

Please complete this checklist to ensure that you have filled out and signed all relevant documents required for IPSTAR to process your service order.

The following documents are all we need from you to post to us.

- IPSTAR nbn™ Satellite service Application Form – Page 2 - 4
  
- IPSTAR Direct Debit Request Form – Page 5 (Optional)
  
- Statement by Applicant for Credit – Page 6

Using the reply prepaid envelope enclosed with this letter (no stamp required) please post the above documents to:

IPSTAR Australia

Reply Paid 87844

Artarmon NSW 1570

**If you have questions, please contact IPSTAR 132 800**

**OR**

**Email: [orders@ipstarbroadband.com.au](mailto:orders@ipstarbroadband.com.au)**

***For office use only***

- One month free offer
- Two months free offer

Amount to be credited \_\_\_\_\_

# Residential Broadband nbn™ Satellite – Application form



Reseller ID

If you have any questions about the nbn™ Satellite application form or would like to find out if you are eligible for the nbn™ Satellite service, please contact IPSTAR on **132 800**

**Please return this form to:** IPSTAR Australia Pty Ltd  
**POST:** PO BOX 382 Artarmon NSW 1570  
**FAX:** 02 8006 5592  
**Email:** orders@ipstarbroadband.com.au

**Are you an existing IPSTAR customers?**

Yes, my IPSTAR account number is

No.

**Please print clearly in BLOCK LETTERS.**

## 1. How did you hear about IPSTAR Internet Service?

IPSTAR Brochure     IPSTAR Website     Internet     Friends     Other (Please specify.....)

## 2. Applicant Details

Title  Name  Surname

DOB  (DD/MM/YYYY) Driver License/Passport no.  Phone  ( ) - - - - -

Mobile  ( ) - - - - - Fax no.  (if applicable)

Email

Authorized representative  (if you want to nominate your family members to contact IPSTAR or be contacted by IPSTAR)

## 3. Service Address (Location Details) where the service to be installed.

Property Name  (if applicable) Installation Address

Suburb  State  Post Code

Building Location if on a large property: Latitude  (if applicable) Longitude  (if applicable)

Preferred installation day/time   AM  PM

Authorized representative  (if you cannot show up on the installation day and would like to nominate someone who has to be over 18)

Yes, I acknowledge that there will be a representative of minimum 18 years old present at all times during the installation

**Note : Late cancellation or missed appointment of installation will incur a surcharge. The surcharge will vary depending on your area, starting from \$150 plus GST.**

## 4. Postal address information (if they are different from your service address and please note equipment cannot be sent to PO BOX)

Same as above

Name  Surname

Address  Suburb/Town  State

Post Code  Phone  ( ) - - - - - Fax  ( ) - - - - -

## 5. IPSTAR email address and IPSTAR portal

Preferred primary IPSTAR email address  @ipstarmail.com.au

We will use a close match email address if your preference was unavailable. Two additional email addresses are available via MyIPSTAR after service is connected. This primary IPSTAR email will be used to log into MyIPSTAR portal and that if an email address is not listed then a generic email will be generated for the customer.

## 6. Nominated email address for billing purpose - Please select preferred email address

Applicant email address in section 2    IPSTAR email address in section 5    others

**Please note that IPSTAR sends all invoices via Applicant nominated email address.**

## 7. Installation Details

Satellite Equipment Power Supply Type

A/C Power Supply - *This is the standard option for premises with access to 230/240V 50 Hz AC mains power or equivalent inverted power supply.*

D/C Power Supply - *This option is suitable for premises with a DC input voltage 8-24 Volts DC.*

Roof Type – What type of roof does your building where the installation is to be occurred have?

Tin/Metal    Fibro Cement    Asbestos    Tile    Other \_\_\_\_\_

Building External Wall Material – What type of external walls does your building have?

Double Brick    Single Brick with Cladding    Cladding (Timber, Compressed Cement)  
 Cladding (Asbestos, Fibro Cement)    Other \_\_\_\_\_

Building Height – How many storeys does your building have?

one storey    two storey    Other \_\_\_\_\_

If you have any existing **ABG/NSS (IPSTAR BRANDED)** satellite equipment installed, this can be removed at the time of installation of the new nbn™ Satellite service equipment. There will be a **De-installation of \$135 plus GST fee charged to your account.**

Yes, please de-install my old **IPSTAR Branded** equipment – *I understand this will incur a De-installation fee of \$135 plus GST charged to my account upon activation.*

If you have existing ISS satellite equipment installed ([Gilat Skyedge II IP modem](#)), the technician will remove at the time of installation of the new nbn™ Satellite service equipment for no charge.

### \* Note

- nbn™ will only de-install ABG/NSS equipment if the dish component less than or equal to 1.2 metres in diameter.
- If it is the only appropriate place to install the nbn™ Sky Muster™ equipment, the old equipment may be removed after consultation with the End User at no additional cost and you have to sign a waiver giving nbn™ approval to remove the equipment.
- If a de-installation is not specified at the time of placing an order then nbn™ is not required to; de-install and remove any existing ABG/NSS satellite equipment or install the Sky Muster™ equipment if existing ABG/NSS equipment is blocking access to Line of Sight for the nbn™ Satellite service.
- De-installation of any existing satellite equipment will **halt the supply of any existing ABG/NSS service** over the equipment.
- The \$135 De-installed charge covers the de-installation and removal of existing **standard equipment** (i.e. cement pad for ground mount will not be removed as this is non-standard).
- The de-installation includes removal of all existing equipment (indoor + outdoor + cabling), and “make good” (plugging/waterproofing any holes left by the previous installation, etc.).
- The de-installed ABG/NSS (IPSTAR BRANDED) equipment will be left on site and End Users have to dispose ALL the equipment by themselves.

