people

Print Form

Application Part 2 – Customer Authority

Authority to transfer and/or connect services and service numbers:

I, the customer, hereby apply for the supply of telecommunications services from People Telecommunications Pty Ltd. (ABN 41 091 714 699) or People Mobile Pty Ltd. (ABN 36 092 722 631) Swift Broadband Pty Ltd. (ABN 20 094 916 935), Swiftel Communications Pty Ltd. (ABN 18 090 877 008) ('We', People Telecom'), as set out in this application & its attachments ('Services'), according to the terms of People Telecom's Full Standard Form of Agreement, a copy of which can be found at www.peopletelecom.com.au, which I agree to be bound by. Further, in relation to the transfer to People Telecom of fixed wire, mobile, inbound & DSL services & service numbers (as set out in this application & its attachments) from my current provider ('Existing Services & Existing Service Numbers'), I agree to the following conditions:

1. I authorise the transfer of the Existing Services & Existing Service Numbers from my current provider listed on the application & its attachments ('Current Provider') to People Telecom.
2. I have the authority as lessee of the Existing Services & Existing Service Numbers, or as authorised agent for the lessee, to request the transfer of the Existing Services & Service Numbers to People Telecom.
3. I acknowledge that transferring the Existing Service Numbers to People Telecom may result in disconnection of the Existing Services (including services related to the Existing Service Number) & may also result in finalisation of my account with my Current Provider.
4. The Existing Services & Existing Service Numbers will be transferred with their current status (i.e. call barring). I acknowledge that by transferring my Existing Service & Existing Service Numbers I may lose services, functions & facilities provided by my Current Provider & that new services will be provided by People Telecom.
5. I acknowledge that the incentives & benefits (e.g. discount plans & charity concessions) I receive from my Current Provider in relation to my existing Services will not be available after the transfer to People Telecom.
6. The Existing Services & Existing Service Numbers will remain active with my Current Provider & my Current Provider will continue to provide me with the Existing Services until the transfer to People Telecom has been completed.
7. I will be responsible to my Current Provider in relation to any charges incurred prior to my Existing Service transferring to People Telecom.
8. I acknowledge that I may have rights & obligations to my Current Provider after the transfer of the Existing Services & Existing Service Numbers to People Telecom has been completed & that it is my responsibility to check the terms & conditions of my existing contracts.
9. I will contact my Current Provider in relation to any faults until such time as the transfer of my Existing Services is effective.
10. I am aware that mobile service coverage (GSM) is not available everywhere & I am satisfied that the coverage is appropriate for my usage;
11. I acknowledge that if I intend to use an existing mobile handset(s) with People Telecom, the mobile handset(s) may need to be unlocked and/or reprogrammed by me prior to switching to People Telecom.
12. In relation to the transfer of my DSL service, I acknowledge that all pending orders in relation to the service will be cancelled, & that staff of People Telecom & my existing DSL & network provider may need to access my premises for installation & maintenance purposes. I also acknowledge that I have the ability to alter my existing pre-selection arrangements.
13. I understand that my Current Provider allows People Telecom to request my current network provider to access & use the account numbers relating to my Existing Service Numbers for the purposes transferring my Existing Services to People Telecom.
14. We, & any other carrier or supplier of telecommunications services, may exchange call charges, account & other information. You appoint us as Your agent for this purpose & to action any necessary transfer process & to complete any documentation for these purposes.
15. I give People Telecom consent to obtain & use information about the credit history (whether commercial for any named business entity or consumer for any named individual) on all parties named in the application.
16. I authorise People Telecom to supply to other network providers & portability service providers my Existing Service Number, People Telecom's identity & my mobile network type (e.g. GSM) for the purpose of call routing, message routing & network fault management.
17. I confirm that the Existing Service Numbers listed on the application form & its attachments are correct & correspond with those I am requesting be transferred to People Telecom & I indemnify People Telecom for any loss or damage suffered by it as a result of the Existing Services Numbers being incorrect.
18. I confirm that information provided in relation to my PABX is complete & accurate & includes all hardware or software that may affect LCR programming & the supply of service.
19. I declare that the information I have given is true & correct to the best of my knowledge.
20. I acknowledge that all terms and conditions including usage applicable to mobile services on this account will commence once SIM card has been activated.

Additional Notes: People Telecom Premium Grade DSL

1. People Telecom own the IP addresses allocated to the end customer during the contract period. The IP address range allocated is non portable once the contract or agreement has ended
2. If the service is being provide as part of a multi-site VPN service, People Telecom reserves the right to charge for each site as it is commissioned
3. Requested service speeds on this service type are subject to final network engineering acceptance. People Telecom reserves the right to offer an alternative service/ speed when requested service/speed is not available
4. Speed based on unlimited internet plans require the service to be registered in a company name, as ABN or ACN must be supplied; unlimited internet plans have a network protection threshold of 40% link occupancy. If this limit is consistently reached, People Telecom will upgrade your service to the next speed increment or impose an excessive usage levy
5. Installation of the service where provided will include on-site installation and any reasonable cabling required to terminate the service
6. Reasonable is defined as where a technician could normally expect to complete the wiring in approximately 30-40 minutes using any available building cabling where available. Cabling work that requires significant additional work to be performed including any work related to the premises lead or increase in capacity to the internal distribution network will be at the customers own expense
7. Our SLA for provisioning of new connections is 24 business days once the account has passed the relevant credit checks by our credit department. The lead time may be extended to multi site VPN's

I have read, understood and accept the above conditions and the terms of People Telecom's Standard Form of Agreement for all Services listed on this application and its attachments including the term of agreement(s). Charges for early termination of contracts apply.

Customer Authorisation:

Authorised signatory positions: Public Office; Chief Executive Officer; Managing Director or General Manager; Chief Operating Officer; IT; Operations; Administration or Communications Manager; Chief Information Officer; Financial Controller; Chief Financial Controller.

Business / Company Trading Name (if applicable):

ABN / ACN (if applicable):

Customer First Name (company representative):

Customer Surname (company representative):

Position (if applicable):

Application No: I I D D M M H H M M

Customer Signature:

Date: D D M M 2 0 Y Y

Office Use Only Sales Person: Dealer Code: Date Received in Provisioning: