

AlphaCall Telephone Service and/or ADSL Residential Authority Form

Please check which Steps to fill in, depending on the service(s) selection.

- Long Distance Calls only fill in Steps 1, 2 and 9
- Mobile Phone only fill in Steps 1, 4 and 9
- Home Phone and Dial-Up Internet fill in Steps 1, 3, 7 and 9
- Home Phone Plan and SIM Card fill in Steps 1, 3, 4 and 9
- Home Phone, Dial-Up and SIM Card fill in Steps 1, 3, 4, 7 and 9
- Home Phone and ADSL package fill in Steps 1, 3, 5, 7 and 9
- Home Phone, SIM Card and ADSL fill in Steps 1, 3, 4, 5, 7 and 9
- Internet Dial-Up only fill in Steps 1, 6, 7 and 9
- ADSL package only fill in Steps 1, 5, 7 and 9

Step 1: Details of the Line Owner

AlphaCall Customer ID (existing customers)			
Title	First Name		
Surname		Date Of Birth	
Phone Number		Fax Number	
Mobile Number		Email Address	
Street Address			
Suburb		State	Postcode
Billing Address (Enter only if different from above)			
Street Address			
Suburb		State	Postcode
Driver's Licence or Medicare number			
Driver's Licence		Medicare	

Step 2: Long Distance Calls Only

Please provide phone numbers you wish to connect to the Long Distance Calls service only:

Telephone Number: _____ Override Preselect

_____ Override Preselect

_____ Override Preselect

Step 3: Home Phone Plans

List of AlphaHome plans - monthly line rental charge, price of local calls and included services:

Basic	Plus	Xtra	Value	Max	Speed	Power
\$24.95	\$27.95	\$32.95	\$42.95	\$46.95	\$22.95 + ADSL Fee	\$27.95 + ADSL Fee
20c	17c	17c	17c	17c	17c	17c
		SIM Card	Dial-Up	SIM Card Dial-Up	ADSL	ADSL SIM Card

Provide the phone number you want to transfer to AlphaCall and select a plan:

Note: Your Telephone Number must remain active before and during transfer.

Telephone Number: _____

AlphaBasic AlphaPlus AlphaXtra AlphaValue

AlphaMax AlphaSpeed AlphaPower

Telephone Number: _____

AlphaBasic AlphaPlus AlphaXtra AlphaValue

AlphaMax AlphaSpeed AlphaPower

I want to have a new phone number allocated (charges apply)

AlphaBasic AlphaPlus AlphaXtra AlphaValue

AlphaMax AlphaSpeed AlphaPower

Who currently bills you for your line rental and local calls?

Telstra Other - Please specify _____

Step 4: Mobile Phone Plans

A. Please select a Mobile Phone Plan

- \$10.00 SIM Plan - \$0.19 per 30 sec for all calls to other mobile and landline within Australia, 25c flagfall on all calls, 25c SMS.
- Bundled with AlphaXtra, AlphaMax or AlphaTotal - \$0.17 per 30 sec for all calls to other mobile and landline within Australia, 25c flagfall on all calls, 25c SMS.

B. Please choose one of the options:

- I want to receive a new mobile number
- I want to use my existing AlphaCall mobile number:

Current Mobile Number: _____

- I want to port my mobile number from another provider - Please fill in an attached Mobile Number Porting Authorisation Form.

Step 5: ADSL Plans (Please select one plan only)

A. Please select an AlphaCall ADSL Broadband Plan

Plan	Speed In Kbps	Inclusive Data	Monthly Fee	Monthly Fee
<input type="checkbox"/> 256-200MB	256/64	200MB ¹⁾	\$27.95	\$29.95
<input type="checkbox"/> 256 Unlimited	256/64	N/A ²⁾	\$49.95	\$59.95
<input type="checkbox"/> 512-400MB	512/128	400MB ¹⁾	\$44.95	\$49.95
<input type="checkbox"/> 512 Unlimited	512/128	N/A ²⁾	\$69.95	\$79.95
<input type="checkbox"/> 1500-500MB	1500/256	500MB ¹⁾	\$64.95	\$74.95
<input type="checkbox"/> 1500-20GB	1500/256	20GB ¹⁾	\$119.95	\$129.95
<input type="checkbox"/> 1500 Unlimited	1500/256	N/A ²⁾	\$94.95	\$104.95

- Price applies when the ADSL service bundled together with one of the home plans.

¹⁾ 9.9c per additional MB.

