

ORDER & AGREEMENT – FTTH/VDSL

Full Name

Service Address.....

Email.....

Mobile.....

Tick	Speed	Data Included	Activation	Monthly Cost	Min Cost	Term
	Up to 12/1Mbps	250GB	\$99.00	\$75.00	\$549.00	6 Months
	Up to 25/5Mbps	500GB	\$99.00	\$90.00	\$639.00	6 Months
	Up to 50/20Mbps	500GB	\$99.00	\$100.00	\$699.00	6 Months
	Up to 50/20Mbps	1TB	\$99.00	\$105.00	\$729.00	6 Months
	Up to 100/40Mbps	500GB	\$99.00	\$110.00	\$759.00	6 Months
	Up to 100/40Mbps	1TB	\$99.00	\$119.00	\$813.00	6 Months

Tick	Speed	Data Included	Activation	Monthly Cost	Min Cost	Term
	Up to 12/1Mbps	250GB	\$79.00	\$69.00	\$907.00	12 Mths
	Up to 25/5Mbps	500GB	\$79.00	\$85.00	\$1099.00	12 Mths
	Up to 50/20Mbps	500GB	\$79.00	\$95.00	\$1219.00	12 Mths
	Up to 50/20Mbps	1TB	\$79.00	\$100.00	\$1279.00	12 Mths
	Up to 100/40Mbps	500GB	\$79.00	\$105.00	\$1339.00	12 Mths
	Up to 100/40Mbps	1TB	\$79.00	\$115.00	\$1459.00	12 Mths

Tick	Speed	Data Included	Activation	Monthly Cost	Min Cost	Term
	Up to 12/1Mbps	250GB	\$69.00	\$65.00	\$1629.00	24 Mths
	Up to 25/5Mbps	500GB	\$69.00	\$79.00	\$1965.00	24 Mths
	Up to 50/20Mbps	500GB	\$69.00	\$89.00	\$2205.00	24 Mths
	Up to 50/20Mbps	1TB	\$69.00	\$95.00	\$2349.00	24 Mths
	Up to 100/40Mbps	500GB	\$69.00	\$100.00	\$2469.00	24 Mths
	Up to 100/40Mbps	1TB	\$69.00	\$110.00	\$2709.00	24 Mths

	I would like to add a WiFi Router to my first invoice for \$150.00
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Upload and downloads count towards data limits, alerts at 50%, 85% and 100% will be sent to the nominated email. Once data limits have been reached the service will slow to 512Kbps until the next billing cycle.

PAYMENT TERMS

Payment by direct debit only, a form will be provided to be completed and returned. Drawings from the nominated bank account or credit card (AMEX 1.5% surcharge) will occur on the 8th day of each month, it is the customers' responsibility to ensure funds are available



on the drawing date, failure of funds available will incur a dishonour fee of \$20.00 for each unsuccessful drawing.

If the drawing date falls on a non business day, it will automatically draw on the next business day. We will provide 7 days notice to the nominated email address when changes to the initial terms of the arrangement are made. This notice will state any changes to the amount, frequency, next drawing date or any changes to the initial terms.

Changes to the direct debit arrangement: If you wish to make any changes to the drawing arrangement please email accounts@signatureconnect.com.au These may include deferring the drawing, altering the schedule, stopping an individual debit, suspending or cancelling the DDR.

Payment not via direct debit will incur a \$5.50 admin fee per month, payments not received by the due date will incur a \$16.50 late fee. Payments not received within 14 days of due date, services will be suspended, during the suspension period monthly recurring fees are payable. Please note re-establishing suspended services are not instant.

SUPPORT

Support is available for operational issues up to the network boundary point (Optical Network Unit). Anything beyond the network boundary point is the end customer's responsibility. We would expect the end customer to do some troubleshooting before faults are lodged.

Faults can be lodged to support@signatureconnect.com.au please include as much information as possible including any troubleshooting performed, and description of the fault/issue. If the issues are determined to be beyond the network boundary ie modem or cabling (customer side), charges may apply.

Residential grade services are classed as best effort, where there are no guaranteed resolution times. Signature Connect will work with carrier engineers to have faults resolved as soon as possible.

Support hours: Monday – Friday, 9am – 5pm Australian Eastern Standard Time

SUPPORT SCHEDULE OF FEES

Items	Cost
No Fault Found in carrier network	\$199.00
Order withdrawal before completion	\$150.00
Onsite attendance (Business Hours)	\$198.00 per hour, min 1 hour call out fee
Ad-Hoc Remote support	\$165.00 per hour, min 30 mins

CANCELLATION OF SERVICE

Cancellation of services require 30 days written notice emailed to accounts@signatureconnect.com.au. Please note if cancelled before the minimum term, early termination charge will apply as described in the critical information summary, currently \$300.00.

AGREEMENT

I acknowledge the information provided is true and correct, I have read, understood and accept the terms and conditions above and have received a copy of the critical information summary. I authorise Signature Connect to proceed to order and the agreement must accompany a completed direct debit form.

.....
Full Name (please print)

.....
Signature

.....
Date

Credit Card Request Service Agreement

This is your Credit Card Authorisation Service Agreement with **Signature Connect Pty Ltd, ABN 95 605 943 879**. It explains what your obligations are when undertaking a Credit Card Debit arrangement with us. It also details what our obligations are to you as your Credit Card Debit provider.

Please keep this agreement for future reference. It forms part of the terms and conditions of your Credit Card Authorisation Request (CCAR) and should be read in conjunction with your Credit Card authorisation.

<p>Definitions</p>	<p><i>Credit card</i> means the credit card from which we are authorised to arrange for funds to be debited.</p> <p><i>agreement</i> means this Credit Card Authorisation Request Service Agreement between you and us.</p> <p><i>banking day</i> means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.</p> <p><i>debit day</i> means the day that payment by you to us is due.</p> <p><i>debit payment</i> means a particular transaction where a debit is made.</p> <p><i>Credit card Authorisation request</i> means the Credit Card Authorisation Request between us and you.</p> <p><i>us or we</i> means Signature Connect Pty Ltd. (the Debit User) you have authorised by requesting a <i>Credit Card Debit Request</i>.</p> <p><i>you</i> means the customer who has signed or authorised by other means the <i>Direct Debit Request</i>.</p>
<p>1. Debiting your account</p>	<p>1.1 By signing a Credit Card Authorisation Request or by providing us with a valid instruction, you have authorised us to arrange for funds to be debited from your credit card. You should refer to the Credit Card Authorisation Request and this agreement for the terms of the arrangement between us and you.</p> <p>1.2 We will only arrange for funds to be debited from your credit card as authorised in the Credit Card Authorisation Request. If the debit day falls on a day that is not a banking day, we may debit your credit card on the following <i>banking day</i>.</p>
<p>2. Amendments by us</p>	<p>We may vary any details of this <i>agreement</i> or a <i>Credit Card Authorisation Request</i> at any time by giving you a least fourteen (14) days written notice.</p>
<p>3. Amendments by you</p>	<p>You may change, stop or defer a debit payment, or terminate this agreement by providing us with at least 30 days notification by writing to:</p> <p>Signature Connect Pty Ltd PO Box 773 Rozelle, NSW 2039 Or Email to accounts@signatureconnect.com.au Or by telephoning us on 1300 859 118 during business hours;</p>
<p>4. Your obligations</p>	<p>4.1 It is <i>your</i> responsibility to ensure that there are sufficient clear funds available on <i>your</i> credit card to allow a <i>debit payment</i> to be made in accordance with the <i>Credit Card Authorisation Request</i>.</p> <p>4.2 If there are insufficient clear funds in <i>your</i> account to meet a <i>debit payment</i>:</p> <ul style="list-style-type: none"> (a) you may be charged a fee and/or interest by <i>your credit card issuer or financial institution</i>; (b) you may also incur fees or charges imposed or incurred by us; and (c) you must arrange for the <i>debit payment</i> to be made by another method or arrange for sufficient clear funds to be on your credit card by an agreed time so that we can process the <i>debit payment</i>. <p>4.3 You should check <i>your</i> account statement to verify that the amounts debited from <i>your</i> account are correct</p>
<p>5. Dispute</p>	<p>5.1 If you believe that there has been an error in debiting <i>your credit card</i>, you should notify us directly on 1300 859 118 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. Alternatively you can take it up directly with your financial institution.</p>
	<p>5.2 If we conclude as a result of our investigations that <i>your</i> account has been incorrectly debited we will respond to <i>your</i> query by arranging for <i>your funds to be credited to your credit card</i> accordingly. We will also notify you in writing of the amount by which <i>your credit card account</i> has been adjusted.</p> <p>5.3 If we conclude as a result of our investigations that <i>your</i> account has not been incorrectly debited we will respond to <i>your</i> query by providing you with reasons and any evidence for this finding in writing.</p>
<p>6. Accounts</p>	<p>You should check:</p> <ul style="list-style-type: none"> (a) <i>your</i> credit card details which you have provided to us are correct by checking them against a recent <i>account</i> statement; and (b) with <i>your Credit Card Issuer</i> before completing the <i>Credit Card Authorisation Request</i> if you have any queries about how to complete the <i>Credit Card Authorisation Request</i>.
<p>7. Confidentiality</p>	<p>7.1 We will keep any information (including <i>your credit card</i> details) in <i>your Credit Card Authorisation Request</i> confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.</p> <p>7.2 We will only disclose information that we have about you:</p> <ul style="list-style-type: none"> (a) to the extent specifically required by law, or for the purposes of this <i>agreement</i> (including disclosing information in connection with any query or claim).
<p>8. Notice</p>	<p>If you wish to notify us in writing about anything relating to this <i>agreement</i>, you should write to</p> <p>Signature Connect Pty Ltd PO Box 773 Rozelle, NSW 2039 Or Email to accounts@signatureconnect.com.au</p> <p>8.2 We will notify you by sending a notice in the ordinary post to the address you have given us in the <i>Credit Card Authorisation Request</i>.</p> <p>8.3 Any notice will be deemed to have been received on the third <i>banking day</i> after posting.</p>



