



# Application for Simple Telephone, Internet, Bundle, Foxtel

<b>Staff Use Only</b>	<b>Sales Person:</b>	<b>Promotion Code:</b>
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## SECTION 1A: Phone & Internet plan selection

Select **one** plan below. Select communities are serviced by Simple's own private network, if you are unsure which communications network services your home, please contact us or visit [www.rasimple.com.au/services/check-availability](http://www.rasimple.com.au/services/check-availability) to check.

Select a Bundle (Phone & Internet)	Network	Price
<input type="checkbox"/> STANDARD BUNDLE	Simple	\$99 per month on a 12 Month Contract, \$0 set up fee
	NBN	\$109 per month on a 12 Month Contract, \$0 set up fee
<input type="checkbox"/> BOOST BUNDLE	Simple	\$119 per month on a 12 Month Contract, \$0 set up fee
	NBN	\$129 per month on a 12 Month Contract, \$0 set up fee
<i>Or a Home Phone Service only</i>		
<input type="checkbox"/> SIMPLE TELEPHONE	Simple	\$69 per month on a 12 Month Contract, \$169 set up fee
	NBN	\$79 per month on a 12 Month Contract, \$169 set up fee
<input type="checkbox"/> SIMPLE TELEPHONE BUDGET*	Simple	\$35 per month on a 12 Month Contract, \$169 set up fee
		<i>*Available at select communities only. Check with your community manager</i>
<i>Or a Home Broadband Service only</i>		
<input type="checkbox"/> SIMPLE INTERNET	Simple	\$79 per month on a 12 Month Contract, \$169 set up fee
	NBN	\$89 per month on a 12 Month Contract, \$169 set up fee

## SECTION 1B: FOXTEL from Simple plan selection

Select **one** plan and installation option for FOXTEL below. Alternatively, you can skip this section if you do not require FOXTEL. If you already have FOXTEL from Simple select the option to apply your discount.

- I am ordering a bundle but already have FOXTEL from Simple, please apply the discounted monthly fee to my FOXTEL service

### Select **One** Package

<input type="checkbox"/> FOXTEL Standard from Simple	<i>with a bundle</i>	\$45 per month on a 12 Month Contract
	<i>with standalone phone or broadband</i>	\$55 per month on a 12 Month Contract
<input type="checkbox"/> FOXTEL Platinum from Simple	<i>with a bundle</i>	\$89 per month on a 12 Month Contract
	<i>with standalone phone or broadband</i>	\$99 per month on a 12 Month Contract

### Select **One** Installation type

- I require FOXTEL to be installed and activated at my address
- |   |                 |
|---|-----------------|
| <i>new subscribers to FOXTEL Standard from Simple</i> | \$199 setup fee |
| <i>new subscribers to FOXTEL Platinum from Simple</i> | \$0 setup fee   |

- I already have FOXTEL installed and it is active at the service address (excludes FOXTEL from Telstra)
- \$0 setup fee to transfer existing in situ subscription to FOXTEL from Simple*

Please provide your Foxtel Account Number: \_\_\_\_\_

## SECTION 2: Simple Account Holder

I am an existing Simple customer

- Please provide your Account Number: \_\_\_\_\_

**IF YOU ARE AN EXISTING SIMPLE CUSTOMER, GO TO SECTION 6  
IF YOU ARE NOT AN EXISTING SIMPLE CUSTOMER, COMPLETE ALL SECTIONS BELOW  
PLEASE PRINT & COMPLETE ALL INFORMATION AS CLEARLY AS POSSIBLE**

### Tell us who is the Primary Account Holder

First Name: \_\_\_\_\_ Surname: \_\_\_\_\_

Preferred Name: \_\_\_\_\_

Address for delivery of services – (please circle) Unit / Villa / Apartment number: \_\_\_\_\_

Community Name: \_\_\_\_\_

Please tick your preferred contact number

Mobile Phone Number: \_\_\_\_\_

Home Phone Number: (\_\_\_\_\_) \_\_\_\_\_

Date of Birth: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ eMail address : \_\_\_\_\_

Enquiry PIN (6 digits): \_\_\_\_ \_

When you contact us we'll ask you to confirm your enquiry PIN to authorise access to your account. This keeps your personal details secure.

