

Standard Order Form



1. Partner Details

Sales person:

Partner:

2. Customer Details

Business Name :

If the business is a sole trader, partnership or trust

Owner's Name :

Address :

ABRN/ACN/ABN :

Trading Name :

Property Name :

Building Type :

Level No.

Location Type :

Unit No. :

Street No. :

Street Name:

Suburb:

State :

Post Code :

No of Employees :

Contact Name :

Position :

Phone

Mobile

Fax

Email Address:

3. Billing Details

As above :

Address Line 1

Suburb

State :

Post Code :

Paperless Billing :

Online Bill Analyser :

OBA Email Contact :

4. Product, Pricing and Term Details

A/C No. (if existing customer)	Product family (Mobile, outbound voice, inbound voice, internet)	Type	Rate Type	Term (mths)	Installation / Hardware Cost	Estimated Recurring Cost

* All prices are ex GST

5. Agreement Term or Minimum Period

Under the Services Agreement the Minimum Period is as set out in the relevant Service Schedule and under a Standard Services Agreement, the Minimum Period is 24 months or such period (in months) as selected above.

The Agreement commences on the date of this Standard Order Form and the Minimum Period commences when Broadvoip makes the selected products/service(s) available to the Customer under this Agreement.

6. Declaration and Privacy Statement

- 1 The Customer agrees that the Agreement between Broadvoip and the Customer for the supply of the above selected product/service(s), consists of (a) the relevant Standard Order Form (SOF); (b) the Provisioning Order Form (POF) and relevant POF schedules; (c) the Standard Services Agreement (can be found at www.broadvoip.com.au) and (d) the relevant Service Schedule(s) and Rate Card(s) applicable to the above selected product/service(s) (together these documents are referred to as the "Agreement"). If the Customer has not read all of the documents that constitute the Agreement, it must tell us so that we can send the Customer these documents and the Customer can read them prior to signing this SOF.
- 2 By signing this SOF the Customer confirms that it has read and agrees to be bound by all of the terms and conditions of the Agreement.
- 3 The Customer agrees that if Broadvoip considers it relevant to assess this SOF for personal or commercial credit, the Customer agrees that Broadvoip has the authority to obtain from a credit reporting agency a credit report containing personal credit information about the employees, principals or directors of the Customer in relation to personal or commercial credit provided by Broadvoip or otherwise set out in the SSA (as appropriate).
- 4 Unless otherwise stated, all prices quoted by Broadvoip are exclusive of GST.
- 5 Where specified in the applicable Service Schedule, the Customer agrees that Broadvoip will provide only an electronic invoice for the selected products/services.
- 6 The Customer acknowledges that there are cancellation charges payable to Broadvoip for early termination of any products/services before the expiry of any Minimum Period. (fixed monthly amount multiply by the months left)
- 7 The Customer acknowledges that while Broadvoip will use its best efforts to supply the above product/service(s), for reasons beyond Broadvoip's control or due to unforeseen events, (including but not limited to: available capacity, geographic and technical capability or other technical matters) the Customer may not be able to receive the product/service(s). If this becomes apparent during the installation process, Broadvoip may cancel all or part of the Agreement.
- 8 The Customer hereby appoints Broadvoip to act as its agent and to do all things necessary, including without limitation, obtaining all information relating to the above product/service(s) which may be required from the Customer's current service provider, effecting customer authorisation(s) for the transfer of the above product/service(s) and otherwise to act on the Customer's behalf, for the purpose of the transfer and/or provisioning of the above products/service(s) or for any other necessary related purpose. The Customer further acknowledges that it will notify Broadvoip if the Customer chooses to appoint another telecommunications service provider as its agent and/or no longer requires Broadvoip to act as its agent.
- 9 The Customer acknowledges that in relation to Direct Voice products only, porting may not be possible to complete due to technical or other difficulties. If this occurs, Broadvoip on the Customer's behalf, may authorize the losing carrier to retain the relevant services or if not possible, to provide an alternative service.
- 10 In this SOF, Broadvoip collects personal information from or about employees, principals or directors of the Customer. Please see our Privacy Policy at www.broadvoip.com.au, which gives you important information about Broadvoip's use of personal information.
- 11 The Customer acknowledges that it must give Broadvoip at least 30 days notice before it moves, changes or cancels any product/service(s). The Customer further acknowledges that some services/products requiring a move may take longer than 30 days to implement.
- 12 The Customer acknowledges that by signing the SOF, the Customer has entered into a legally binding agreement with Broadvoip for the supply of telecommunications products/services.

- 13 The Customer acknowledges that it is the responsibility of the Customer to ensure that the information in the POF and the POF Schedules is true, accurate and complete and Broadvoip is not liable for any loss suffered as a result of any inaccurate or incomplete information provided by the Customer.
- 14 The Customer confirms that it has the authority to provide Broadvoip with all the information and enable Broadvoip to do all things necessary for Broadvoip to supply the product/service(s) set out in the SOF, POF and relevant POF Schedules.

Authorised Representative Signature

Customer Sign Date

By signing this Standard Order Form, you confirm that the information in this Standard Order Form is true and correct and you acknowledge that you have the authority as the Customer's Agent to order the above product/service(s).

Print Name and Title

7. Notes

Broadvoip will deliver the voice lines FREE (For VoIP or Ported numbers only) of Charge to the customer site, that includes the actual connection and the HW to support the connection only. Any other HW or cabling work that may be required (depending on the customer current setup) will be charged. It is the customer responsibility to provide accurate information about their telephony and network configuration, any amendment to the service after it has been ordered will incur a modification fee which will vary depending on the change.