

HOME PHONE with optional Wi-Fi hotspot 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

Please refer to the Critical Information Summary (CIS) for details on the plan.

Select one plan below:

Select <u>one</u> plan below:			Setup Fee
☐ Starter - \$30/mth			\$149
☐ Concession with 10GB Wi-Fi Hotspot - \$40/mth			\$149
Standard with Wi-Fi Hotspot			\$149
☐ 15GB - \$45/mth	☐ 45GB - \$50/mth	☐ 65GB - \$55/mth	
☐ 100GB - \$60/mth	☐ 180GB - \$80/mth		
International 120 with Wi-Fi Hotspot			\$149
☐ 15GB - \$50/mth	☐ 45GB - \$55/mth	☐ 65GB - \$60/mth	
☐ 100GB - \$65/mth	☐ 180GB - \$85/mth		
International 300 with Wi-Fi Hotspot			\$149
☐ 15GB - \$55/mth	☐ 45GB - \$60/mth	☐ 65GB - \$65/mth	
☐ 100GB - \$70/mth	☐ 180GB - \$90/mth		

SECTION 2B: Additional Handset (optional)

☐ I require an additional handset with a charging base \$60 once-off fee

SECTION 3: Concession Card Details

Where applicable, please provide the details below to qualify for the concession plan.

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 4: Number Porting Authorisation - keep your existing home phone number

Please provide the following details to transfer your existing number to MyHomeFone. We will notify you once the transfer is scheduled. You can skip this section to be allocated a new phone number.

Landline number to transfer (including area code):

Existing service provider name (e.g. Telstra):

Existing service provider account number:

Porting Terms and Conditions

- The existing service must not be deactivated. Telephone numbers can only be ported while active.
- Your current service provider may reject this port request if the information you provide is incorrect or does not match their data. In this case, you authorise MyHomeFone to correct the information and resubmit the request to port your telephone number or dispute the rejection by your current service provider. Porting Rejection Fees may apply.
- If the existing number is bundled with other services, this transfer may impact these. You should check this with the current service provider.
- For additional details, please refer to the Number Porting Guide available from support.myhomefone.com.au

SECTION 5: Service Address

Complex Name:

Street Address:

Suburb:

State:

Postcode:

Complete the key hide and key safe details below only if selecting the professional monitoring add-on.

Key Hide Location (if applicable):

Key Safe Code:

SECTION 6A: 24x7 Professional Personal Home Alarm Monitoring

☐ I require the professional monitoring service add-on

\$10/mth

☐ I do not require professional monitoring (*skip to section 7*)

SECTION 6B: Resident / User Details

Please confirm the details of the residents at the service address:

RESIDENT 1

First Name:

Last Name:

Date of Birth:

Phone Number:

Is there anything else important we should know about? i.e. mobility problems

RESIDENT 2

First Name:

Last Name:

Date of Birth:

Phone Number:

Is there anything else important we should know about? i.e. mobility problems

SECTION 6C: Emergency Contacts

Please list the details of at least two people who have agreed to be contacted in the event the above residents require assistance. Nominated contacts should ideally live within a reasonable distance, be contactable by telephone, and be willing to respond in an emergency. Please list contacts in the order you wish them to be contacted.

EMERGENCY 1

First Name:

Last Name:

Preferred Phone Number:

Alternate Phone Number:

Any other helpful information? E.g. what is their relationship, how far away, and do they have a key?

EMERGENCY 2

First Name:

Last Name:

Preferred Phone Number:

Alternate Phone Number:

Any other helpful information? E.g. what is their relationship, how far away, and do they have a key?

EMERGENCY 3

First Name:

Last Name:

Preferred Phone Number:

Alternate Phone Number:

Any other helpful information? E.g. what is their relationship, how far away, and do they have a key?

To add a fourth emergency contact after activation, please email modifications@myhomefone.com.au.

SECTION 6D: Accessory Selection

Please specify the quantity required for the items below.

Your plan includes your **FIRST** selection of lanyard or wristband pendant free of charge.



Lanyard Pendant Quantity:
\$50 each



Wristband Pendant Quantity:
\$50 each



Wall Mount Pull Cord Quantity:
\$50 each

SECTION 7: Confirmation of Understanding / Service Authorisation

PLEASE INITIAL EACH ITEM AND SIGN AT THE END

[] I have read the selected Home Phone plan's Critical Information Summary (CIS) and understand its charges, inclusions, 12-month minimum term and early cancellation conditions.

[] I understand the base unit and handset are rented and must be returned within 21 days of cancellation. Charges apply for unreturned equipment or damage beyond fair wear and tear.

[] I understand data conditions differ by network. **Optus:** excess data charges apply after the allowance is used; unused data expires. **Telstra:** data stops after the monthly allowance and Data Bank are exhausted unless bolt-ons or excess usage are enabled. Enabling international calling on Telstra also enables excess usage, including chargeable data.

[] I understand changing to a plan on another network may incur SIM replacement and postage charges. I can check my usage at **myaccount.myhomefone.com.au**. Telstra plan changes take effect next billing cycle, and any requested automatic data bolt-ons remain enabled until removal is requested and are charged separately from excess usage spend controls.

[] I understand that this application does not constitute a guarantee of service and that my home may be unserviceable for this product.

Professional Monitoring *(applicable only if professional monitoring add-on is selected)*

[] I have read the MyCareFone monitoring CIS and understand the additional monthly charge and three-month minimum term per activation. Monitoring ends if the Home Phone service ends, without penalty for the remaining monitoring term.

[] I understand an initial test with the Monitoring Centre is required before relying on monitoring. Pendants must remain within range of the base unit. I will keep user, address, access and contact details current.

[] I understand that if voice contact cannot be established following an alarm, the Monitoring Centre will try any nominated emergency contacts. If none are nominated or nobody can be reached, it will request an ambulance to the registered service address.

[] I understand that Emergency Service Personnel may use reasonable force to enter my premises. I acknowledge that this entry may result in damage or loss to the premises and agree not to hold the Emergency Service liable for any such damage or loss. Furthermore, I indemnify myhomefone Pty Ltd against any claims relating to such damage or loss.

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.

Name:

Date:

Signature: