NEW CUSTOMER ACCOUNT REGISTRATION

Use this application form to establish a new account. 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.

Note: To order new services, use the applicable *Service Application Form* (provided separately).

Salesperson:

SECTION 1: Account Holder Details

First Name:	Last Name:
Address:	
Community/Retirement Village Name (where applicable):	
Mobile Phone:	Home Phone:
Date of Birth:	
Email Address:	
Enquiry PIN (6 digits): When you contact us, we'll ask you to confirm your enquiry PIN to authorise access to your account. This keeps your personal details secure.	

☐ Please send paper bills to my nominated billing contact below for $3.30 per bill (incl. GST).

To establish a business account, please provide the following details (if applicable):

Entity Name:	
ABN:	

SECTION 2: Billing Contact Details

☐ Same as Account Holder *(skip this section)*	☐ I nominate the person below:
First Name:	Last Name:
Postal Address:	
Mobile Phone:	Home Phone:
Date of Birth:	
Email Address:	
Enquiry PIN (6 digits): When contacted by your Billing Contact, we'll ask them to confirm their own enquiry PIN to authorise access to your account for billing-related matters only. This keeps your personal details secure.	

SECTION 3: Secondary/Authorised Account Contact Details

Typically, Secondary Account Contacts are your spouse, but they could be anyone. If you do not want to specify a Secondary Account Contact, skip this section.

First Name:	Last Name:
Postal Address:	
Mobile Phone:	Home Phone:
Date of Birth:	
Email Address:	
Enquiry PIN (6 digits): When contacted by your Authorised Contact, we'll ask them to confirm their own enquiry PIN to authorise access to your account. This keeps your personal details secure.	

SECTION 4: Confirmation of Understanding

PLEASE INITIAL EACH ITEM AND SIGN AT THE END

[ ] I understand that my first bill for a new service may be higher than my plan's minimum monthly spend. This is because my first month is charged in advance, plus a part monthly charge for the period between activation and my first billing date. Any applicable setup, installation or equipment fees are also charged upfront.

[ ] I understand that my payment options include direct debit, credit card and BPay. I cannot pay by cash or cheque.

[ ] I understand my bill is issued via email by default. A $3.30 surcharge applies for paper bills. A paper bill will be sent if my account does not have a valid email billing contact.

[ ] I understand that services are delivered on a residential grade, best-effort basis. They must not be used for any illegal activity and are subject to an Acceptable Use Policy.

[ ] I understand that I can access myaccount.MyHomeFone.com.au to check my usage, make payments and add or change direct debit payment methods.

[ ] I understand MyHomeFone will send me important communication via email to keep me informed. For example, about my new service installation or service or support issues I raise.

GENERAL TERMS AND CONDITIONS

The General Terms and Conditions are set out at myhomefone.com.au/terms-and-conditions, Critical Information Statements 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.

Name:	**Date:**
Signature:	