

Clublinks Telecommunications Connection Application



Applicant Details

Title

First Name Last Name

Street Address

Suburb Post Code Estate

Mobile Email

DOB Occupancy Status

Account Password

If you would like to have other family members access your account please provide a password. If you do not use this option only the account holder can make changes to the account.

Your Selected Services

Choose your Telephone Service (if applicable)

- | Type | Monthly Cost* |
|------------------------------------|-----------------|
| <input type="radio"/> Full Service | \$17.95 + calls |
| <input type="radio"/> Alarm Only | \$9.90 + calls |
| <input type="radio"/> None | \$No cost |

* Call charges not included. Please see <https://telecommunications.clublinks.com.au/phone/> for call charge rates.

Choose Your Internet Service (if applicable)

	Plan	Max Speed Down / Up	Quota Limit*	Monthly Cost	Contract Term**	Min Spend**
<input type="radio"/>	Accelerate+	50/20 Mbps	Unlimited	\$109	Monthly	\$109
<input type="radio"/>	Family Bundle + phone line + premium wifi router	80/30 Mbps	Unlimited	\$125	12 months	\$1,500
<input type="radio"/>	VIP100	100/50 Mbps	Unlimited	\$155	Monthly	\$155

*A Fair Use policy applies to unlimited data plans. Please see our Terms & Conditions for full details.

**I hereby agree that minimum term may apply to my selected internet plan. Early contract termination will incur the remainder of the total minimum cost.

TOTAL MONTHLY AMOUNT PAYABLE: \$

Note: All prices include GST

Services To Be Connected (Please call Clublinks Telecommunications on 1300 880 809 if you are unsure of any of these options)

Part A - Fibre Network Connection

Please select as appropriate:

- Fibre has already been connected to my premises OR Please connect the fibre to my premises*

Part B - Connection of Services (applicable where fibre has been installed and an active account has been at the premises previously)

- Internet only - **(\$70)**
 Telephone only - **(\$55)**
 Internet and telephone combined - **(\$95)**
 Included in my plan/Not applicable

Part C - Hardware

- Wireless Router - TP-Link Archer C7 - **(\$169)**
 Router** - Ubiquiti EdgeRouter X - **(\$99)**
 Wireless Access Point - Ubiquiti AP-Lite - **(\$160)**
 EdgeRouter X + Wireless Access Point Bundle - **(\$259)**
 I have my own Wireless Router/ Included in my plan***

*If connection of fibre to the home is required, we will contact you to organise a site inspection and estimate for the works to be carried out

**This router does not provide wifi. We recommend bundling this with one of our Ubiquiti wireless access points

***Please ensure any equipment is compatible with our network and services. We do not offer support services for any 3rd party equipment

TOTAL CONNECTION & HARDWARE AMOUNT: \$

Note: All prices include GST

Preferred Payment Method

Direct Debit

- I hereby authorise Clublinks Telecommunications Pty Ltd [Debit User ID #270536] or Ezidebit [Debit User ID #165969] to arrange for any amount Clublinks Telecommunications Pty Ltd may debit or charge you to be debited through the Bulk Electronic Clearing System from an account held at the financial institution identified below subject to the terms and conditions of the Direct Debit Request Service Agreement (and any further instructions provided below). Please select from either bank account or credit card direct debit in the payment options below. Direct debit payments will be made at monthly intervals.

Note: Direct Debit for telephone amounts will appear as EZIDEBIT on your statement.

Bank Account

Financial Institution:

BSB:

Account No:

OR

Credit Card

Credit Card Type:

Cardholder Name:

Card Number:

Expiry Date:

Acknowledgement of Checklist & Payment Details

- I acknowledge that I have read and understood the terms and conditions governing the debit arrangements between myself and Clublinks Telecommunications Pty Ltd as set out in the form and other terms and conditions which can be found online at telecommunications.clublinks.com.au.

Service Connection Checklist

- I have completed all applicable sections in this form
- I understand and agree to comply with the Acceptable Usage, Terms, and Conditions relevant to the services I wish to connect with Clublinks Telecommunications Pty Ltd, which can be found online at telecommunications.clublinks.com.au
- I understand that all necessary forms and information must be completed and returned to Clublinks Telecommunications before services can be connected and that incomplete or incorrect information can lead to delays in processing the connection request.
- I also understand that connection is subject to my home being compliant with the Communications standards relating to my estate, as published by Clublinks Telecommunications. Should my home not be compliant I understand I will be advised of any non-compliant items which need to be addressed by my builder before a connection date can be booked.
- I understand that the CSG standard applicable to fixed line telephone connections will not apply to this service connection. [Click here](#) for more information regarding CSG
- I understand that I can request assistance from Clublinks Telecommunications if I am experiencing financial hardship. Our Financial Hardship Policy can be found on our website at telecommunications.clublinks.com.au

Authorisation

By signing this form I hereby agree that I have read and understood the terms and conditions and the Critical Information Summary. These can be found at <https://telecommunications.clublinks.com.au/support/forms/>. I also hereby agree to the Direct Debit Request Service Agreement which can be found overleaf.

Name: _____

Signature: _____

Ezidebit Pty Ltd Direct Debit Request Service Agreement v1.9

I/We hereby authorise Ezidebit Pty Ltd ACN 096 902 813 (Direct Debit User ID number 165969, 303909, 301203, 234040, 234072, 428198) (herein referred to as "Ezidebit") to make periodic debits on behalf of the "Business" as indicated on the attached Direct Debit Request (herein referred to as "the Business").

I/We acknowledge that Ezidebit is acting as a Direct Debit Agent for the Business and that Ezidebit does not provide any goods or services (other than the direct debit collection services to me/us for the Business pursuant to the Direct Debit Request and this DDR Service Agreement) and has no express or implied liability in regards to the goods and services provided by the Business or the terms and conditions of any agreement that I/we have with the Business.

I/We acknowledge that the debit amount will be debited from my/our account according to the terms and conditions of my/our agreement with the Business and the terms and conditions of the Direct Debit Request (and specifically the Debit Arrangement and the Fees/Charges detailed in the Direct Debit Request) and this DDR Service Agreement.

I/We acknowledge that bank account and/or credit card details have been verified against a recent bank statement to ensure accuracy of the details provided and I/we will contact my/our financial institution if I/we are uncertain of the accuracy of these details.

I/We acknowledge that it is my/our responsibility to ensure that there are sufficient cleared funds in the nominated account by the due date to enable the direct debit to be honoured on the debit date. Direct debits normally occur overnight, however transactions can take up to three (3) business days depending on the financial institution. Accordingly, I/we acknowledge and agree that sufficient funds will remain in the nominated account until the direct debit amount has been debited from the account and that if there are insufficient funds available, I/we agree that Ezidebit will not be held responsible for any fees and charges that may be charged by either my/our or its financial institution.

I/We acknowledge that there may be a delay in processing the debit if:-

1. there is a public or bank holiday on the day of the debit, or any day after the debit date;
 2. a payment request is received by Ezidebit on a day that is not a banking business day in Queensland;
 3. a payment request is received after normal Ezidebit cut off times, being 3:00pm Queensland time, Monday to Friday.
- Any payments that fall due on any of the above will be processed on the next business day.

I/We authorise Ezidebit to vary the amount of the payments from time to time as may be agreed by me/us and the Business as provided for within my/our agreement with the Business. I/We authorise Ezidebit to vary the amount of the payments upon receiving instructions from the Business of the agreed variations. I/We do not require Ezidebit to notify me/us of such variations to the debit amount.

I/We acknowledge that Ezidebit is to provide at least 14 days' notice if it proposes to vary any of the terms and conditions of the Direct Debit Request or this DDR Service Agreement including varying any of the terms of the debit arrangements between us.

I/We acknowledge that I/we will contact the Business if I/we wish to alter or defer any of the debit arrangements.

I/We acknowledge that any request by me/us to stop or cancel the debit arrangements will be directed to the Business.

I/We acknowledge that any disputed debit payments will be directed to the Business and/or Ezidebit. If no resolution is forthcoming, I/we agree to contact my/our financial institution.

I/We acknowledge that if a debit is returned by my/our financial institution as unpaid, a failed payment fee may be payable by me/us to Ezidebit. Where a failed payment fee is applicable, the amount will be as detailed in the Debit Arrangement of the Direct Debit request. I/We will also be responsible for any fees and charges applied by my/our financial institution for each unsuccessful debit attempt together with any collection fees, including but not limited to any solicitor fees and/or collection agent fee as may be incurred by Ezidebit.

I/We authorise Ezidebit to attempt to re-process any unsuccessful payments as advised by the Business.

I/We acknowledge that certain fees and charges (including setup, variation, SMS or processing fees) may apply to the Direct Debit Request and may be payable to Ezidebit and subject to my/our agreement with the Business agree to pay those fees and charges to Ezidebit.

Credit Card Payments

I/We acknowledge that "Ezidebit" will appear as the merchant for all payments from my/our credit card. I/We acknowledge and agree that Ezidebit will not be held liable for any disputed transactions resulting in the non supply of goods and/or services and that all disputes will be directed to the Business as Ezidebit is acting only as a Direct Debit Agent for the Business.

I/We acknowledge and agree that in the event that a claim is made, Ezidebit will not be liable for the refund of any funds and agree to reimburse Ezidebit for any successful claims made by the Card Holder through their financial institution against Ezidebit.

I/We acknowledge that Credit Card Fees are a minimum of the Transaction Fee or the Credit Card Fee, whichever is greater as detailed on the Direct Debit Request.

I/We appoint Ezidebit as my/our exclusive agent with regard to the control, management and protection of my/our personal information (relating to the Business and contained in this DDR Service Agreement).

I/We irrevocably authorise Ezidebit to take all necessary action (which Ezidebit deems necessary) to protect and/or correct, if required, my/our personal information, including (but not limited to) correcting account numbers and providing such information to relevant third parties and otherwise disclosing or allowing access to my/our personal information to third parties in accordance with the Ezidebit Privacy Policy. Other than as provided in this Agreement or the Ezidebit Privacy Policy, Ezidebit will keep your information about your nominated account at the financial institution private and confidential unless this information is required to investigate a claim made relating to an alleged incorrect or wrongful debit, to be referred to a debt collection agency for the purposes of debt collection, or as otherwise required or permitted by law. Further information relating to Ezidebit's Privacy Policy can be found at <http://www.ezidebit.com/au/privacy-policy/>.

I/We hereby irrevocably authorise, direct and instruct any third party who holds/stores my/our personal information (relating to the Business and contained in this DDR Service Agreement) to release and provide such information to Ezidebit on my/our written request. I/We authorise:

- a. Ezidebit to verify and/or correct, if necessary, details of my/our account with my/our financial institution; and
- b. my/our financial institution to release information allowing Ezidebit to verify my/our account details.