



## Terms & Conditions

1. Customer applies to Voice & Coms Solutions Pty Ltd ("VCS") to provide this Service on the terms and conditions set out in this application, the tariff sheet applicable to the chosen Plan, and unless agreed otherwise, the terms and conditions set out in the Standard Form of Agreement.
2. Unless otherwise agreed, VCS Standard Form of Agreement applies to this Service.
3. The person making and signing this application on behalf of the Customer declares that he/she is over the age of 18 and duly authorised by the Customer to execute this application on its behalf.
4. Customer agrees not to withdraw this application and acknowledges that VCS is not obliged to accept this application, but if it does so, the Customer is bound by it.
5. The execution of this application by the Customer may be by signature below or other method acceptable to VCS, including a verbal recording, email, or online acknowledgement.
6. Customer authorises VCS, on its behalf, to transfer the service, now or in the future, to port its number/s to VCS from its existing supplier and to complete a transfer or port authority on its behalf. Some features may not transfer. By porting the number, the phone and any other service associated with the number may be disconnected from the existing network and Customer account for that service may be finalised. Customer should check its contract obligations with its existing supplier, which may include early termination or porting fees. VCS may notify Customer of the transfer within 10 business days. Customer consents to VCS sending notices about its contract and account and other services to its nominated email address.
7. Customer acknowledges that VCS does not supply this Service in all areas or in all locations or to all customers.
8. Customer is responsible for ensuring continuity of electricity power supply necessary for this Service.
9. Customer is responsible for providing, maintaining and repairing cable between the MDF (main distribution frame) and the NTU (Network Termination Unit).
10. This service is offered under a Minimum Term contract, which commences when the service is provisioned. If a service is cancelled before the end of the Minimum Term, Customer is liable for an early termination payment equal to the fixed monthly charge multiplied by the number of months remaining.
11. All voice services include voice standard features. Optional features are available at an additional charge.
12. Subject to the rights that may apply as set out in the Standard Form of Agreement, VCS reserves the right to alter any tariff or charges at any time.
13. VCS will install the services to the building MDF or equivalent, but you are responsible for providing access from the network boundary to the MDF. You are also responsible for installing and maintaining cabling and equipment from the point to which VCS installs the service.
14. Once the Minimum Term has expired, the Customer may terminate the Service on minimum of 30 days prior notice.
15. Your liability to pay charges will commence when Primus has provisioned the service, whether you have accessed it or not. VCS will notify you of the commencement date.
16. The Customer is responsible for arranging any directory listing in White Pages, Yellow Pages, or elsewhere, as it requires.
17. A completed Service Checklist must accompany this Application.
18. Unless otherwise stated, Charges in this application are shown on a GST exclusive basis. GST is payable in addition.

**Customer agrees that VCS may use the Customer's personal information to provide information to Customer about other VCS services and services offered by any associates of VCS."**

<b>SERVICE ACCEPTANCE</b>	
Authorised Signatory:	
Name:	
Position:	
Date:	