



ClearTalk Wireless Application Form

Please complete all of the required fields and return using one of the options at the bottom of this page.

Tick the checklist below when you have completed the relevant section.

Account details and phone information

Please complete all details

Select your plan

Complete Section A, B or C

Select your contract length

Select your hardware requirements

Terms & Conditions - Please complete all details

Customer Service Guarantee Waiver - Please complete all details

Return completed forms to...

Mail: Clear Networks Activation Team
Reply Paid 333
BLACKBURN VIC 3130

Phone: 1 300 855 215
Mon – Fri: 8am to 8pm

Fax: 1 300 139 774

Email: sales@clearnetworks.com.au



ClearTalk Wireless Application Form

Dealer Use ONLY

Dealer Name: _____

Dealer code: _____

Contact & Clear Networks account details

Full Name:

Clear Networks Customer Number:

Phone:

Mobile:

ClearTalk Phone Information

Select One Option (please tick ✓)

ClearTalk is a telephone service delivered over Broadband connection, it DOES NOT use your phone line

<input type="checkbox"/>	Keep my existing phone service and use ClearTalk separately
<input type="checkbox"/>	Transfer my existing phone number and service to ClearTalk ** complete details below ** <i>NOTE: Incurs a \$40 charge. Your existing phone service will be disconnected on transfer. Your current phone provider will send you a final invoice.</i>

Existing Phone Number:

Name of current provider:

Name on bill of existing phone service:

Telstra Wholesale Account No. of existing phone service:

NOTE: If the account holder is in a different name from the applicant then a release letter is required from the existing account holder

Select your plan

- I would like to save a 'bundle' and add a **Ready2Go Plan** (includes Phone + Internet) **COMPLETE SECTION A**
- I would like to add **ClearTalk** to my existing Wireless Plan. **COMPLETE SECTION B**
- I would like to replace my existing Wireless Plan and ADD a **ClearTalk** plan (**My Choice**) **COMPLETE SECTION C**

Section A – “Ready2Go” - Bundle & save! (includes Phone AND Internet)

Choose a Plan (please tick ✓)

Select	Speed	Plan	Monthly Data allowance <i>total/peak/off peak</i>	Monthly Fee	Include incoming calls (add \$6/mth)
<input type="checkbox"/>	512kb/128kb	ClearTalk Broadband Plus 4~	4GB/2GB/2GB	\$44.95	<input type="checkbox"/>
<input type="checkbox"/>	512kb/128kb	ClearTalk Broadband Plus 16~	16GB/8GB/8GB	\$69.95	<input type="checkbox"/>
<input type="checkbox"/>	1MB/256kb	ClearTalk Broadband Plus Cap 10*	10GB/5GB/5GB	\$79.95	FREE
<input type="checkbox"/>	1MB/256kb	ClearTalk Broadband Plus Cap 20*	20GB/10GB/10GB	\$99.95	FREE

~ includes 100 local/STD calls, STD–13cents, mobile-27c/min, International calls from 3.5c/min. Min cost on 12 mth contract is Plus 4 \$844.40 and Plus 16 \$1084.40

*Local/STD calls – FREE, mobile – 27c/min, International calls from 3.5c/min – Min cost on 12mth contract PlusCap10 \$1204.40 and PlusCap20 \$1444.40

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Section B – ClearTalk Plan ONLY

Choose a ClearTalk Plan (please tick ✓)

Plan/Item	<input type="checkbox"/> ClearTalk Budget	<input type="checkbox"/> ClearTalk Standard	<input type="checkbox"/> ClearTalk Cap	<input type="checkbox"/> ClearTalk World
Monthly Fee	\$6.95	\$19.95	\$39.95	\$49.95
Type	Introductory Service	Standard with call credit	Unlimited calls to land lines	Unlimited calls to land lines and untimed international calls (some destinations)
Calls included	<input type="checkbox"/> Outgoing ONLY Add \$6/mth for Incoming	<input type="checkbox"/> Outgoing ONLY Add \$6/mth for Incoming	Incoming/Outgoing	Incoming/Outgoing
Included Calls	None	100	Unlimited*	Unlimited*
Local Call Rate	15 cents	13 cents	FREE	FREE
STD Call Rate	15 cents	13 cents	FREE	FREE
International Calls	From 3.5c/min	From 3.5c/min	From 3.5c/min	From 20c untimed
Mobile Rate	30c/min	27c/min	27c/min	27c/min

* Fair use policy applies (see terms & conditions)

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Section C - My Choice (choose Internet AND ClearTalk Plan)

Step 1 - Choose an Internet Plan (please tick ✓)