Direct Debt Request

PO Box 773 Rozelle, NSW 2039
P 1300 859 118 F 08 8943 9900
E sales@signatureconnect.com.au
W www.signatureconnect.com.au

Request and Authority to debit the account named below to pay Signature Connect Pty Ltd

Request and Authority to debit	<p>Your Surname or company name _____</p> <p>Your Given names or ABN/ARBN _____ “you”</p> <p>request and authorise Signature Connect Pty Ltd (Merchant ID: 25385147) to arrange, through its own financial institution, a debit to your nominated account any amount Signature Connect Pty Ltd, has deemed payable by <i>you</i>.</p> <p>This debit or charge will be made through the Bulk Electronic Clearing System (BECS) from <i>your</i> account held at the financial institution you have nominated below and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.</p>
Insert the name and address of financial institution at which account is held	<p>Financial institution name _____</p> <p>Address _____</p>
Insert details of account to be debited	<p>Name/s on account _____</p> <p>BSB number (Must be 6 Digits) _ _ _ _ _ - _ _ _ _ _ </p> <p>Account number _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ </p>
Acknowledgment	<p>By signing and/or providing us with a valid instruction in respect to your Direct Debit Request, you have understood and agreed to the terms and conditions governing the debit arrangements between you and Signature Connect Pty Ltd as set out in this Request and in your Direct Debit Request Service Agreement.</p>
Insert your signature and address	<p>Signature _____</p> <p>(If signing for a company, sign and print full name and capacity for signing e.g. director)</p> <p>Address _____</p> <p>Date ___ / ___ / _____</p>

Direct Debt Request Service Agreement

This is your Direct Debit Service Agreement with Signature Connect Pty Ltd, **ACN: 95 605 943 879**. It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit provider.