²⁾ Speed may be slowed to 64/32Kbps for the remainder of the month once 10GB is exceeded.

B. Connection

- New ADSL connection - \$129.00
- I want to transfer my ADSL from another ISP - \$39.00

Current ISP: _____

B. Modem

- No Modem required
- USB ADSL Modem - \$69.00
- FREE USB ADSL Modem- 12 month contract
- 4 Port ADSL Ethernet Modem/Router - \$129.00
- FREE 4 Port ADSL Ethernet Modem/Router - 18 month contract

Please Turn Over to Complete the Application ...

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Step 6. Internet Dial-Up Plans

Please select the Internet Dial-Up plan:

- \$0.00 - Internet Dial-Up included in AlphaValue or AlphaMax plan I selected.
- \$16.95 - AlphaWave - Unlimited Time and Downloads
- \$9.95 - Small AlphaWave - 5 hours per month, Unlimited Download (if 5 hours is exceeded in a month, \$16.95 is charged for that month)

Step 7. Username for Dial-Up or ADSL Service

Your username is your personal and unique Internet/email and other services identification. They can be between 4 and 12 alphanumeric characters.

Please suggest 3 preferences:

- a) _____
- b) _____
- c) _____

I am an existing AlphaCall customer. Please retain my existing AlphaWave Dial-Up username for my new ADSL service

Step 8: Credit Card Payment Authority

I authorise the payment of the invoices for the telecommunications services provided by AlphaCall Telecommunications on the due date by automatic deduction from my credit card:

- American Express
 Bankcard
 MasterCard
 VISA
 Expiry Date:

Card Number:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Name Shown on Card:	Signature:										Date:							

Step 9: Authorisation

1. I authorise AlphaCall Telecommunications to make arrangements with my current Service Provider for the transfer of my telephone line service and/or ADSL service to AlphaCall Telecommunications (whichever is applicable).
2. I understand that my telephone number needs to be registered in my name with my current service provider to apply for AlphaCall Home Phone Service and/or ADSL service.
3. I understand that a minimum 6 month contract applies to any package including an ADSL service.
4. I understand that a minimum 12 month contract applies to any package including an ADSL service with a free ADSL USB modem.
5. I understand that a minimum 18 month contract applies to any package including an ADSL service with a free 4 Port ADSL Ethernet Modem/Router.
6. I understand that if I cancel my ADSL prior to the end of contract a \$129.00 fee will be charged plus, if applicable, a \$69.00 or \$129.00 modem fee.
7. I understand that I remain liable for any contractual obligations and charges billed after the date of transfer with the previous service provider(s).
8. I understand that it is my responsibility to check the terms and conditions of any existing contracts with my current service provider relevant to the service(s) being transferred.
9. I agree to preselect my local and long distance call service to AlphaCall Telecommunications when Home Phone Plan is selected.
10. I agree to preselect my long distance call service to AlphaCall Telecommunications when Long Distance Calls Preselect option is selected.
11. I understand that some additional services and benefits from my existing suppliers will not be automatically transferred and may no longer be available, after switching my telephone number to AlphaCall Telecommunications.
12. I authorise AlphaCall Telecommunications to obtain account information from my current Service Provider and to provide instruction to my current Service Provider in relation to actioning the transfer process.
13. Data transmission speeds are shown as 'downstream/upstream' speeds, for example 256/64Kbps refers to a speed of 256Kbps for data being downloaded to your computer and 64Kbps for data uploaded from your computer. These speeds may not be achieved in some cases; for example, downloading from a site that operates at a slower speed.
14. I understand that if I move, AlphaCall telecommunications will endeavour to relocate my AlphaCall ADSL service (subject to availability in the new area). There will be a relocation charge of \$129.00.
15. I understand that if I cancel my AlphaCall ADSL service before the minimum term a \$99.00 fee will be charged.
16. I understand that if my selected package is AlphaSpeed or AlphaPower and my telephone line is cancelled or transferred to another provider my AlphaDSL service will be charged at a higher rate.
17. I understand that I am subject to AlphaCall Telecommunications' credit assessing policy.
18. I certify that I have the authority to apply for AlphaCall Telecommunications to provide the services selected in this application.
19. I acknowledge that AlphaCall Telecommunications is not obliged to accept this application.
20. I have read the terms and conditions and agree to be bound by them.

I understand that by signing this authorisation I agree with and understand all terms and conditions on this form.

Full Name (Please Print):	Signature:	Date:
<input type="text"/>	<input type="text"/>	<input type="text"/>