



BROADBAND PHONE (VoIP) Application – Residential

Dealer Number:

0 Applicants Details (Please use block letters)

Title:	Given Name:	Surname:
Street Address:		Suburb:
Postal Address: (if different than above)		P/code:
Phone:	Mobile:	Fax:
Drivers License Number / ID:	DOB:	
Primary Email Address:		Email address for billing: (if different from primary)

0 Select Plan - Standalone Broadband Phone

✓	Plan	Local Calls	National Calls	Mobile Calls	Free Calls	Contract	Monthly
	Youtalk Intro	10c Untimed	10c Untimed	27c p/min	Yes	No ²	\$ 9.95 p/month
	Youtalk Plus	10c Untimed	10c Untimed	25c p/min	Yes	No ²	\$ 19.95 p/month
	Youtalk Max	10c Untimed	10c Untimed	27c p/min	100	Yes	\$ 19.95 p/month
	Youtalk Loyal	10c Untimed	10c Untimed	25c p/min	100	Yes	\$ 29.95 p/month

0 Additional Features

<input type="checkbox"/>	I require a new Local Number (DID) (\$12.00 Per month)	<input type="checkbox"/>	Port my existing local number (You must complete the "Number Porting Application" available from our website www.yourhub.com.au or contact our friendly staff)
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Please include the following features with my Broadband Phone Service:

<input type="checkbox"/>	Call Number Display (CND) (Free)
<input type="checkbox"/>	Call Waiting (Free)
<input type="checkbox"/>	3 Way Call (Free)
<input type="checkbox"/>	Voice Mail, Call Forwarding and Follow me. (additional \$4.00 per month. Initial \$12.00 setup fee)

0 Hardware Details

Please include the following preconfigured hardware with my Broadband Phone Service:

✓	Item	Details
<input type="checkbox"/>	Yourhub SPA3102 ATA Cost: \$150.00	Has a line in (FXO Port) for normal telephone backup.(Required if you don't already have the VoIP feature in your existing hardware.)
<input type="checkbox"/>	Yourhub PAP2T Cost: \$150.00	Has the capability of provide two separate phone numbers in the one unit. Ideal for home office and again used if you don't already have the VoIP feature in your existing hardware.
<input type="checkbox"/>	Yourhub DG834GV Cost: \$265.00	This modem/Router does it all in one unit. 4 Port, Wireless, Viop Modem/Router.

Note: All hardware is configured with Yourhub account settings before dispatch. Yourhub support the listed hardware only.

The applicant accepts and agrees to be bound by the Yourhub Standard Form of Agreement (SFOA) and Broadband Phone Schedule (these documents are available online at www.yourhub.com.au/files); and the Additional Notes on Page 2 of 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:/...../.....

0 Payment Details

METHOD: (Tick a box below)		<input type="checkbox"/> Direct Debit	<input type="checkbox"/> Credit Card	<input type="checkbox"/> 3 Months in Advance (Security Bond of \$100.00)
Credit Card Details	Card type	Card Number	Expiry date	Name on Card
	M/C			
	VISA			
	Ezi Debit			

I hereby authorise Internet Solutions Pty Ltd to bill my credit card for all charges owing to my account.

Signature: Date:

0 Additional Information

Head Office: 601 - 603 Flinders Street Townsville Qld, 4810 **P O Box** 3537 Hermit Park Qld 4812
Phone: (07) 4728 4568, Fax: (07) 4724 1888, Email: info@yourhub.com.au, Website: www.yourhub.com.au



Application:	When you apply for an Yourhub Broadband Phone services, you should be aware of certain obligations and conditions once the order form is received by Yourhub. Firstly, please be aware that when you sign the application form you are signing to say that you accept and agree to be bound by the Yourhub Standard Form of Agreement and Broadband Phone Service Schedule (these documents are available at www.yourhub.com.au/files). 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 and (if applicable) Driver's License Number. Your mobile number may also be used to alert you of your order status via SMS
Connection:	A connection charge of \$39.95 applies to all new services with the exception of the Yourhub Youtalk Max and Youtalk Loyal Plans or when being bundled with Yourhub broadband..
Contract:	Standalone packages are subject to a month by month rolling contract only with a minimum 30 days notice of cancellation unless they are the Yourhub Youtalk Max and Youtalk Loyal Plans. These plans are subject to a 12 month contract and an early termination fee of \$39.95 applies. When bundling Yourhub Broadband Phone services with other Yourhub services a 2 year contract applies. An early termination fee is payable equal to 50% of the remaining term.
Bundling:	When bundling Yourhub Broadband services with Yourhub's Broadband Phone you will save \$9.95 per month on any chosen plan.
Provisioning:	Yourhub Broadband Phone services are normally provisioned within 1 to 2 business days.
Internet Speeds:	Yourhub recommends a minimum internet service speed of 512/128mbps for the use of Yourhub Broadband Phone Services.
Billing Information:	Tax invoices/statements are available 24/7 via your account login at www.yourhub.com.au . Posting of paper invoices is available but discouraged for environmental reasons, and if requested will attract a \$2.00 surcharge per invoice. As per the Standard Form of Agreement, 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. Credit card surcharge: Payments via Visa or Mastercard incur a 2% surcharge per transaction. There are no surcharges Direct Debit, Direct Credit, Cheque, Money Order or Cash.

Note: *Information is current as of 06/04/2010 and is subject to change without notice. All prices quoted include GST.

Hardware

Yourhub Broadband Phone service requires particular hardware at your premises to function. You can purchase appropriate hardware as outlined on this application or on our website - please refer to www.yourhub.com.au/hardware for details - or alternatively source your own hardware. Yourhub recommends the listed hardware and provides support the listed hardware.

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. If there is no-one available to sign for the delivery, a card will be left and the parcel redirected to the nearest collection depot; and an additional \$25 delivery charge will be applied. We therefore recommend delivery to a work address, if this is more convenient (please document below if required):

Business Hours Equipment Delivery Address (if different to address specified on page one of this form):

Attention: Product Required: ...As indicated above

Address:

Suburb: Qty:

State: Postcode:

Fax Application to: (07) 4724 1888
Or
Post to P O Box 3537 Hermit Park Qld 4812