Select	Speed	Plan	Monthly Data allowance <i>total/peak/off peak</i>	Monthly Fee
<input type="checkbox"/>	512kb/128kb	Budget 1	1GB/500MB/500MB	\$14.95
<input type="checkbox"/>	512kb/128kb	Standard 2	2GB/1GB/1GB	\$24.95
<input type="checkbox"/>	512kb/128kb	Standard 4	4GB/2GB/2GB	\$34.95
<input type="checkbox"/>	512kb/128kb	Standard 8	8GB/4GB/4GB	\$44.95
<input type="checkbox"/>	512kb/128kb	Standard 20	20GB/10GB/10GB	\$64.95
<input type="checkbox"/>	1MB/256kb	Pro 4	4GB/2GB/2GB	\$39.95
<input type="checkbox"/>	1MB/256kb	Pro 16	16GB/8GB/8GB	\$54.95
<input type="checkbox"/>	1MB/256kb	Pro 40	40GB/20GB/20GB	\$74.95
<input type="checkbox"/>	2MB/512kb	Power 8	8GB/4GB/4GB	\$49.95
<input type="checkbox"/>	2MB/512kb	Power 20	20GB/10GB/10GB	\$74.95
<input type="checkbox"/>	2MB/512kb	Power 40	40GB/20GB/20GB	\$90.95

Step 2 – Choose a ClearTalk Plan (please tick ✓)

Plan/Item	<input type="checkbox"/> ClearTalk Budget	<input type="checkbox"/> ClearTalk Standard	<input type="checkbox"/> ClearTalk Cap	<input type="checkbox"/> ClearTalk World
Monthly Fee	\$6.95	\$19.95	\$39.95	\$49.95
Type	Introductory Service	Standard with call credit	Unlimited calls to land lines	Unlimited calls to land lines and untimed international calls (some destinations)
Calls included	Outgoing ONLY <input type="checkbox"/> Add \$6/mth for Incoming	Outgoing ONLY <input type="checkbox"/> Add \$6/mth for Incoming	Incoming/Outgoing	Incoming/Outgoing
Included Calls	None	100	Unlimited*	Unlimited*
Local Call Rate	15 cents	13 cents	FREE	FREE
STD Call Rate	15 cents	13 cents	FREE	FREE
International Calls	From 3.5c/min	From 3.5c/min	From 3.5c/min	From 20c untimed
Mobile Rate	30c/min	27c/min	27c/min	27c/min

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Contract Length

Select your contract (please tick one ✓)

<input type="checkbox"/>	CONTRACT I wish to add ClearTalk to my existing Broadband contract. I understand my Broadband contract will be the same length as my ClearTalk contract (Minimum of 12 month applies)
<input type="checkbox"/>	30 Day Contract I wish to go on a 30 day auto-renewal contract for my ClearTalk service. I understand I pay the 30 day contract price for my equipment. This option is not available for "Ready2Go" plans

How did you hear about Clear Networks? (please tick ✓ all that apply)

- | | | | | |
|--|--|--|---|--------------------------------------|
| <input type="checkbox"/> Google Ad | <input type="checkbox"/> Direct Mail | <input type="checkbox"/> Local Paper | <input type="checkbox"/> Radio | <input type="checkbox"/> TV |
| <input type="checkbox"/> Google Search | <input type="checkbox"/> Other Search Engine | <input type="checkbox"/> Phone Call | <input type="checkbox"/> The Land | <input type="checkbox"/> Referral |
| <input type="checkbox"/> Clear Dealer | <input type="checkbox"/> Clear Rep | <input type="checkbox"/> Broadband Service Locator | <input type="checkbox"/> DBCDE Web Site | <input type="checkbox"/> Other _____ |

Refer a Friend







NOTE: For a limited time you and your friend will get **CREDIT** towards your next bill *see website for details

Full name of Referrer:

Referrer's Clear Customer Number:

Hardware Options

Choose Equipment AND a Router if required (please tick ✓)

