



Application Form

Oracle Telecom Pty Ltd, ABN 71 125 411 547
 P.O. Box 219, Ringwood East, VIC 3135
 Call 1300 660 153 | Fax 1300 761 815

1 Customer Information	2 Phones	3 Mobiles	4 Internet	5 Payment
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Legal Entity		Trading As		
ACN/ARBN	ABN		Years Trading	
Contact Title	Name			Position
Drivers License / Passport No		Date of Birth		
Address				
City/Suburb		State	Postcode	
Billing Address (if different from above)				
Address 1		Address 2		
City/Suburb		State	Postcode	
Telephone	Mobile	Fax		
Email		Desired Online Password		

Billing Options

Post Bill
 Email Bill
 Itemise Bill

Declaration

I (the Customer) apply to Oracle Telecom for the supply of Telephone Services for the service numbers listed in section 2 and/or for the supply of Mobile services for the service numbers listed in section 3 and for the supply of internet services as specified in section 4 and for the supply of any equipment related to the provision of any of these services as specified in this Application. I acknowledge that: Telephone Services and or Mobile Services and or Internet Services are provisioned subject to the Standard Customer Agreement and or Summary Customer Agreement which is a standard form of agreement for the purpose of Part 23 of the Telecommunications Act1997 (Cth) as filed with the Australian Communications Authority from time to time. By signing this Application I agree that I have been given the opportunity to read, or I have read, and agreed to abide by the terms and conditions set out in the Standard Customer Agreement and or Summary Standard Customer Agreement: This Application is deemed accepted by Oracle Telecom at the time my Telephone Services or Internet Services are activated or for Mobile Services at the earlier of the time my mobile Services are activated or my SIM card is delivered; For Telephone Services, if I agree to a minimum term contract, under section 2 of this agreement, then early termination charges will apply if I terminate during that minimum term. Early termination charges will be as specified in section 2 of this agreement. For Mobile Services, if I agree to a minimum term contract, under section 3 of this agreement, then early termination charges will apply if I terminate during that minimum term. Unless otherwise stated in section 3, the early termination charge is calculated by totaling the minimum monthly spend plus any additional monthly handset costs and multiplying this total figure by the remaining months left of the minimum term. For Internet Services, if I agree to a minimum term contract, as specified in section 4 of this agreement, then early termination charges will apply if I terminate during that minimum term. Early termination charges will be as specified in section 4 of this agreement. By executing this application the signatory warrants that the signatory is duly authorized to execute this application on behalf of the customer set out in Section 1.

Important notice: If you are residential customer, a sole trader or partnership in NSW or a customer in the Northern Territory you are entitled to rescind (i.e. cancel) the contract you made at any time within the 5-business day cooling off period for NSW (that ends 5 clear business days from Application) and 10-calender day cooling off period for Northern Territory (that begins on the day we accept this Application), by sending a cancellation notice.

Privacy & Spam

We will collect personal information about you or information about your company, including but not limited to your electronic contact details such as email address and telephone service numbers. If you would prefer that we do not use your personal information and/or business information for direct marketing and/or for sending commercial electronic messages, as denied under the SPAM ACT 2003, please check this box

Credit Checks

Prior to accepting your application, you have provided to us all information relevant to our assessment of your credit rating. You consent and acknowledge that you: Understand that the (Section 18(E)(1) Privacy Act 1988) allows us to give a credit reporting agency certain personal information about you; The information we disclose to a credit reporting agency includes permitted information which will allow you to be identified, the fact that you have applied for credit and the amount, the fact that we are a current credit provider to you, repayments that are more than 60 days overdue and for which debt collection action has started, information that in our opinion you have committed a serious credit infringement (that is, acted fraudulently or shown as intention not to comply with your credit obligations) and cheques drawn by you for \$100 or more which have been dishonored more than once; Agree to our obtaining from a credit reporting agency a credit report containing information about your personal credit worthiness for all purposes of assessing your application and assisting in collecting overdue payments and to our obtaining information about your commercial activities or commercial credit worthiness (Section 18L(4) Privacy Act 1988) from any business which provides information about the commercial credit worthiness of persons, your accountant or any other supplier to you; Agree to our giving to and obtaining from any credit provider named in your Application or in a credit report (Section 18N Privacy Act 1988) on you issued by a credit reporting agency, information about your credit arrangements for the purpose of assessing your Application, notifying a default by you, allowing another credit provider to ascertain the status of your arrangements with us where you are in default with one or more other credit providers and generally assessing your credit worthiness; and Understand the information exchanged can include any information about your business, personal and/or commercial credit worthiness, credit standing, credit history or credit capacity which the Privacy Act allows credit providers to give to or receive from each other.

