

BaptistCare Voice & Broadband Application

All enquiries: 1300 205 966 | info@arrowvoice.com.au

First Name:	Surname:	1st Contact Number:	2nd Contact Number:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2nd Contact First Name:	Surname:	1st Contact Number:	2nd Contact Number:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Room Number / Address:	Suburb:	State:	Postcode:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Primary Email Address:	Invoice Option: (*\$4 Monthly Fee)	Contract Term:	
<input type="text"/>	Email <input type="text"/> Post* <input type="text"/>	*12 Months <input type="text"/>	24 Months <input type="text"/>

PHONE & BROADBAND PLANS

Plan Name	Monthly Charge	Local Calls (Untimed)	National Calls (Untimed)	Mobile Calls (Per Min)	Plan Code	Select X
Phone & Broadband Bundle	\$52.00	\$0.08	\$0.08	\$0.16	BTCPB001	<input type="checkbox"/>
Broadband Only	\$30.00	N/A	N/A	N/A	BTCBO002	<input type="checkbox"/>
Phone Only	\$40.00	\$0.10	\$0.10	\$0.18	BTCPO003	<input type="checkbox"/>

Speed Dial 1	Speed Dial 2	Speed Dial 3
Name: <input type="text"/>	Name: <input type="text"/>	Name: <input type="text"/>
Phone Number: <input type="text"/>	Phone Number: <input type="text"/>	Phone Number: <input type="text"/>

- ♦ All pricing quoted is exclusive of GST
- ♦ Broadband Service includes unlimited internet usage
- ♦ Calls to 13/1300 numbers are charged at 40c ex GST
- ♦ E-mail billing is our default option, paper printed bills are available, which attracts a \$4 per month ex GST charge*
- ♦ Bills are issued monthly, on the 16th of every month, or next business day if 16th is a weekend or public holiday in NSW. Monthly Service charges (Phone & Broadband) are billed in advance, with call usage billed in arrears
- ♦ Secondary (2nd) contact is considered an authorised representative and may sign or request changes on behalf of the resident.

IMPORTANT POINTS REGARDING YOUR PHONE AND BROADBAND SERVICE

- ♦ Number Porting - Resident have a choice between taking a brand new phone number associated to phone handset, or alternatively may be able to port their existing phone number on to BaptistCare phone line.
- ♦ Arrow can port number in from all the major carriers; however there may be some exceptions.
- ♦ Number Porting – There is a once-off fee of \$49.00 ex GST to port your existing phone number to your new service located in BaptistCare.
- ♦ Number porting usually takes between 7 – 21 business days to complete.
- ♦ Arrow Voice & Data provide pre-configured handsets to 'Plug & Play' in to your BaptistCare accommodation.
- ♦ If your phone is broken or faulty, Arrow will provide a replacement phone handset free of charge.
- ♦ Arrow will provide a monthly bill, issued on the 16th of every month, or next business day if the 16th falls on a weekend or public holiday in NSW.
- ♦ Charges contained in your monthly bill will be your monthly reoccurring charges billed in advance i.e. 16th Of October to the 15th November. Call usage is charged in arrears.
- ♦ Monthly bills are paid by direct debit only. Direct debit can be suspended should you have charging related dispute that you request Arrow to investigate.
- ♦ Direct Debit from your Bank Account or Credit Card are the two options available, Direct Debit to credit card attracts the following pass-through bank charges based on the value of your monthly bill – 1% for Visa/Mastercard or 3% for American Express. Bank Direct Debit attracts no additional charges.
- ♦ Broadband services include unlimited internet usage, not additional internet usage costs will apply for the duration of your term of agreement.
- ♦ Broadband speeds may vary, based on a few factors such as the volume of users accessing the internet at the same time, capability of WiFi devices installed, and distance from your premises to the local telephone exchange.
- ♦ *A 12 month term will attract a once-off set-up/connection fee of \$69.00, these fees are waived on 24+ Month terms.
- ♦ If you are required to cancel your service prior to the conclusion of the term of agreement you will be charged an 'early cancellation fee'. If you cancel with between 3 – 12 months remaining you will be charged a once-off fee of \$99.95 ex GST charge. If you cancel with between 13 – 24 months remaining you will be charged \$199 ex GST.

Name of Authorised Signatory:

Signature of Authorised Applicant:

Date: