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# TransACT Broadband

## Application form

CUSTOMER DETAILS		
Applicant <i>(Individual or company name)</i>		
Trading name <i>(if applicable)</i>		
ABN <i>(for businesses)</i>	Date of Birth <i>(for individuals)</i>	
Email Address <i>(for contact &amp; billing purposes)</i>		
Postal Address		
Suburb	State	Postcode
Telephone <i>(business hours)</i>	Mobile	Fax

SERVICE DETAILS	
Choose a TransACT Broadband plan <i>(Please refer to the Critical Information Summary for details each plan)</i>	
Home-100 <input type="checkbox"/>	Business-150 <input type="checkbox"/>
Home-150 <input type="checkbox"/>	Business-600 <input type="checkbox"/>
Home-200 <input type="checkbox"/>	Business-1000 <input type="checkbox"/>
Home-400 <input type="checkbox"/>	Business-1200 <input type="checkbox"/>
Home-1000 <input type="checkbox"/>	Business-2000 <input type="checkbox"/>
Username for mailbox (username@cbit.net.au)	Second Choice for username
<i>Your username must start with a letter, use only lowercase letters, numbers, underscores (_) and periods (.) and be between 3 and 16 characters in length.</i>	



## SERVICE LOCATION & TRANSFER DETAILS

Street Address of Service

Suburb

State

Postcode

## HARDWARE & DELIVERY

All hardware orders will require payment via credit card or direct debit, prior to shipping.

- Router from CBIT required. *CBIT will only provide support services for equipment that it sells.*
- I have my own router. *Please make sure you are capable of re-configuring your own router for the ADSL service.*
- Deliver my hardware. *A \$22 freight charge applies.*
- I will pick up my hardware from CBIT's Canberra office.

Delivery Address for hardware *(A business address is required, as the courier will require a signature upon delivery)*

Suburb

State

Postcode

## BILLING DETAILS

CBIT invoices your services monthly in advance.

- Automatically charge my credit card. *Additional fees apply for payment by credit card.*
- Direct deposit. You must set up Direct Debit online.

Credit card Number

CVN/CVV

Expiry

Name on card

Please specify your email address for your tax invoice, notifications, and other correspondence



## CUSTOMER AUTHORISATION

The Applicant accepts and agrees to CBIT's Standard Form of Agreement, TransACT Broadband Service Description, Critical Information Summary, and the Additional Notes contained within this document. The Applicant also confirms that he/she is 18 years of age or older.

If the Applicant is a company, then the signee warrants that he/she is authorised to execute this Agreement on behalf of the company.

Signature

Date

## ADDITIONAL NOTES

When you apply for CBIT's TransACT Broadband service, you should be aware of certain obligations and conditions once the order form is received by CBIT. Firstly, please be aware that by signing the application form you accept and agree to be bound by the CBIT Standard Form of Agreement, TransACT Broadband Service Description, Critical Information Summary, and Acceptable Use Policy. Please call us if you would like any help interpreting these documents.

### CUSTOMER DETAILS

- Please complete all information contained in Section 1. This information will be used for the purposes of supplying you with the service, to administer your account with us and if necessary, to transfer you from your existing supplier.
- For your security and privacy, it is important that you provide all the information we request. We will use it to verify your identity when dealing with you over the phone. The requested information for registered businesses includes your Australian Business Number (ABN), and for individuals includes your date of birth.

### SERVICE DETAILS

- The monthly quota is counted as the sum of your downloads plus your uploads.
- Single location only – NBN plans are designed to allow one concurrent router login on one specific line.
- Your username must consist of lowercase letters, numbers, underscores ( \_ ) and periods ( . ) only. It must begin with a letter, and be between 3 and 16 characters in length.

### HARDWARE & DELIVERY

- CBIT's TransACT Broadband service requires a router at your premises to function. ADSL routers are unsuitable and cannot be used.
- If you have ordered hardware, please ensure that you have provided a suitable daytime delivery address, as the courier will require a signature upon delivery.

### BILLING & DELIVERY

- Tax invoices and other notifications are sent to your CBIT email address, unless you have supplied an alternative email address.
- Posting of paper invoices is available but discouraged for environmental reasons, and if requested will attract a \$1.50 surcharge per invoice.
- Payment is required in advance. You will be required to pay the setup fee and any equipment costs (if applicable) and the first monthly fee upon provisioning of your service.
- Billing will begin within 7 days of the service being provisioned by our carrier, or earlier if you have registered a successful login.
- Payments via Visa or Mastercard incur a \$0.99 surcharge per transaction; payments using American Express or Diners Card incur a surcharge of 4% of the transaction value.
- There are no surcharges for BPay, Direct Debit, Direct Credit, Cheque, Money Order, Cash or EFTPOS.

### OTHER IMPORTANT INFORMATION

- Please refer to the Critical Information Summary available on our website.