



**Customer Details**

Company or Business Name		ACN / ABN
Address		
Suburb	State	Postcode
Phone Number ( )	Fax Number ( )	
Email address	Service Number ( )	
Contact Person	Mobile	DOB / /
IT Contact Person	Mobile	
Building Contact	Mobile	

**Micro Bundled Voice & Data Plans (2 - 4 phone lines + Internet Connection) \***

<input type="checkbox"/> <b>Micro Low Rent</b> 24 month contract \$749 installation Number of voice/fax lines _____ @ \$25 / month (2 - 4 lines)	<input type="checkbox"/> <b>Micro Low Install</b> 24 month contract \$199 installation Number of voice/fax lines _____ @ \$39 / month (2 - 4 lines)	<b>Internet Connection – Symmetrical</b> <small>(Note 3)</small> <input type="checkbox"/> 512kbps/512kbps \$59 / month <input type="checkbox"/> 1024kbps/1024kbps \$95 / month <input type="checkbox"/> 1536kbps/1536kbps \$129 / month <input type="checkbox"/> 2048kbps/2048kbps \$160 / month
Installation includes purchase of equipment <small>(Note 1,2)</small>		<b>Internet Connection – Asymmetrical</b> <small>(Note 3)</small> <input type="checkbox"/> 2048kbps/384kbps \$59 / month <input type="checkbox"/> Full Throttle # \$129 / month

\*All Plans must include Voice AND Data, (Note 4) # Dependent on Access Technology: ADSL up to 8Mbps/768kbps; ADSL2+ up to 24Mbps/1Mbps

**Small Bundled Voice & Data Plans (4 - 8 phone lines + Internet Connection) \***

<input type="checkbox"/> <b>Small 24</b> 24 month contract FREE installation <small>(Note 1,2)</small> Number of voice/fax lines _____ @ \$29 / month (4 - 8 lines)	<input type="checkbox"/> <b>Small 12</b> 12 month contract \$129 installation per line <small>Note 1,2</small> Number of voice/fax lines _____ @ \$29 / month (4 - 8 lines)	<b>Internet Connection – Symmetrical</b> <small>Note 1,2</small> <input type="checkbox"/> 512kbps/512kbps \$29 / month <input type="checkbox"/> 1024kbps/1024kbps \$59 / month <input type="checkbox"/> 1536kbps/1536kbps \$95 / month <input type="checkbox"/> 2048kbps/2048kbps \$129 / month Modem Router Firewall <small>(Note 2)</small> FREE
---	---	---

\*All Plans must include Voice AND Data, (Note 4)

**Data Download Usage Fee for Micro and Small Data Plans (Excess data charged @ 8.9c / MB)**

<input type="checkbox"/> 3 GB \$ 23 / month	<input type="checkbox"/> 20 GB \$ 90 / month	<input type="checkbox"/> 75 GB \$ 402 / month
<input type="checkbox"/> 5 GB \$ 31 / month	<input type="checkbox"/> 30 GB \$ 135 / month	<input type="checkbox"/> 100 GB \$ 544 / month
<input type="checkbox"/> 10 GB \$ 46 / month	<input type="checkbox"/> 40 GB \$ 210 / month	<input type="checkbox"/> 150 GB \$ 841 / month
<input type="checkbox"/> 15 GB \$ 69 / month	<input type="checkbox"/> 50 GB \$ 263 / month	<input type="checkbox"/> 200 GB \$ 1,132 / month

**SME Plan – ISDN 10 / 20 / 30**

<input type="checkbox"/> <b>ISDN with Porting of Existing 100 number range</b> \$900 Installation Fee	<input type="checkbox"/> <b>ISDN without Porting</b> \$1800 Installation Fee	<b>Monthly Line Connection Fee</b> <input type="checkbox"/> ISDN 10 \$ 300 / month <input type="checkbox"/> ISDN 20 \$ 600 / month <input type="checkbox"/> ISDN 30 \$ 780 / month <input type="checkbox"/> option - in dial range – per 100 numbers \$ 50 / month
<input type="checkbox"/> <b>12 month Contract</b>	<input type="checkbox"/> <b>24 month Contract</b>	Please contact us if you require data connection with your ISDN plan

**Call Rates** (Calls rates are stated as 'per minute', charged on a per second basis)

Call Type	Micro	Small	ISDN
Local	12.9c	10.9c	10.9c
Long distance Inter-capital (c/min)	9.9c	9.9c	6.9c
Long distance other (c/min)	9.9c	9.9c	6.9c
Calls to mobile (c/min)	29.95c	29.95c	29.95c
International Key Destinations (UK, USA, NZ)	6.55c	6.55c	6.55c
International & Miscellaneous	see rate card		

**No Connection Fees for Long Distance, Mobile or International Calls**

**Features & Requirements**

- Call waiting FREE
- Call forwarding FREE
- Conference calling FREE
- Current Telephone Bill (copy attached)
- Line hunt @ \$3.20 per line/month (form attached)
- Porting required (form attached)

**Notes:**

1) Standard Installation includes jumpering, minor cabling and end to end testing. Quotations for additional installation work can be provided. Per Line fees apply for each commissioned voice line.

