



Optraweb Internet Solutions  
 PO Box 4456  
 Loganholme Qld 4129  
 Ph: 1300 730 720  
 Fax: 07 3009 9983  
 ABN 40 054 455 386

## AUTHORITY TO CHANGE PROVIDER OF LONG DISTANCE TELEPHONE SERVICES

### Business Customer Details

Company Name	<input style="width: 95%;" type="text"/>	ABN Number	<input style="width: 95%;" type="text"/>
Trading Name	<input style="width: 95%;" type="text"/>	Contact Name	<input style="width: 95%;" type="text"/>
Service Address	<input style="width: 95%;" type="text"/>		
	<input style="width: 95%;" type="text"/>	Postcode	<input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>
Mailing Address	<input style="width: 95%;" type="text"/>		
	<input style="width: 95%;" type="text"/>	Postcode	<input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>
Phone No.	<input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>	<input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>	<input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>
Facsimile No.	<input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>	<input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>	<input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>
Mobile Phone No.	<input style="width: 95%;" type="text"/>		

### Switch to Optraweb for Long Distance

If you are switching to Optraweb Internet Solutions for Long Distance, please write the phone numbers in your name below to indicate that your choice of Optraweb Internet Solutions as your preferred long distance company.

Phone No.	<input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>	<input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>	<input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>
Phone No.	<input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>	<input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>	<input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>
Phone No.	<input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>	<input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>	<input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>
Phone No.	<input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>	<input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>	<input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>

All Service Numbers listed will be automatically provisioned for Business Override.

### Important Notice

**PLEASE READ AND SIGN BELOW**

I agree to switch my long distance telephone company to Optraweb Internet Solutions for 3 months. I have read the terms and conditions below and agree to be bound by them. I have the authority to sign and certify that these details are correct.

I understand that by nominating Optraweb Internet Solutions for my telephone number(s) above, International, National Long Distance calls and Calls to Mobiles will be carried by Optraweb Internet Solutions upon processing this request.

I also give Optraweb Internet Solutions consent to obtain and use credit information about my company, including information about my company's credit history.

Customer's Signature	<input style="width: 95%;" type="text"/>		
Print Full Name	<input style="width: 95%;" type="text"/>	Date	<input style="width: 95%;" type="text"/>



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## Payment Options

### Credit Card

Card Holder Name:

Card Number:

Expiry Date:

CVC:

(the last 3 digits on the back of your creditcard)

### Direct Debit

Please complete the Direct Debit form located at [www.opraweb.com.au/bankdebit.pdf](http://www.opraweb.com.au/bankdebit.pdf)

Please note: Your creditcard will be charged \$1 upon account activation. This fee will be then credited to your account

## Return This Form

Please RETURN this form (once filled in and signed) to:

Oprabweb Internet Solutions  
Telebill Accounts  
PO Box 4456  
Loganholme Qld 4129

## PRESELECT TERMS AND CONDITIONS

### General Information

1. The application is subject to acceptance by Oprabweb Internet Solutions.

### 2. SERVICES PROVIDED UNDER THIS AGREEMENT

Oprabweb Internet Solutions will supply the following billable services under this agreement:

- (a) National Long Distance Calls
- (b) Fixed to Mobile Calls
- (c) International Long Distance Calls

You acknowledge that Oprabweb Internet Solutions may use the services of another carrier to provide the service, and may change the carrier at its discretion.

### 3. SERVICES NOT PROVIDED UNDER THIS AGREEMENT

Oprabweb Internet Solutions shall not provide or be held liable for the following services:

- (a) All fixed local calls will continue to be provided and billed by your previous fixed telephone service provider and not by Oprabweb Internet Solutions.
- (b) PSTN Line Rental will continue to be provided and billed by your previous fixed telephone service provider.
- (c) The Service will not permit carriage of calls to Directory/Operator Services (12), Freephone Services (18), Local Rate Services (13), Premium Rate Services (19), Data Access Services (0198), Satellite Mobile Services (014), Calling Card Services (189), Paging Services (016),



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VPN Services (188), and UPT Services (05). These calls will be carried via your current usual service provider.