Please keep this agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR authorisation.

<p>Definitions</p>	<p>account means the account held at <i>your financial institution</i> from which we are authorised to arrange for funds to be debited. agreement means this Direct Debit Request Service Agreement between <i>you</i> and <i>us</i>. banking day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia. debit day means the day that payment by <i>you</i> to <i>us</i> is due. debit payment means a particular transaction where a debit is made. direct debit request means the Direct Debit Request between <i>us</i> and <i>you</i>. us or we means Signature Connect, (the Debit User) <i>you</i> have authorised by requesting a <i>Direct Debit Request</i>. you means the customer who has signed or authorised by other means the <i>Direct Debit Request</i>. your financial institution means the financial institution nominated by <i>you</i> on the DDR at which the <i>account</i> is maintained.</p>
<p>1. Debiting your account</p>	<p>1.1 By signing a <i>Direct Debit Request</i> or by providing <i>us</i> with a valid instruction, <i>you</i> have authorised <i>us</i> to arrange for funds to be debited from <i>your account</i>. <i>You</i> should refer to the <i>Direct Debit Request</i> and this <i>agreement</i> for the terms of the arrangement between <i>us</i> and <i>you</i>. 1.2 <i>We</i> will only arrange for funds to be debited from <i>your account</i> as authorised in the <i>Direct Debit Request</i>. <i>or</i> <i>We</i> will only arrange for funds to be debited from <i>your account</i> if <i>we</i> have sent to the address nominated by <i>you</i> in the <i>Direct Debit Request</i>, a billing advice which specifies the amount payable by <i>you</i> to <i>us</i> and when it is due. 1.3 If the <i>debit day</i> falls on a day that is not a <i>banking day</i>, <i>we</i> may direct <i>your financial institution</i> to debit <i>your account</i> on the following <i>banking day</i>. If <i>you</i> are unsure about which day <i>your account</i> has or will be debited <i>you</i> should ask <i>your financial institution</i>.</p>
<p>2. Amendments by us</p>	<p>2.1 <i>We</i> may vary any details of this <i>agreement</i> or a <i>Direct Debit Request</i> at any time by giving <i>you</i> at least fourteen (14) days written notice.</p>
<p>3. Amendments by you</p>	<p><i>You</i> may change, stop or defer a debit payment, or terminate this agreement by providing <i>us</i> with at least 14 days notification by writing to: Attn: Accounts Payable Signature Connect Pty Ltd PO Box 773 Rozelle, NSW 2039 <i>or</i> by telephoning <i>us</i> on 1300 859 118 during business hours; <i>or</i> arranging it through your own financial institution, which is required to act promptly on your instructions.</p>
<p>4. Your obligations</p>	<p>4.1 It is <i>your</i> responsibility to ensure that there are sufficient clear funds available in <i>your account</i> to allow a <i>debit payment</i> to be made in accordance with the <i>Direct Debit Request</i>. 4.2 If there are insufficient clear funds in <i>your account</i> to meet a <i>debit payment</i>: (a) <i>you</i> may be charged a fee and/or interest by <i>your financial institution</i>; (b) <i>you</i> may also incur fees or charges imposed or incurred by <i>us</i>; and (c) <i>you</i> must arrange for the <i>debit payment</i> to be made by another method or arrange for sufficient clear funds to be in <i>your account</i> by an agreed time so that <i>we</i> can process the <i>debit payment</i>. 4.3 <i>You</i> should check <i>your account</i> statement to verify that the amounts debited from <i>your account</i> are correct</p>
<p>5. Dispute</p>	<p>5.1 If <i>you</i> believe that there has been an error in debiting <i>your account</i>, <i>you</i> should notify <i>us</i> directly on 1300 859 118 and confirm that notice in writing with <i>us</i> as soon as possible so that <i>we</i> can resolve your query more quickly. Alternatively <i>you</i> can take it up directly with your financial institution. 5.2 If <i>we</i> conclude as a result of our investigations that <i>your account</i> has been incorrectly debited <i>we</i> will respond to <i>your</i> query by arranging for <i>your financial institution</i> to adjust <i>your</i> account (including interest and charges) accordingly. <i>We</i> will also notify <i>you</i> in writing of the amount by which <i>your account</i> has been adjusted. 5.3 If <i>we</i> conclude as a result of our investigations that <i>your account</i> has not been incorrectly debited <i>we</i> will respond to <i>your</i> query by providing <i>you</i> with reasons and any evidence for this finding in writing.</p>
<p>6. Accounts</p>	<p><i>You</i> should check: (a) with <i>your financial institution</i> whether direct debiting is available from <i>your account</i> as direct debiting is not available on all accounts offered by financial institutions. (b) <i>your</i> account details which <i>you</i> have provided to <i>us</i> are correct by checking them against a recent <i>account</i> statement; and (c) with <i>your financial institution</i> before completing the <i>Direct Debit Request</i> if <i>you</i> have any queries about how to complete the <i>Direct Debit Request</i>.</p>
<p>7. Confidentiality</p>	<p>7.1 <i>We</i> will keep any information (including <i>your account</i> details) in <i>your Direct Debit Request</i> confidential. <i>We</i> will make reasonable efforts to keep any such information that <i>we</i> have about <i>you</i> secure and to ensure that any of <i>our</i> employees or agents who have access to information about <i>you</i> do not make any unauthorised use, modification, reproduction or disclosure of that information. 7.2 <i>We</i> will only disclose information that <i>we</i> have about <i>you</i>: (a) to the extent specifically required by law; or (b) for the purposes of this <i>agreement</i> (including disclosing information in connection with any query or claim).</p>
<p>8. Notice</p>	<p>8.1 If <i>you</i> wish to notify <i>us</i> in writing about anything relating to this <i>agreement</i>, <i>you</i> should write to Signature Connect Pty Ltd PO Box 773 Rozelle, NSW 2039 8.2 <i>We</i> will notify <i>you</i> by sending a notice in the ordinary post to the address <i>you</i> have given <i>us</i> in the <i>Direct Debit Request</i>. 8.3 Any notice will be deemed to have been received on the third <i>banking day</i> after posting.</p>