2) Micro Plan – the Customer Premises Equipment (“CPE”) is purchased by the Customer and the selected once-off fee is charged by MIRACOM TELECOMMUNICATIONS after successful installation of the Service. The CPE becomes the property of the Customer; however MIRACOM TELECOMMUNICATIONS will manage the CPE to provide the Service. Small Plan - the CPE is loaned by MIRACOM TELECOMMUNICATIONS to the Customer and remains the property of MIRACOM TELECOMMUNICATIONS.

3) Indicated speeds are maximum speeds, which may vary according to the length of the copper wire from the exchange to the end customer premises; network utilisation; the line quality of the copper wire between the exchange and the end customer premises; electrical interference from outside sources; copper wiring within the customer premises; customer’s hardware or software; chipset compatibility and the web sites the customer is visiting. These services will be provided using appropriate technology (ADSL, ADSL 2+ and SHDSL) and need to be pre-qualified before commitment to the end customer can be made.

- For 4-8 telephone lines, the voice and data services are delivered via SHDSL or ADSL2+ Annex M technology depending on the capability of the DSL enabled exchange
- For 2-4 telephone lines, all symmetric data services are delivered via ADSL 2+ Annex M technology. Please note that 512kbps/512kbps can also be delivered via ADSL or ADSL 2+ Annex A technologies
- For 2-4 telephone lines, all asymmetric data services are delivered either via ADSL or ADSL 2+ Annex A, depending on the capability of the DSL enabled exchange

4) Cancellation of all the voice lines is not allowed when a data service exists on the line and vice versa. Bundling of data service with voice is mandatory.

**Additional Conditions:**

In the event that the data Service Completion Advice (SCA) is issued prior to the voice service SCA, an Interim Data Service Monthly fee shall apply up to the date MIRACOM TELECOMMUNICATIONS issue the voice service SCA. The interim data service monthly fee is equivalent to the appropriate monthly data service fee (depending on the speed).

We may without liability terminate the supply of the Service to you with immediate effect from the date of service of a notice to you (or with effect from such later date as we may specify in such notice) if on average the call usage per customer per month falls below \$100. Customers will be allowed a 3 month period after the voice Service Completion Advise (SCA) is issued before being included in the usage calculation.

All prices include GST

**By signing this agreement I acknowledge that I have read and understood all relevant terms and conditions. I have read and understood all rates and charges applicable to my contract. I understand that I may readily access and obtain copies of the applicable Standard Form of Agreement (SFoA) at [www.miracom.com.au](http://www.miracom.com.au)**

**Signatures**

Authorised Customer Signatory \_\_\_\_\_ Date / / \_\_\_\_\_

Name \_\_\_\_\_ Position \_\_\_\_\_

Miracom Signature \_\_\_\_\_ Date / / \_\_\_\_\_

on behalf of Miracom Telecommunications Pty Ltd ABN 991 12299457

## Miscellaneous Charges and Additional Terms (prices include GST)

### Micro and Small Plan Voice and Data Miscellaneous Charges

Additional Line to Existing Contract (Note i)	\$129.00
Additional Email box (5 mail boxes provided free of charge) \$/month	\$2.00
Configuration Changes (Note ii)	
· Change of Configuration Details (Note iii)	\$13.19
· General Configuration Changes (Notes iv, v)	\$79.13
Chargeable Fault Calls (Note vi)	\$65.95
Service Calls that require a site visit (Note vii)	
· Minimum Charge for first 2 hours	\$263.78
· Per hour charge for additional hours (Note viii)	\$131.89
Dirty Ticket of Work (DTOW) or Missed Appointment (Note ix)	\$197.84
Order Withdrawals (Note x)	
(business days from receipt of the ECSAF)	
· 2 to 5 days	\$65.95
· 6 to 15 days	\$263.78
· 16 or more days	\$389.08
Service Cancellation Fee (Note xi): Balance of monthly fees for remainder of contract term	
Porting Charges	
· Order withdrawn prior to issuing Service Completion Advice for Data (Note xii)	\$719.95
· Port request rejected (per batch) (Note xiii)	\$23.74
· Retarget Notification of less than 5 days (Note xiv)	\$131.89
· Short Notice Local Number Portability Return (Note xv)	\$659.45
Packaged Internet Service Downgrade Fee	\$26.38

