



ACN: 100 728 158 ABN: 11 100 728 158

a: Suite 8, 2 Compark Circuit, Mulgrave VIC 3170 p: 1300 668 562 f: 1300 304 672 e: sales@acecommunications.com.au w: www.acecommunications.com.au

DIAL-UP APPLICATION FORM & AGREEMENT

Account Details – For Individuals

Account Holder

Surname:	Given Name:	
Address:		
Suburb:	State:	Postcode:
Phone:	Mobile:	
Fax:	Existing Email Address:	

Account Details – For Businesses

Account Holder

Company Name:	ACN:
Trading Name:	ABN:
Primary Contact Name:	Position:
Phone:	Mobile:
Fax:	Email:

Installation

Address:		
Suburb:	State:	Postcode:
Technical Contact Name:	Phone:	
Mobile:	Fax:	Email:

Billing Details (if different from above)

Address:		
Suburb:	State:	Postcode:
Accounts Contact Name:	Phone:	
Fax:	Email:	

Email Addresses

Log-in & Main Email Address

1 st Preference*:		@acemail.com.au
2 nd Preference*:		@acemail.com.au
Password**:		

2nd Additional Email Address (optional for Flat Rate Premium Dial-up Service)

1 st Preference*:		@acemail.com.au
2 nd Preference*:		@acemail.com.au
Password**:		

3rd Additional Email Address (optional for Flat Rate Premium Dial-up Service)

1 st Preference*:		@acemail.com.au
2 nd Preference*:		@acemail.com.au
Password**:		

* Username must be 3-15 characters in length and contain only lower case letters or digits. Symbols are not permitted.

** Password must be 6-10 characters in length and contain only lower case letters or numbers. Symbols are not permitted.

Please initial here:



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Service Details

✓	Product	Fees (GST Inclusive)	Amount to be Billed
Internet Access Plan			
	Flat Rate Dial-up - Monthly – Includes unlimited hours and downloads [^] , 3 email addresses, 4 hour session limits and 20 minute idle timeout	\$24.95 per month	
	Flat Rate Dial-up - Quarterly – Includes unlimited hours and downloads [^] , 3 email addresses, 4 hour session limits and 20 minute idle timeout	\$65.85 per quarter	
	10 Hour Block^{^^} – Includes 10 hours with no expiry date, 1 email address, 4 hour session limits and 20 minute idle timeout	\$12.00 for 10 hours	
	20 Hour Block^{^^} – Includes 20 hours with no expiry date, 1 email address, 4 hour session limits and 20 minute idle timeout	\$22.00 for 20 hours	
	50 Hour Block^{^^} – Includes 50 hours with no expiry date, 1 email address, 4 hour session limits and 20 minute idle timeout	\$45.00 for 50 hours	
	Pay per Hour Dial-up^{^^^} – Includes 1 email address, 4 hour session limits and 20 minute idle timeout	\$1.20 per hour	
Anti-Virus Software			
	Norman Virus Control	No. of Computers: _____	\$97.90 per computer for first year (\$66.00 each consecutive year)
Comments/Notes:			TOTAL:

[^] Acceptable user policy applies. ^{^^} Plan is automatically renewed once hours have been used. ^{^^^} Only available to customers purchasing an additional product from Ace, eg. ADSL or hosting.

Payment Options

Direct Debit from a Credit Card

I/We wish to use the Card specified below to pay for the goods/services supplied to me/us by Ace Communications Group Pty Ltd. I/We authorise Ace Communications Group Pty Ltd to debit my/our Card on a monthly basis with the amount indicated and for any ongoing charges for my/our usage of the indicated products/services. This authority will stand, in respect of the below specified Card and in respect of any Card issued to me in renewal or replacement thereof, until my/our services are terminated in writing in accordance with Ace Communications Group Pty Ltd account Terms and Conditions.

VISA MasterCard

(Please note: CCV Number is the last 3 digits on back of card)

Card Number: _____ CCV Number: _____

Expiry Date: ____ / ____ Card Holder Name: _____

Cardholder Signature: _____ Drivers License/ID Number and State: _____

Direct Debit from a Bank Account

Please complete direct debit request on following page.

Cheque/EFT (This payment option is only available to companies with an ABN)

I/We wish to pay the amount indicated and any ongoing charges for my/our usage of the indicated products/services by company cheque/EFT. I/We understand that ongoing charges are invoiced one full month in advance of the service period and are payable 14 days from date of invoice. I/We agree to pay within these terms.

