or any other person) a commission. If you do not pay;
- d. An account by the due date then we may charge interest at the rate of 1.5% per month or part thereof on the outstanding amount of the account, suspend all or part of your Services pending payment of all outstanding amounts including interest and to adjust the prices you pay for the Services.
- e. You will be liable for all reasonable collection costs (including legal fees) we incur to collect the amount outstanding.
- f. The carrier may be entitled to claim payment from you of any amount under our contract unpaid by the due date on the same terms and conditions we can claim payment from you.
- g. All charges associated with the provisioning or removal of Telstra Services will be charged by Phone Business to the Customer.

3. AMENDMENTS TO TERMS AND CONDITIONS

- a. We may vary, alter, replace or revoke any of these terms and conditions effective 14 days after written notice to you.

4. CREDIT CHECK

- a. You undertake that you have provided us with all information which may be relevant to our assessment of your credit rating. You agree that, for the purpose of assessing your credit rating, we may obtain a credit report from a Credit Reporting Agency which contains personal information about you and seek information about your credit history from any credit provider named in such report on you application.
- b. You agree that Phone Business Pty Ltd may exchange information with those credit providers named in a consumer report issued by a credit reporting agency for the following purposes; to assess an application by me/us for credit; to notify other credit providers of a default by me/us; to assess my/our credit worthiness. I understand that the information exchanged can include anything about my credit worthiness, credit standing, credit history or credit capacity that credit providers are allowed to exchange under the Privacy Act 1988. Phone Business Pty Ltd may give information about you to a credit reporting agency, this information is limited to:
- c. The fact that Phone Business Pty Ltd is a current credit provider to you.
- d. Loan repayments which are overdue by more than 60 days, and for which debt collection action has started.

5. LIABILITY

- a. We exclude all statutory and tortious liability to you and any conditions or warranties implied by law or statute, and liability for all direct, economic, consequential or indirect losses, expenses, damages and costs incurred by you arising out of or relating to the Services or any failure to supply or delay in supplying the Services, except where to do so would contravene a statute or cause any part of this clause to be void.
- b. Our liability to you for breach of any condition or warranty is limited at our option to resupplying the Services or refunding the price of the Services, and you acknowledge that the liability of any Carrier to you in relation to the Services is governed by the terms and conditions on which that Carrier from time to time supplies that services to its own retail customers.

YOUR RESPONSIBILITIES

- c. You warrant that all information on your application is true and correct.
- d. You must:
 - I. Comply with all laws and guidelines concerning your use of the service;
 - II. Notify us immediately of any change to your details.
- e. You must not;
 - I. Breach any person's rights or otherwise cause us or a carrier loss, liability or expense;
 - II. use the service for any improper, immoral, unauthorised or unlawful purpose or let anyone else use the service for that purpose.

6. COMMENCEMENT AND TERMINATION

- a. This agreement commences when you sign the application and may be terminated by either of us on one month's written notice. We may terminate this agreement immediately if you have breached this agreement. You cannot assign your rights under this agreement without our consent, but we can assign our right without your consent.

7. INFORMATION

- a. You agree to provide us with all information which we may request from you in connection with supplying the Services to you and consent to us exchanging information about you with any Carrier. You agree to keep confidential all information supplied by us and expect as required by law or this agreement we will keep confidential all information supplied by you.

8. WARRANTY OF AUTHORITY

- a. Any person signing this agreement on behalf of another warrants that they have power and authority to bind the other person in respect of this agreement.

9. GOVERNING LAW

- a. This agreement shall be governed by and construed in accordance with the law of New South Wales and the parties hereby submit to the jurisdiction of the courts of that State.

10. MEANING OF EXPRESSION

- a. Words not defined in these terms and conditions have the same meaning as in the Telecommunications Act 1997.