Your Autograph

Authorised Representative Signature		Authorised Representative Name	
Position (Business Customers)		Date	

Office Use Only

Account Number:

Dealer/Referring Name

Dealer Code/Referring Account Number

5.1 Direct Debit Request (from Credit / Debit Card or Bank Account)

 Direct Debit from Credit / Debit CardCard Type Visa MasterCard Amex Diners BankCard

Card Number Expiry Date (MM/YY)

Cardholders Name (as on card)

 Direct Debit from Bank Account

Name of Financial Institution Branch of Financial Institution

BSB Number Account Number

Direct Debit Schedule:

Commencement Date Day to process Direct Debit each month (e.g 12th) 15th

I/we authorise and request Oracle Telecom to debit the account indicated above for any outstanding amount shown on the bill on the due date each month.

Your Autograph/s

Authorised Representative Signature 1

Authorised Representative Signature 2

Authorised Representative Name 1

Authorised Representative Name 2

Position (Business Customers)

Position (Business Customers)

Date

Date

Our commitment to you: This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between Oracle Telecom and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

Initial terms of the arrangement: In terms of the Direct Debit Request arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount for telecommunications and associated services.

Drawing arrangements: The first drawing under this Direct Debit arrangement will occur on the due date of your first bill from us on or after the commencement date you have agreed to above. If any drawing falls due on a non-business day, it will be debited to your account on the next business day following/the previous business day preceding the scheduled drawing date. We will give you at least 14 days notice in writing or some other means of your choice when changes to the initial terms of the arrangement are made. This notice will state any changes to the initial terms. If you wish to discuss any changes to the initial terms please contact our customer service team during business hours on 1300 660 153 or via e-mail at business@oracletelecom.com.

Your rights: Changes to the arrangement: If you want to make changes to the drawing arrangements please contact our customer service team during business hours on 1300 660 153 or via e-mail at business@oracletelecom.com. These changes may include: deferring the drawing; or altering the schedule; or stopping an individual debit; or suspending the DDR; or canceling the DDR completely.

Enquiries: Direct all enquiries to us, rather than to your financial institution, and these should be made at least 10 working days prior to the next scheduled drawing date. All communication addressed to us should include your 6 digit customer account number. All personal customer information held by us will be kept confidential except that information provided to our financial institution to initiate the drawing to your nominated account. If information will not be kept confidential, you may wish to explain how, why and to whom this information will be made available to.

Disputes: If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting our customer service team during business hours on 1300 660 153 or via e-mail at business@oracletelecom.com. Your financial institution will ask you to contact us to resolve your disputed drawing prior to involving them. If you do not receive a satisfactory response from us to your dispute, contact your financial institution who will respond to you with an answer to your claim within 5 business days (for claims lodged within 12 months of the disputed drawing); or within 30 business days (for claims lodged more than 12 months after the disputed drawing). You will receive a refund of the drawing amount if we can not substantiate the reason for the drawing.

Your commitment to us: It is your responsibility to ensure that your nominated account can accept direct debits (your financial institution can confirm this); on the drawing date there is sufficient cleared funds in the nominated account and you agree to advise us if the nominated account is transferred or closed. If your drawing is returned or dishonoured by your financial institution, we will contact you to arrange an alternative method of payment. Late payment fees may apply. Any transaction fees payable by us in respect of the above will be added to your monthly bill from us.