Declaration & Authorisation

I hereby declare that the details supplied above are true and correct and authorise Ace Communications Group Pty Ltd to process this application for the products/services indicated. I acknowledge that I have been made aware of, read, understand and agree to be bound by the Terms and Conditions, and the following conditions relating specifically to the above products/services.

- Connections require 1 months written notice of cancellation at all times. Termination will take place at the completion of the billing period which occurs 1 month after receipt of notice of cancellation.
- Customers will be notified by email upon activation of the service. Monthly billing will commence immediately.
- The billing period commences on the first of the month. Payment for the first month will be calculated pro-rata the full monthly rate.
- Tax invoices or receipts (where applicable) will be delivered by email to the email address indicated under "Accounts Payable Contact" or if not provided, to the email address supplied by Ace.
- If we are unsuccessful in processing a direct debit payment or if we have not received payment of an invoice within 14 days of date of that invoice, Ace reserves the right to suspend and/or cancel the service until payment is received. Reconnection/reactivation fees may apply.
- Customers paying by direct debit from a credit card or bank account remain solely responsible for advising Ace Communications Group Pty Ltd should their credit card or bank account details change at any time.

Full Name: _____ Signature: _____ Date: _____

Dealer Details

Name: _____ Contact No: _____

Office Use Only

Account Created: _____ Entered: _____



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This form is to be completed only by customers who wish to have their charges direct debited from their bank account.

*** DO NOT complete this form if credit card details have been provided on previous page.***



Direct Debit Request – New Customer Form

Office Use Only

Customer Ref:

Surname or Company/Business Name:		Given Name:	
Address:		Suburb:	
Postcode:	Phone: (H) ()	(H) ()	(M)

Payment Details

I/We wish to pay for the goods/services supplied to me/us by Ace Communications Group Pty Ltd by Direct Debit from the below bank account. I/We authorise Ace Communications Group Pty Ltd to debit my/our account with the amount indicated on the previous page/s and for any ongoing charges for my/our usage of the indicated products/services. This authority will stand, in respect of the below specified account, until my/our services are terminated in writing in accordance with Ace Communications Group Pty Ltd account Terms and Conditions.

Ezi Debit From Bank Or Cheque Account, Building Society or Credit Union

Financial Institution:				Branch:											
BSB Number:			-			Account Number:									
Account Name:															

(Please note: Direct Debit is not available on all bank accounts – if in doubt please refer to your financial institution)

Terms and Conditions

I/We hereby authorize Ezi Debit Australia Pty Ltd to make periodic withdrawals from the financial institution specified above on behalf of the business as described above. (Hereafter referred to as "the business") The administration of this agreement is conducted by Ezi Debit Australia acting as billing agent for the Business. The services provided by Ezi Debit Australia are administrative to the status of the Agreement and do not extend to the provision of any services or benefits of the Agreement as provided by the Business. This authority shall be interpreted and enforced pursuant to the laws of the state of Queensland. I/We request until further notice in writing to direct debit my/our account described above, any amounts which Ezi Debit Australia, User ID number 165969, may debit or charge me / us through the Ezi Debit system.

- The Financial Institution may, in its absolute discretion, determine the order of priority of payments by it if any monies pursuant to this request or any other authority or mandate.
- The Financial Institution may, in its absolute discretion, at any time by notice in writing to me / us terminate this request as to future debits.
- The user may, by prior arrangement and advice to me / us vary the amount or frequency of future debits.
- You are advised to verify account details against a recent bank statement and if uncertain you should contact your financial institution.
- It is your responsibility to ensure that you have sufficient clear funds in your nominated account to enable the direct debit to be honoured by your financial institution. Direct debits normally occur overnight; however transactions can take up to three (3) days depending on your financial institution.
- Any dispute arising from this or subsequent direct debits will be in the first instance directed to the business or Ezi Debit Australia. If no resolution is forthcoming you are advised to contact your financial institution.
- We 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 in it relating to an alleged incorrect or wrongful debt, or otherwise required by law.
- I/We authorise the Debit User to verify the details of the abovementioned account with my/our Financial Institution.
- I/We authorise the Financial Institution to release information allowing the Debit User to verify the above mentioned account details.

This authority is to remain in force in accordance with the terms and conditions as described on this page, and I/we have read and understand the same.

Signature of Account Holder:		Date:	
Signature of Joint Account Holder (if applicable):		Date:	
Office Use: Staff Members Name:	Ezi Debit Office Use Only		
	Date Received:	Entered By:	Reference #: