



Oprabweb 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

Switch to Oprabweb Internet Solutions for Long Distance

Title Surname

First Name Middle Name

Are you known under any other name/s? Yes No

If yes, what are those name/s?

Service Address

Postcode

Mailing Address

Postcode

Time at Home Address Years Months

Previous Home Address (if at current address less than 2 years)

Postcode

Residential Status Owner Renting Other

Home Phone No.

Business Phone No.

Facsimile No.

Mobile Phone No.

Date of Birth Drivers Lic. No.

Switch to Oprabweb Internet Solutions for Long Distance

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

Phone No.

Phone No.

Phone No.

Phone No.

Important Notice



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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 have read and understood the information on this form about how Optraweb Internet Solutions handles information about me (Personal Information).

I also give Optraweb Internet Solutions consent to obtain and use credit information about me, including information about my consumer credit history (eg. Household and personal financing) and if applicable, my commercial credit history (eg. As a sole trader).

Customer's Signature

Print Full Name Date

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.optraweb.com.au/bankdebit.pdf

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



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Return This Form

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

Optraweb Internet Solutions
Telebill Accounts
PO Box 4456
Loganholme Qld 4129

PRESELECT TERMS AND CONDITIONS

General Information

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

2. SERVICES PROVIDED UNDER THIS AGREEMENT

Optraweb 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 Optraweb 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

Optraweb 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 Optraweb 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), 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 PERSONAL INFORMATION AND CREDIT INFORMATION

- (a.) Optraweb Internet Solutions collects and uses Personal 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 personal 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.) Optraweb Internet Solutions agents, dealers, contractors and franchisees;



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- (ii.) Opraweb Internet Solutions suppliers who need access to the personal information Personal Information to provide Opraweb Internet Solutions with services, enabling Opraweb Internet Solutions to supply you with the products and services you have ordered; and
- (iii.) Joint venture partners of Opraweb Internet Solutions

5. **BILLING**

Opraweb 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. Opraweb Internet Solutions has the right to terminate the service if accounts remain overdue.

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 Opraweb Internet Solutions will not be moved to another provider within the initial Minimum Service Period as outlined in this clause unless otherwise authorized by Opraweb Internet Solutions. Unauthorized change of provider for the Preselect services may result in a reversal of the change without prior consultation.

7. **GENERAL**

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. 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.

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. You acknowledge that Opraweb Internet Solutions may use the services of another carrier to provide the service.