- (d) Because PSTN Line Rental will continue to be the responsibility of your original provider (as described in clause 3(b)), your original provider will continue to be your point of contact for faults related to the fixed line (PSTN) service. Optraweb Internet Solutions will not be held liable for (PSTN) line faults at any time during the service period.

#### **4. HANDLING OF Company INFORMATION AND CREDIT INFORMATION**

- (a.) Optraweb Internet Solutions collects and uses Company Information about you primarily to supply you with the products and services you order from it and its related companies. Optraweb Internet Solutions also collects and uses Personal Information for related (or secondary) purposes including:
- (i.) Billing and account management
  - (ii.) Business planning and product development
  - (iii.) To provide you with information about promotions, as well as the products and services of Optraweb Internet Solutions companies and other organizations.
- (b.) If you do not provide all the Company information Optraweb Internet Solutions requests from you, Optraweb Internet Solutions may not be able to supply the products or services you have requested, or Optraweb Internet Solutions may be restricted in the way it supplies these products or services to you.
- (c.) Optraweb Internet Solutions may disclose Personal Information about you (for the purposes set out in clause 2) to:
- (i.) (The Companies) agents, dealers, contractors and franchisees;
  - (ii.) (The Companies) suppliers who need access to the personal information Personal Information to provide Optraweb Internet Solutions with services, enabling Optraweb Internet Solutions to supply you with the products and services you have ordered; and
  - (iii.) Joint venture partners of Optraweb Internet Solutions

#### **5. BILLING**

(a.) Optraweb Internet Solutions will bill you monthly or quarterly, but reserves the right to bill at different intervals. Accounts are payable within 7 days of issue. Optraweb Internet Solutions has the right to terminate the service if accounts remain overdue.

(b.) Optraweb Internet Solutions may charge a late payment fee on any overdue amounts. In addition, Optraweb Internet Solutions may impose an administrative fee to cover its reasonable expenses and costs incurred in enforcing any failure or delay in your payment.

#### **6. MINIMUM SERVICE PERIOD**

The minimum service term for the requested services is no less than 3 months. You agree that the Preselect services provided by Optraweb Internet Solutions will not be moved to another provider within the initial Minimum Service Period as outlined in this clause unless otherwise authorized by Optraweb Internet Solutions. Unauthorized change of provider for the Preselect services may result in a reversal of the change without prior consultation.

#### **7. LIABILITY**

(a.) Optraweb Internet Solutions does not warrant that the Service will be uninterrupted or fault free.

(b.) Optraweb Internet Solutions excludes any liability to you for any indirect or consequential loss, costs, or damage (including, but not limited to, loss of profits, loss of revenue, and expectation loss) arising out of this Agreement, including, but not limited to, (The Company's) supply of (or failure to supply) the Service, whether arising as a result of any act, omission or negligence of Optraweb Internet Solutions or otherwise.

(c.) To the maximum extent permitted by law, Optraweb Internet Solutions limits its liability to you for any liability which may arise out of or in relation to this Agreement, (whether based in contract, tort, including negligence, or statute) to an amount in aggregate for all claims which is the amounts paid by the Customer for the Services under this Agreement.

(d.) You indemnify us against any loss or damage we may suffer as a result of your use or attempted use or any use of the Service.

#### **8. GENERAL**

(a.) You will be responsible for all service charges and for calls made from your phone using the service, whether those calls were made by you or by someone else.



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(b.) The call costs and any other fee charged by Opraweb Internet Solutions for provision of the goods or services ('Fee') does not include any amount of Tax. If any Tax is payable by Opraweb Internet Solutions in relation to this contract, Opraweb Internet Solutions will adjust the Fee having regard to Part VB of the Trade Practices Act 1974 (Cth).

'Tax' means any tax (including goods and services tax), withholding tax, charge rate, duty or impost imposed by any authority, but does not include any income or capital gains tax.

(c.) Subject to the Trade Practices Act and other laws, Opraweb Internet Solutions is not liable for any costs, loss, liability or damage arising from (The Companies) supply or failure to supply the service.

(d.) The Customer acknowledges that where Opraweb Internet Solutions requires the consent of the Customer to undertake certain actions, then provided Opraweb Internet Solutions acts in good faith, Opraweb Internet Solutions may rely upon the authority of any employee of the Customer who warrants that he or she is authorised to provide that consent on behalf of the Customer.