### Member and Support Portal Websites

Please nominate your preferred password with at least 6 characters containing both letters and numbers.

Portal password: \_\_\_\_\_

*Simple provides both a Member Portal to manage your account plus a Support Portal with an extensive Knowledge Base. Your email above will be used as your log-in username.*

## SECTION 3: Tell us who is the Billing Contact

Same as Primary Account Holder  I nominate the person below

First Name: \_\_\_\_\_ Surname: \_\_\_\_\_

Preferred Name: \_\_\_\_\_

Please tick their preferred contact number

Mobile Phone Number: \_\_\_\_\_

Home Phone Number: (\_\_\_\_\_) \_\_\_\_\_

Postal Address: \_\_\_\_\_

Date of Birth: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ eMail address : \_\_\_\_\_

Enquiry PIN (6 digits): \_\_\_\_\_

When contacted by your Billing Contact we'll ask them to

confirm their own enquiry PIN to authorise access to your account for billing related matters only. This keeps your personal details secure.

## SECTION 4: Tell us if you want a Secondary (Authorised) Account Contact

If not, go to Section 5. Typically, this is your spouse.

First Name: \_\_\_\_\_ Surname: \_\_\_\_\_

Preferred Name: \_\_\_\_\_

Please tick their preferred contact number

Mobile Phone Number: \_\_\_\_\_

Home Phone Number: (\_\_\_\_\_) \_\_\_\_\_

Postal Address: \_\_\_\_\_

Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_ eMail address : \_\_\_\_\_

Enquiry PIN (6 digits): \_\_\_\_\_

When contacted by your Secondary Contact we'll ask them to

confirm their own enquiry PIN to authorise access to your account. This keeps your personal details secure.

## SECTION 5: Payment Options

**Option 1: Credit Card Direct Debit**



Card Type: \_\_\_\_\_ Name on Card: \_\_\_\_\_

Credit Card Number: \_\_\_\_\_ Card Expiry Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

*I/we authorise Ezidebit, acting on behalf of Retire Australia, to debit payments from my specified Credit Card above, and I/we acknowledge that Ezidebit will appear as the merchant on my credit card statement.*

**Option 2: Bank Account Direct Debit**



Bank/Society Name: \_\_\_\_\_

First Name: \_\_\_\_\_ Surname: \_\_\_\_\_

BSB Number: \_\_\_\_ - \_\_\_\_ Account Number: \_\_\_\_\_

*I/We authorise Ezidebit Pty Ltd ACN 096 902 813 (User ID No 165969, 303909, 301203, 234040, 234072, 428198) to debit my/our account at the Financial Institution identified above through the Bulk Electronic Clearing System (BECS) in accordance with the Debit Arrangement stated above and this Direct Debit Request and as per the Ezidebit DDR Service Agreement.*

Account Holder Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_



### Option 3: BPAY

No queues, no cheques, no waiting. BPAY enables payments to be made through your financial institution's online, mobile or telephone banking facility 24 hours a day.

**Please note that we do not accept payment by cash, cheque or Australia Post Billpay.**

### Direct Debit Request Service Agreement

I/We hereby authorise Retire Australia Pty Ltd ACN 26 151 586 597 or their agent Ezidebit Pty Ltd ACN 096 902 813 ("Ezidebit") (Direct Debit User ID number 165969, 303909, 301203, 234040, 234072, 428198) to make periodic debits on behalf of Retire Australia (Simple) as indicated on the attached Direct Debit Request.

I/We acknowledge that Ezidebit is acting as a Direct Debit Agent for Retire Australia (Simple) and that Ezidebit does not provide any goods or services (other than the direct debit collection services to me/us for Retire Australia (Simple) pursuant to the Direct Debit Request) and has no express or implied liability in regards to the goods and services provided by Retire Australia (Simple) or the terms and conditions of any agreement that I/We have with Retire Australia (Simple).

I/We acknowledge that the debit amount will be debited from my/our account according to the terms and conditions of my/our agreement with Retire Australia (Simple) and the terms and conditions of this Direct Debit Request & Credit Card Authority.