### ISDN Plan Miscellaneous Charges

ISDN Change number of Channels	\$133.10
ISDN Service Relocation	
· Within Building	\$1,331.00
· Change of Building	\$1,978.35
ISDN Local Number Portability Short Notice Return (\$ per Return)	
· 1-20 numbers	\$659.45
· 21-100 numbers	\$2,178.00
· >100 numbers	\$3,297.25
ISDN Local Number Portability Order Rejection (\$ per order)	\$24.20
ISDN Local Number Portability Short Notice Return 1-5 numbers (\$ per retarget)	\$133.10
ISDN Port Number Validation Charge: LNP Request	
· 1-5 numbers	\$121.34
· 6-20 numbers	\$203.11
· 21-100 numbers	\$244.00
· 101-200 numbers	\$426.00
· >200 numbers	\$498.54
ISDN Port Number Validation Rejection: LNP Request	
· 1-5 numbers	\$43.52
· 6-20 numbers	\$80.45
· 21-100 numbers	\$94.96
· 101-200 numbers	\$167.50
· >200 numbers	\$333.68
ISDN Planned Redirection Set up Charge (per logical diversion)	\$263.78
ISDN Unplanned Redirection Set up Charge (per logical diversion)	\$527.56
ISDN Disaster Recovery Redirection Set up charge (per logical diversion)	
· Standard Disaster Recovery (per logical diversion)	\$263.78
· Complex Disaster Recovery (per logical diversion)	\$527.56
· Standard and Complex Recovery Redirection Charge (per diversion request)	\$65.95
ISDN Modification to Redirection Service (per logical diversion plan)	\$65.95
ISDN Field Operations Call Out Charge per hour or part thereof	
· Business Hours (8am-5pm, Mon - Fri excl PH)	\$92.32
· Extended Hours (5pm-8pm, Mon - Fri excl PH)	\$118.70
· Out of Hours (8pm - 8am)	\$145.08

- Note i The Customer will be charged an install fee when adding a new telephone line on existing Customer Premises Equipment ("CPE") after the initial installation. The installation fee will apply regardless of the contract term (12 or 24 months), and regardless of the installation option selected for the initial service.
- Note ii Configuration Changes include changes to configuration details supplied on the acknowledged End Customer Service Application Form. Speed changes within the same technology type (e.g. ADSL to ADSL, SHDSL to SHDSL) are free of charge.
- Note iii Change of Configuration Details charge includes changes, but are not limited to, Network Address Translation (NAT) &/or Port Address Translation (PAT) details, LAN IP information, WAN IP address, DHCP, Routed subnets, packaged IP, end customer name and changes to Request VPN traffic classification entries used for Quality of Service ("QoS").
- Note iv General Configuration changes include, but are not limited to, change of router configuration type (e.g. changes between Routed and Network Address Translation and vice-versa), CPE management type, adding/removing QoS, changes to QoS Policy (e.g. Data 1, Data 2, Voice), Reverse DNS, Service suspension and reinstatement. Partner Voice Advantage service configuration changes like changes to feature settings for Hunt Group, Call Forward, CLIR default, Call Barring or Directory Listing will be charged.
- Note v MIRACOM TELECOMMUNICATIONS reserves the right to charge for manually requested Configuration Changes.
- Note vi Chargeable Fault Calls include those fault calls outside the scope of our Level 2 support obligations and where no fault is found
- Note vii Service Call charges apply when MIRACOM TELECOMMUNICATIONS or one of our installers must go to a site to resolve a fault due to action by the customer.
- Note viii Applies to each hour (or part thereof) after initial 2 hour fee while on site
- Note ix Applies to instances where a scheduled installation work cannot be completed due to missed appointment caused by the Partner or end Customer.
- Note x For orders in progress (i.e. until service completion). Does not apply for Services which are not able to be completed due to rejected Order applications (e.g. incompatible infrastructure, incompatible product on the line, etc.).
- Note xi Not applicable for cancellation due to service relocations (i.e. same end customer), upgrade requiring different technology, when the service has been active for more than the Minimum Contract Term and Symmetric 512kbps Services on the Extended Network that have been cancelled due to high upstream transmission loss. The Service Start Date begins when the Service Completion Advise (SCA) is sent by MIRACOM TELECOMMUNICATIONS. If the service is relocated, the Minimum Contract Term starts again.
- Note xii For orders that are withdrawn prior to the date MIRACOM TELECOMMUNICATIONS issues the SCA for the data service on the Internet.
- Note xiii Penalty that is applied if the port request is rejected by the losing carrier due to: 1) all ported numbers not being in the same group, 2) any numbers are not in service, 3) all numbers are not at the same site, 4) if any numbers are already being ported by another carrier; or 5) if the wholesale carrier account number is incorrect.
- Note xiv Applies for a retarget with less than 5 business days notice.
- Note xv This fee applies when an emergency return is initiated at the time of porting or during the preceding four hours due to 1) the customer cancelling or postponing the port, 2) the customer's equipment being found to be incompatible, or 3) the customer's equipment maintainer not having done or not able to do the specified work.