BROADBAND FIXED-LINE NBN SERVICE APPLICATION FORM

Use this application form to order a new service. You may complete it electronically or on paper. Ensure all sections are filled out thoroughly and send to **sales@myhomefone.com.au** or return to your MyHomeFone representative.

Salesperson:

SECTION 1: Account Holder Details

☐ I am a new customer; my *New Customer Account Registration Form* accompanies this form.

☐ I am an existing customer; my Account Number is:

Promotional Code:

SECTION 2A: Service Plan Selection (*All plans include unlimited data*)

Please refer to the Critical Information Summary (CIS) for full plan details. All plans are supplied on a BYO modem/router basis unless you select the modem/router purchase option below.

Select one plan below:	Setup	Monthly
☐ Home Basic II Plus (25/10 Mbps)	$0	$79
☐ Home Standard (50/20 Mbps)	$0	$95
☐ ^Home Fast I (100/20 Mbps) / ^Home Fast II (500/50 Mbps)	$0	$105

^Availability is subject to the type of connection at your service address.

☐ I wish to purchase a preconfigured TP-Link VX230v Wi-Fi 6 modem/router for $169 upfront.

SECTION 2B: Concession Card Details (if applicable)

MyHomeFone occasionally offers promotions for concession card holders. If you have an applicable Promotional Code specified above, please provide your concession card details below to qualify. Note: the cardholder's name must match the MyHomeFone account holder's name.

☐ Pensioner Concession Card	☐ Health Care Card	☐ State/Territory Seniors Card
☐ Department of Veterans' Affairs Card	☐ Veterans' Repatriation Health Card	☐ Commonwealth Seniors Health Card

Card Number:

SECTION 3A: Service Address

To check your address to see if the NBN network is available at your home, visit: nbnco.com.au/connect-home-or-business/check-your-address

Complex Name:

Street Address:

Suburb:	State:	Postcode:

SECTION 3B: Order Type

Is there already an active NBN service at the service address under your name?

☐ NO, this is a new service connection. *Proceed to Section 4*

☐ YES, please transfer (churn) my current NBN service from another provider.

Please provide the Access Virtual Circuit (AVC) ID for your current NBN service. Your current provider must prominently display this, for example, on your monthly bill.

AVC ID:

WARNING: Transferring an NBN service may impact other bundled products from the current provider, such as a landline phone. These services should first be unbundled or transferred if you wish to retain them.

SECTION 4: Confirmation of Understanding / Service Authorisation

PLEASE INITIAL EACH ITEM AND SIGN AT THE END

[ ] I understand non-standard NBN installation or internal cabling may incur additional costs (e.g., $300 New Development or $300 Subsequent Installation Charge). Refer to your plan's Critical Information Summary and visit the NBN category at support.myhomefone.com.au for details.

[ ] I understand my speed tier is the maximum possible off-peak speed. Actual speeds may be lower. See the NBN Key Facts Sheet for details.

[ ] I understand connection usually takes 1–21 days, depending on the connection technology and premises readiness. If I withdraw my order, order withdrawal fees may apply.

[ ] I understand a minimum contract term of one month applies.

[ ] I understand that relocating a service to a different address is equivalent to cancelling and initiating a new service.

[ ] I understand MyHomeFone does not provide email services. Free web-based email service providers such as Gmail/Hotmail/Proton Mail are recommended.

GENERAL TERMS AND CONDITIONS

The General Terms and Conditions are set out at myhomefone.com.au/terms-and-conditions; Critical Information Summaries are also available at that address. Please read these carefully and ask us if you have any questions. The services provided under this Customer Contract are provided by myhomefone Pty Ltd.

If transferring an existing NBN service, you warrant that you are the account holder of the NBN service to be transferred or are authorised by the account holder to transfer the service.

Name:	**Date:**
Signature:	