

Bundle Authorisation Form

What happens when you sign this form?

By completing and signing this form, you are agreeing to transfer your telephone and DSL service to Beagle Internet Pty Ltd ("Beagle") as part of a bundled DSL and PSTN voice package with the agreed Terms and Conditions on our website.

Please fax to **(02) 8569 0509** or scan and email to **accounts@beagle.com.au**.

Your Details

Title	First Name	Surname

Address your telephone service is supplied to:

Unit Number	Street Number	Street Name

Suburb	State	Postcode

Billing Address (if different to the above address)

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Phone number the telephone service(s) you want transferred is connected to:

Area Code	Area Code
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Name of your existing telephone service supplier:

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Optional Services

Optional Services required (please tick all required – charges will apply):

<input type="checkbox"/>	Calling Number Display	<input type="checkbox"/>	Silent Number
<input type="checkbox"/>	Message Bank 101	<input type="checkbox"/>	Easy Call Control
<input type="checkbox"/>	FaxStream Duet	<input type="checkbox"/>	Easycall Abbreviated Dialling
<input type="checkbox"/>	Line Hunt		

Acknowledgement

By signing this form, you agree as follows:

- i. I am the account holder of the telephone service(s) listed above, or am authorised by the account holder in writing to transfer this service to Beagle;
- ii. The information provided in this form is true and correct;
- iii. I understand that it is my responsibility to check the terms of your contract my current supplier(s) to determine if there will be any consequences as a result of this transfer (such as an early termination payment).
- iv. I have read and agree to all the terms and conditions and waivers.

Signature	Date
	/ / 20

Bundled Terms and Waivers

The standard Terms and Conditions for services provided by Beagle apply to this service. A copy of these terms is available at the bottom of every page on the Beagle website.

Bundle Terms and Conditions

In addition to the standard terms and conditions, the following additional terms and conditions apply to the Bundle ("Service"):

- i. The Service consists of a residential PSTN voice telephone and DSL service. In order to be eligible for the bundle, both services must be maintained concurrently for the contracted period at the nominated location and telephone number;
- ii. International and long distance telephone calling on the Service must remain pre-selected to Beagle. In the event Beagle becomes aware that the telephone service is no longer pre-selected to Beagle, a surcharge of \$4.95 per month will be applied;
- iii. Any existing services with your current provider such as telephone handset rental will be carried across to Beagle at the nominated rates on our website;
- iv. The service is only available in selected areas to selected customers;
- v. By signing below, you acknowledge that you agree to the terms and conditions.

Name (please print) and signature:

Date

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Priority Assistance ("PA") Waiver

- i. The service provided by Beagle is not suitable for persons with life threatening conditions that require priority assistance. PA is a service designed to help persons with diagnosed life-threatening medical conditions that depend on a home telephone service to be able to call for assistance when needed. It entitles the customers to faster fault resolution and provisioning times. In the event you require such a service, you should instead contact Telstra, AAPT or Primus Telecommunications who are registered with respect to ACIF code C609:2003 as providers of PA;
- ii. By signing below, you acknowledge that you do not require a PA service.

Name (please print) and signature:

Date

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Customer Service Guarantee ("CSG") Waiver

- i. Part 5 of the Telecommunications (Customer Service Guarantee) Standard 2000 (No 2) (the CSG) allows Beagle to propose that you waive the protections and rights provided for under the CSG;
- ii. The CSG contains performance standards, which carriage service providers such as Beagle are required to fulfil (unless the customer has waived these performance standards). A complete version of the CSG and an explanation of its terms are available on the Australian Communication and Media Authority's website (www.acma.gov.au);

- iii. The Service provides significant lower call rates and benefits in comparison to regular services and Beagle is only able to provide this service on the condition that it is not required to meet the CSG performance standards. So that you may utilise this service, you must waive your rights under and in respect to the CSG. In particular, the provisions you are waiving are:
- (a) Receiving written information at least every two years about:
 - the performance standards that apply to supply of specified services;
 - the obligations of the provider under those standards;
 - the customer's entitlements to damages under the Act for contravention of the performance standards;
 - information about a performance standard provided on request.
 - (b) Guaranteed maximum connection provisioning periods;
 - (c) Guaranteed maximum rectification periods;
 - (d) Making and changing of appointments for the purpose of service provisioning or fault rectification at times convenient for you that are either for a particular time of the day or within a five hour nominated period;
 - (e) Making or changing appointments by giving at least 24 hours notice;
 - (f) Receiving compensation or damages for any failure to meet the prescribed performance standards;
- iv. This CSG waiver will take effect seven (7) days from the date you agree to it unless you notify Beagle that you no longer wish to waive your rights under the CSG. If you do so, Beagle will not provide the Service to you;
- v. By signing below, you acknowledge that you waive the CSG.

Name (please print) and signature:

Date

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