I/We acknowledge that it is my/our responsibility to ensure that there are sufficient cleared funds in the nominated account by the due date to enable the direct debit to be honoured on the debit date. Direct debits normally occur overnight, however transactions can take up to three (3) business days depending on the financial institution. Accordingly, I/We acknowledge that sufficient funds will remain in the nominated account until the direct debit amount has been debited from the account and that if there are insufficient funds available I/We agree that Retire Australia (Simple) / Ezidebit will not be held responsible for any fees and charges that may be charged by either my/our or its financial institution.

I/We acknowledge that there may be a delay in processing the debit if:

- 1) There is a public or bank holiday on the day of the debit, or any day after the debit date;
- 2) A payment request is received by Ezidebit on a day that is not a banking business day in Queensland;
- 3) A payment request is received after normal Ezidebit cut off times, being 4:00 PM Queensland time, Monday to Friday.

Any payment that fall due on any of the above will be processed on the next business day.

I/We acknowledge Retire Australia (Simple) / Ezidebit to vary the amount of the payments from time to time as may be agreed by me/us and Retire Australia (Simple) as provided for within my/our agreement with Retire Australia (Simple)/ I/We authorise Retire Australia (Simple) / Ezidebit to vary the amount of the payment upon receiving instruction from Retire Australia (Simple) of the agreed variations. I/We do not require Retire Australia (Simple) / Ezidebit to notify me/us of such variations to the debit amount.

I/We acknowledge that Ezidebit is to provide at least 7 days' notice if it proposes to vary any of the terms and conditions of the Direct Debit Request & Credit Card Authority including varying any of the terms of the debit arrangements between us. I/We acknowledge that any request by me/us to stop or cancel or suspend the debit arrangement will be directed to Retire Australia (Simple) in writing and may result in Retire Australia (Simple) suspending my Services if payment is not made using another method by the due date of the Invoice.

I/We acknowledge that any disputed debit payments will be directed to Retire Australia (Simple) and/or Ezidebit. If no resolution is forthcoming, I/We agree to contact my/our financial institution. I/We acknowledge that if a debit is returned by my/our financial institution as unpaid, a failed payment fee is payable by me/us to Retire Australia (Simple) / Ezidebit. I/We will also be responsible for any fees and charges applied by my financial institution for each unsuccessful debit attempt together with any collection fees including but not limited to any solicitor fees and/or collection agent fee as may be incurred by Ezidebit.

I/We authorise Retire Australia (Simple) / Ezidebit to attempt to re-process any unsuccessful payment as advised by Retire Australia (Simple).

You appoint Retire Australia (Simple) and Ezidebit jointly and severally as your exclusive agent with regard to the control, management and protection of your personal information (relating to Retire Australia (Simple) and contained in this DDR Service Agreement). You irrevocably authorise Retire Australia (Simple) / Ezidebit to take all necessary action (which we deem

necessary) to protect your personal information, including (but not limited to) prohibiting the release to or access by third parties without your consent.

You hereby irrevocably authorise, direct and instruct any third party who hold/stores/keeps your personal information (relating to Retire Australia (Simple) and contained in this DDR Service Agreement) to release and provide such information to Retire Australia (Simple) / Ezidebit on our written request.

## Credit Card Payments

I/We acknowledge that Retire Australia (Simple) may use multiple providers for services and that if Retire Australia (Simple) use Ezidebit, "Ezidebit" will appear as the merchant for payments from my/our credit card. I/We acknowledge and agree that Ezidebit will not be held liable for any disputed transactions resulting in the non-supply of goods and/or services and that all disputes will be directed to Retire Australia (Simple) as Ezidebit is only acting as an Agent for Retire Australia (Simple).

Retire Australia (Simple) / Ezidebit will keep your information about your nominated account at the financial institution private and confidential unless this information is required to investigate a claim made relating to an alleged incorrect or wrongful debit, or as otherwise required by law. A copy of Ezidebit's Privacy Policy can be downloaded at [www.ezidebit.com/au/privacy-policy](http://www.ezidebit.com/au/privacy-policy)

I/We acknowledge that Credit Card Fees are a minimum of the Transaction Fee or the Credit Card Fee, as provided by Retire Australia (Simple) and as amended / updated from time to time by Retire Australia (Simple).

## Direct Debit and Credit Card Terms and Conditions

I/We ("Client") authorise and request Retire Australia Pty Ltd ACN 609 081 156 or their agent Ezidebit Pty Ltd ACN 096 902 813 ("Ezidebit") to debit payments from my/our account or credit card, as specified in the signed authority below, all amounts for which the Client may become liable under any Contract or Agreement with Retire Australia (Simple) or its related bodies corporate. These amounts will be deducted on or about the due date of the invoice for the full outstanding amount of the invoice.