Select ✓	Product		Router required?	RRP	Without bundle	Bundle Price *12 mth	Bundle Price *24/36 mth
<input type="checkbox"/>	n/a	<i>I have my own ATA or IP Phone and/or do not require equipment</i>	n/a				
EQUIPMENT REQUIRED							
<input type="checkbox"/>		Linksys ATA (Model No. PAP2NA) Use your existing phone to make calls using our ATA	Yes	\$139	\$49.95	\$39.95	\$9.95
<input type="checkbox"/>		GrandStream Phone (Model No. BT200) This phone has excellent audio quality and many features. It's an affordable, easy to use phone for the home or office. Comes with 2 ethernet ports	Yes	\$159	\$69.95	\$59.95	\$29.95
<input type="checkbox"/>		Linksys ATA (Model No. SPA3102-NA) Use your existing phone to make calls using our ATA without the need to have a router. It also enables you to receive faxes and is compatible with all common telephone features	No	\$189	\$79.95	\$69.95	\$39.95
ROUTER REQUIRED							
<input type="checkbox"/>	n/a	<i>I have my own router</i>	n/a				
<input type="checkbox"/>		TPLink - Broadband router with 4 port switch LAN Ethernet ports	n/a	\$69	\$49.00	\$45.00	\$39.00
<input type="checkbox"/>		Netcomm Wireless N Router (Model No. NP800n) A wireless router with latest wireless N speeds up to 300Mbps, increasing speed and reliability. Includes 4 LAN ethernet ports and firewall	n/a	\$139	\$69.95	\$59.95	\$39.95
<input type="checkbox"/>		Zyxel Wireless VOIP Router (Model No. P2302HW) A wireless router (a/b/g) with 4 LAN ethernet ports, 2 VOIP ports for connecting standard phone, and a fallover line. Includes firewall for ultimate security	n/a	\$228	\$139.95	\$129.95	\$99.95
PLUS \$15 Postage + Handling: Equipment charges will be added to your first month's bill if purchased.							

Agreement

**** MUST SIGN ****

I agree to, and understand that: (Please tick)

- I have read the ClearTalk Terms and Conditions** either by visiting <http://www.clearnetworks.com.au/terms-and-conditions.html> or have received a hard copy of the conditions.
(**Note** you need to also review the Customer Service Guarantee Waiver on the next page and sign if you agree)

- I authorise Clear Networks to debit the equipment and monthly ClearTalk service fee from my nominated card/bank account, which is currently used for my existing services

- I currently have or have changed to a broadband plan 512k/256k or higher to meet the minimum speed requirement for this service.

- I have read and understood the Fair Use Policy (see Terms & Conditions)

Print Name:

Signed

Date: (dd/mm/yyyy):

Please read the below information carefully. It contains information about rights and protections provided under the Customer Guarantee Standard that you are agreeing to forego in return for the great benefits of a ClearTalk VoIP service.

1. The **Telecommunications (Customer Service Guarantee) Standard 2000 (No. 2)** (“The Standard”) sets out rights and protections and other performance standards a customer can expect from a telephone provider.
2. Those rights and protections and other performance standards are:
 - a. Provision of written information about;
 - i. A customers rights and protections at least once every two years
 - ii. The performance standards which apply to the supply of a specified service
 - iii. The obligations of the provider under “The Standard”
 - iv. A customers entitlement to damages in the event of a contravention of the performance standards and;
 - v. The supply, on request for more information about the performance standards
 - b. Maximum connection timeframes;
 - c. Maximum fault restoration timeframes;
 - d. Making and changing appointments;
 - e. Compensation for failure to meet timeframes;
3. Part 5 of “The Standard” allows for a service provider to propose that a customer waive their rights & protections and other performance standards to obtain a significant service benefit.
4. Pursuant to Part 5 of “The Standard”, Clear Networks here-by proposes that you waive your rights & protections under “The Standard” in return of a significant service benefit.
5. In return for your acceptance of this proposed waiver of your rights & protections under “The Standard”, Clear can provide this ClearTalk VOIP service at substantially cheaper rates than would otherwise be charged for a Telephone Service. These substantially cheaper calls are detailed here <http://www.clearnetworks.com.au/cleartalk>
6. By agreeing to this document you are waiving your rights & protections under “The Standard” so that Clear Networks may provide you with the significant service benefit of low calling rates.
7. By agreeing to this document you are not able to make a claim to Clear Networks Pty. Ltd. for compensation where the performance standards outlined in “The Standard” are not met.
8. Your acceptance of this proposed waiver of your rights & protections under “The Standard” is conditional of Clear supplying you the ClearTalk VOIP service. This waiver will take effect seven (7) days from the date of you agreeing to it, unless you notify Clear that you wish to withdraw your waiver. You are under no obligation to withdraw your waiver, however Clear cannot provide you with the service.

Waiver

By signing below you acknowledge that you understand the protections & rights under the Customer Service Guarantee Standard and agree to waive wholly those protections and rights as they apply to the ClearTalk VOIP service(s), and that you are completing this Waiver freely and voluntarily. If you do not understand the Waiver then you should not sign below and should seek independent advice.

Please sign below after you have read and agree to Waiver your Customer Service Guarantee Rights

Print Name

Signature

Date – (DD / MM / YYYY)