Critical Information Summary – Residential Fibre to the Home & VDSL internet services

INFORMATION ABOUT THE SERVICE

Service Description

Signature Connect is a retail service provider, offering internet services to residents within Real World Networks enabled buildings via either Fibre to the Home (FTTH) or VDSL connectivity methods. The service provides speeds of up to 100 Megabits per second.

Equipment Required

FTTH services requires a compatible router where the WAN port can be configured for PPPoE authentication.

For VDSL services requires a compatible VDSL modem/router where it can be configured for PPPoE authentication.

Signature Connect can supply router/modems, pricing will be quoted at time of request.

Minimum Term

Services are available on 6, 12- or 24-month terms. Customers are required to provide 30 days' notice in writing to accounts@signatureconnect.com.au for cancellations, please note early termination fees apply for cancelling services before the end of term.

Early Termination

The maximum charge for early termination is \$300.00.

Data Allowance

Data allowances range from 100GB to 1000GB per month, unused data will be forfeited each month. If you exceed your monthly data allowance the speed of the service will be slowed to 512Kbps until the next billing cycle.

Notifications will be sent to nominated email address on sign up, once 50%, 85% and 100% of usage has been reached.

Service Availability

Service is only available in Real World Networks enabled buildings, for a list of availability please call 1300 859 118 for more information.

Download Speeds

Various speed options are available, speeds may be affected by things like WiFi and other equipment, electrical interference, external third parties ie website owners capping the

ability to download faster than they are capable, are beyond our boundary point.

Activation and Installation

There is a standard activation fee of \$99.00 (unless otherwise stated), does not include onsite installation by a field agent.

Installation is usually by self-installation, Signature Connect will provide instructions of where to plug in router to the optical network unit (ONU)

Authentication details for configuration of your own router/modem will be provided on order completion.

If purchasing a router/modem from Signature Connect the device will be pre-configured for installation.

In the event, that customers require onsite assistance, valet services are available starting at \$198.00 per hour (min 1 hour call out).

New Development Charge

Real World Networks may charge a one off \$330.00 New Development Charge, if the tenancy is the first connection in a newly developed area or first connection in an established area, where there has been an increase in the number of dwellings ie sub divisions of existing tenancies or if the property has been rebuilt with multi dwellings such as apartments. Signature Connect will pass this on to the applicant on top of the normal activation costs.

Billing

Bills are generated each month, and sent to the nominated email provided at sign up. Invoices are payable 7 days from invoice date via direct debit authority.

If you have elected to not pay by direct debit a monthly admin fee of \$5.50 will be applied and late fee of \$20.00 if not paid by the due date.

Exclusions

Signature Connect's responsibility and demarcation point is the buildings Main Distribution Frame (MDF) usually located in the basement. Signature Connect is not responsible for the in-building cabling between MDF and customer premise or for the Optical Network Unit within customer tenancies.

INFORMATION ABOUT PRICING

Included Data	Speed	Activation	Monthly Cost	Cost per GB	Terms	Agreement Value
250GB	12/1	\$99.00	\$75.00	\$0.30	6 months	\$549.00
500GB	25/5	\$99.00	\$90.00	\$0.18	6 months	\$639.00
500GB	50/20	\$99.00	\$100.00	\$0.20	6 months	\$699.00
1000GB	50/20	\$99.00	\$105.00	\$0.105	6 months	\$729.00
500GB	100/40	\$99.00	\$110.00	\$0.22	6 months	\$759.00
1000GB	100/40	\$99.00	\$119.00	\$0.119	6 months	\$813.00
250GB	12/1	\$79.00	\$69.00	\$0.276	12months	\$907.00
500GB	25/5	\$79.00	\$85.00	\$0.17	12months	\$1099.00
500GB	50/20	\$79.00	\$95.00	\$0.19	12months	\$1219.00
1000GB	50/20	\$79.00	\$100.00	\$0.10	12months	\$1279.00
500GB	100/40	\$79.00	\$105.00	\$0.21	12months	\$1339.00
1000GB	100/40	\$79.00	\$115.00	\$0.115	12months	\$1459.00
250GB	12/1	\$69.00	\$65.00	\$0.26	24months	\$1629.00
500GB	25/5	\$69.00	\$80.00	\$0.16	24months	\$1989.00
500GB	50/20	\$69.00	\$90.00	\$0.18	24months	\$2229.00
1000GB	50/20	\$69.00	\$95.00	\$0.095	24months	\$2349.00
500GB	100/40	\$69.00	\$100.00	\$0.20	24months	\$2469.00
1000GB	100/40	\$69.00	\$110.00	\$0.11	24months	\$2709.00

Routers are not included and are available for purchase, or BYO.

Once agreement terms have been completed, the service will automatically transfer to a month to month term, pricing will revert to the 6-month cost per month on the equivalent speed and data plan.

Cancellations require 30 days' notice in writing to accounts@signatureconnect.com.au early terminations fees will apply for services not completing term.

Plan upgrades or extensions please email sales@signatureconnect.com.au

OTHER INFORMATION

Customer Service

Email: sales@signatureconnect.com.au

Phone: 1300 859 118

Technical Support

Email: support@signatureconnect.com.au

Phone: 1300 859 118

Complaints Handling

If you have a dispute with Signature Connect and wish to make a complaint, please contact Customer service by Email: sales@signatureconnect.com.au

Further Options

If you are not satisfied with our handling of your complaint and you have escalated this within Signature Connect, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman on 1800 062 058.

Summary is valid as of July 2019