The Client acknowledges and agrees that:

- The amount charged will vary from Period to Period and will be defined on the invoices issued by Retire Australia (Simple);
- Retire Australia (Simple) will apply the Direct Debit or Credit Card Processing Fee (as advised by Retire Australia (Simple) from time to time) to the Client account and will provide the Client with a Tax Invoice for this amount;
- A declined direct debit or credit card transaction may result in:
  - Declined payment charges and interest being applied for the overdue amount;
  - Suspension or termination of some or all of the Services of the Client; and
  - Retire Australia (Simple) invoking any Security available to Retire Australia (Simple).
- The Client must not attempt to invalidate a charge properly incurred by the Client in accordance with the Agreement with Retire Australia (Simple).
- The Client accepts the terms of the DDR Service Agreement.

I/We authorise:

- a) Retire Australia (Simple) / Ezidebit to verify details of my/our account with my/our financial institution; and
- b) My/our financial institution to release information allowing Retire Australia (Simple) / Ezidebit to verify my/our account details.

Name: \_\_\_\_\_

Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Signature: \_\_\_\_\_

## SECTION 6: Keep your existing phone number

Please provide details below for your existing phone number if you wish to transfer it to Simple. You can skip this section if you wish to be allocated a new phone number or if you have selected a broadband only plan.

Current landline service authorised for transfer: \_\_\_\_\_

Current service provider: \_\_\_\_\_

Account number for the current provider: \_\_\_\_\_

If you have more than one account, please ensure the correct account number for the above telephone number is specified.

### Important, please note:

- Some communities maintain a Telephone Numbering Plan where a range of numbers are pre-allocated. Your community manager will be able to confirm if this applies. You can still transfer your existing number using our Multiple Number feature. Multiple Number allows you to have a second phone number assigned to your existing phone line. The second number has its own distinct ringing sound. Monthly fees apply.
- Do not disconnect your service with your current telephone company. A transfer cannot take place if the service has been (or is scheduled to be) disconnected. 'Reserved' numbers not associated with a current active service will also fail.
- Out-of-area numbers are not accepted, for example a Sydney number cannot be transferred for a service in Brisbane.

We will notify you once your number has been successfully transferred

## SECTION 6B: Transfer my number early

As standard existing phone numbers are transferred AFTER your new Simple service is activated. Until this occurs the number must remain active on the existing service.

If the existing service cannot remain active throughout this period you can opt for the transfer to take place early, BEFORE the new service is activated. This will ensure your number is not lost if your existing service must be disconnected. Numbers transferred early are simply held on our network and will not operate until your new services are activated. Skip this section if not required.

Preferred Early Transfer Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Existing services will be disconnected on this date. We will confirm this date will you.

## SECTION 7: Confirmation of Understanding

**PLEASE INITIAL EACH ITEM AND SIGN AT THE END**

### **Plan Basics:**

[ \_\_\_\_ ] My chosen plan and package is the one I selected on this Application Form. The set up fee, monthly subscription and contract term set out in this Application Form apply to this plan and package.

[ \_\_\_\_ ] I am aware that I will be charged upfront for set up fees in addition to the first month's subscription fee. I will then be billed one month in advance for monthly subscription fees. Call charges and data use are calculated and billed in arrears.

[ \_\_\_\_ ] I understand that set up fees covers a standard installation. If I require a non-standard installation, for example additional cabling, additional fees may apply.

[ \_\_\_\_ ] For new subscribers to FOXTEL, a standard install includes the cost of a Foxtel iQ2 HD or MyStar HD recordable set top box.

[ \_\_\_\_ ] For existing subscribers to FOXTEL, a \$0 set up fee is only available for existing Foxtel Residential Customers with an active service at the desired service address (excludes Foxtel on T-Box and Foxtel from Telstra), and you continue to use the set top box you currently use. I am aware that the programs recorded or downloaded to the personal digital recorder may be erased when your service is transferred to Simple.

[ \_\_\_\_ ] I understand that Foxtel services such as On Demand, Catch Up, Pay-Per-View, Foxtel Go, The Foxtel Magazine etc are not available to Foxtel from Simple subscribers.

