

New Install Service Order form – FTTH

Please complete this form, as all fields are mandatory. The application is to be signed, scanned and emailed to csp.support@redtrain.com.au or alternatively the application can be signed and faxed to +61 3 9555 7338.

Lot Owner / Customer Details

Applicant Name: _____

Business Trading Name (If Applicable): _____

Driver's License Number: _____ Exp Date: _____ / _____ / _____

OR

ABN Number: _____

Date of Birth: _____ / _____ / _____ Email Address: _____ Site

Address: _____ City: _____ State: _____ Post Code: _____ Telephone

(Business Hours): () _____ Mobile: _____ Fax: () _____ LOT number

of property: _____

Billing Information

Direct Debit to Bank Account – Automatically Direct Debit my account *:

Name of Account holder (s): _____

Name of Bank or Financial Institute: _____

Branch where account is held: _____ State: _____

BSB No: _____ Acc No: _____

Charge to a Credit Card – Automatically charge my Credit Card *:

Card type (please tick) MasterCard (Surcharge 1%) Visa (Surcharge 1%)

 AMEX (Surcharge 3%)

Credit Card number: CCV:

Exp Date: /

Card holder's full name on card: _____

Signature: _____ Date: _____ / _____ / _____

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	Charges	Description
Fibre to the Home (FTTH)	<input type="checkbox"/> *Development Dependent* (GST Incl.)	* Once-off Charge (No router included)
Free-to-air (FTA)	<input type="checkbox"/> *Development Dependent* (GST Incl.)	* Once-off Charge

CUSTOMER AUTHORISATION

The customer confirms that he/she is 18 years of age or older and legally authorised to proceed with the incorrect call-out to be charged to the nominated Credit Card or Direct Debit account. If the customer is a business or a company, the signee must warrant that he/she is authorised to execute this agreement on behalf of the business or company.

Signature: _____

Date: _____ / _____ / _____

+ Important information:

1. A minimum provisioning lead time up to ten (10) business days will apply from date of property compliance by Redtrain Networks, and not from the date of Redtrain Networks receiving the application form.
 The ten (10) business days **WILL NOT** be applicable if:
 - a. Your house is not compliant in accordance with our builders check list. We will endeavour to reschedule a site inspection once we receive confirmation in writing that all non-compliance issues have been rectified.
 - b. A block conduit or broken pit has been identified .If the pit and pipe asset is still under warranty, the developer will need to rectify the defect within 1 week. If it is out of warranty, Redtrain Network will endeavor to get the matter fix within 3 business working days.
2. After we have received your application form, the installation process will follow the following sequence:
 - a. Quality control. Our technician will go to your premise and check if the following equipment has been installed
 - Junction box
 - ONU enclosure
 - Power point
 - Internal conduit and nylon string
 - b. Fibre installation.
 Once the installation is completed the end customer must select one of our retail service providers as listed in the following URL: www.redtrain.com.au/get-connected/
T: 1300 787 178 **F:** +61 3 9555 7338 **E:** csp.support@redtrain.com.au **W:** www.redtrain.com.au

3. New service \$418 fee includes
 - Fibre hauling from the access pit into the ONU enclosure
 - Supply and fit ONU device
4. Free to air \$399 fee includes
 - Installation of FTA devices inside ONU enclosure
5. New service and FTA fees DO NOT include
 - All internal wiring setup. Our demarcation point is up to the ONU enclosure which is normally in the garage Customer need to ensure all the internal wiring for internet (RJ-45), phone (RJ-45/RJ-11) and TV (RG6) are compliant and pre terminated
6. We will perform a direct debit of your nominated account the following business day upon successful site inspection and confirmation that your property is compliant and ready for the installation of fibre. Scheduling of fibre installation for the property will not take place until payment for the fibre install has been received. A dishonour fee of \$3.50 will be applied for any direct debit reject from the bank.
7. The builder / electrician are required to sign the attached TCA-1 form in order to comply with ACMA regulation. Any house that has received Certificate of Occupancy prior to 15 January 2013 is exempt from the ACMA requirement.
8. We **WILL NOT** proceed with fibre installation until the TCA-1 form has been completed.