[ \_\_\_\_ ] I understand if I cancel before the end of my minimum contract period, early termination fees apply.

[ \_\_\_\_ ] I understand that calls to 13/1300 numbers are not local calls and are charged at \$0.35 per call, that calls to non-standard numbers such as 19xx (premium content and services) will be charged.

[ \_\_\_\_ ] I have read and understood the Critical Information Summary (CIS) which includes a description of the plan inclusions, exclusions, specific pricing conditions and other important information based on my selected plan. I am aware this can be viewed and downloaded via the Simple website at [www.rasimple.com.au](http://www.rasimple.com.au)

### **Installation:**

[ \_\_\_\_ ] I acknowledge that, while every effort will be made to provision my service as quickly as possible, there may be a lead time of up to 4 weeks before my service will be active.

[ \_\_\_\_ ] I understand that service installations for my area are conducted in batches. If I am unavailable during the timeframe for my area the lead time may be extended.

[ \_\_\_\_ ] I understand that the installations of my phone and internet service and the installation of my Foxtel from Simple service (if I have ordered one) will occur separately.

[ \_\_\_\_ ] I understand that my application does not constitute a guarantee of service and that my home may be unserviceable for this product.

### **Payment:**

[ \_\_\_\_ ] I understand that my payment options include direct debit, credit card and BPay. I cannot pay by cash or cheque.

[ \_\_\_\_ ] I understand that accounts paid by Visa or MasterCard credit card incur a surcharge of 2.0% (inc GST) and Diners or American Express credit cards incur a surcharge of 4.0% (inc GST).

[ \_\_\_\_ ] I understand that I may be charged a \$50 (inc GST) dishonour fee if my direct debit payment fails, and a \$16.50 (inc GST) late payment fee for overdue invoices.

[ \_\_\_\_ ] I understand if I require a paper bill, a monthly charge of \$2.20 (inc GST) will apply.

**Network and Service Features:**

[ \_\_\_\_ ] I understand that in the event of a power outage my Simple services will not work

[ \_\_\_\_ ] I understand that Simple does not provide any MessageBank or Voicemail services. If I want the convenience of this feature, Simple recommends the use of a handset with built-in answering machine. For you convenience Simple offers these for sale.

[ \_\_\_\_ ] I am aware that Simple does not provide email services. Simple recommends free web-based email service providers such as Gmail, Hotmail, etc.

[ \_\_\_\_ ] I understand that my service must not be used for any illegal activity.

**General:**

[ \_\_\_\_ ] I am aware that I am liable for all early termination fees from my previous provider if transferring my home phone and/or broadband service prior to contract end date.

[ \_\_\_\_ ] I am aware that I am responsible for cancelling any applicable home phone and/or broadband services with my previous provider once my Simple services are activated. If I am porting (transferring) my phone number to Simple the applicable service with the current provider must be active and I must not cancel this until the porting is complete. Typically, phone number ports are completed within 7 days however can take up to 6 weeks. Simple will contact me to advise once my port has been successful.

[ \_\_\_\_ ] I understand that the services are provided by Retire Australia Pty Ltd. I understand that the equipment installed into my home remains property of Retire Australia and must remain in situ once installed and even if I vacate.

[ \_\_\_\_ ] I understand that the services are being delivered on a best effort basis and that they are subject to an acceptable use policy.

[ \_\_\_\_ ] It is important I regularly check my email for communication from Simple. I understand this is how Simple keeps me informed. For example, about my installation. Or about service or support issues I raise.

[ \_\_\_\_ ] I understand that I can log into myaccount.rasimple.com.au and check my usage, make payments, change personal details and add or change direct debit payment methods.

[ \_\_\_\_ ] I understand my username and password for logging into the Members Portal is set out in this sign-up application form. My log-in username is my email address and password is what I have nominated above.

**GENERAL TERMS AND CONDITIONS** - The General Terms and Conditions are set out in our Terms and Conditions at [www.rasimple.com.au](http://www.rasimple.com.au) The Critical Information Statement is also available at that address. Please read these carefully and ask us if you have any questions. The services provided under this Customer Contract are provided by Retire Australia Pty Ltd ACN 151 586 597.

Name: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Signature: \_\_\_\_\_