# Residential Broadband nbn™ Satellite – Application form



## 8. IPSTAR nbn™ Sky Muster™ service Plan Type – please select ONE OPTION ONLY

| Plan name |          | Peak 18 hrs (7am-1am) | Off-Peak 6 hrs (1am-7am) | Monthly Data Allowance | Monthly Charge Speed 12/1 Mbps    | Monthly Charge Speed 25/5 Mbps    | Essential Router (basic router suitable for a small home) | Premium Router (suitable for medium to large home) | Bring my own compatible router |
|-----------|----------|-----------------------|--------------------------|------------------------|-----------------------------------|-----------------------------------|---|--|--------------------------------|
| 24 months | Small    | 10.0 GB               | 15.0 GB                  | 25.0 GB                | <input type="checkbox"/> \$35.00  | <input type="checkbox"/> \$40.00  | <input type="checkbox"/> \$45.00                          | <input type="checkbox"/> \$75.00                   | <input type="checkbox"/>       |
|           | Medium   | 30.0 GB               | 45.0 GB                  | 75.0 GB                | <input type="checkbox"/> \$40.00  | <input type="checkbox"/> \$45.00  | <input type="checkbox"/> \$45.00                          | <input type="checkbox"/> \$75.00                   | <input type="checkbox"/>       |
|           | Large    | 45.0 GB               | 65.0 GB                  | 110.0 GB               | <input type="checkbox"/> \$60.00  | <input type="checkbox"/> \$65.00  | <input type="checkbox"/> \$45.00                          | <input type="checkbox"/> \$75.00                   | <input type="checkbox"/>       |
|           | X-Large  | 60.0 GB               | 90.0 GB                  | 150.0 GB               | <input type="checkbox"/> \$90.00  | <input type="checkbox"/> \$95.00  | <input type="checkbox"/> \$45.00                          | <input type="checkbox"/> \$75.00                   | <input type="checkbox"/>       |
| 12 months | Small    | 10.0 GB               | 15.0 GB                  | 25.0 GB                | <input type="checkbox"/> \$35.00  | <input type="checkbox"/> \$40.00  | <input type="checkbox"/> \$45.00                          | <input type="checkbox"/> \$75.00                   | <input type="checkbox"/>       |
|           | Medium   | 30.0 GB               | 45.0 GB                  | 75.0 GB                | <input type="checkbox"/> \$40.00  | <input type="checkbox"/> \$45.00  | <input type="checkbox"/> \$45.00                          | <input type="checkbox"/> \$75.00                   | <input type="checkbox"/>       |
|           | Large    | 45.0 GB               | 65.0 GB                  | 110.0 GB               | <input type="checkbox"/> \$60.00  | <input type="checkbox"/> \$65.00  | <input type="checkbox"/> \$45.00                          | <input type="checkbox"/> \$75.00                   | <input type="checkbox"/>       |
|           | X-Large  | 60.0 GB               | 90.0 GB                  | 150.0 GB               | <input type="checkbox"/> \$90.00  | <input type="checkbox"/> \$95.00  | <input type="checkbox"/> \$45.00                          | <input type="checkbox"/> \$75.00                   | <input type="checkbox"/>       |
| 1 month   | Small    | 10.0 GB               | 15.0 GB                  | 25.0 GB                | <input type="checkbox"/> \$35.00  | <input type="checkbox"/> \$40.00  | <input type="checkbox"/> \$80.00                          | <input type="checkbox"/> \$120.00                  | <input type="checkbox"/>       |
|           | Medium   | 30.0 GB               | 45.0 GB                  | 75.0 GB                | <input type="checkbox"/> \$40.00  | <input type="checkbox"/> \$45.00  | <input type="checkbox"/> \$80.00                          | <input type="checkbox"/> \$120.00                  | <input type="checkbox"/>       |
|           | Large    | 45.0 GB               | 65.0 GB                  | 110.0 GB               | <input type="checkbox"/> \$60.00  | <input type="checkbox"/> \$65.00  | <input type="checkbox"/> \$80.00                          | <input type="checkbox"/> \$120.00                  | <input type="checkbox"/>       |
|           | X-Large  | 60.0 GB               | 90.0 GB                  | 150.0 GB               | <input type="checkbox"/> \$90.00  | <input type="checkbox"/> \$95.00  | <input type="checkbox"/> \$80.00                          | <input type="checkbox"/> \$120.00                  | <input type="checkbox"/>       |
|           | Big Bird | 100.0 GB              | 50.0 GB                  | 150.0 GB               | <input type="checkbox"/> \$165.00 | <input type="checkbox"/> \$170.00 | <input type="checkbox"/> \$80.00                          | <input type="checkbox"/> \$120.00                  | <input type="checkbox"/>       |

**Note :** Total Minimum Cost over contract term calculated as Monthly access fee x contract term plus satellite equipment (if applicable).

**Data Allowance:** All plans include both upload and download data towards your usage quota.

Peak times are defined by nbn™ as between 7:00am and 1:00am (18 hours - local time zone).

Once you reach your peak or off-peak monthly data allowance, your service will be shaped to 128/128kbps in peak or off-peak times.

Data Block can be purchased through MyIPSTAR portal.

**Contract term:** 1 month contract means no contract term, no set up fee and no termination fee.

12 month contract means 12 month term, no set up fee and \$150 early termination fee.

24 month contract means 24 month term, no set up fee and \$250 early termination fee.

**Shipping:** A shipping fee for wireless router is \$15.

### [Critical Information Summary](#)

## 9. Customer Agreement

By signing below you acknowledge that:

- You have agreed to a total monthly commitment for the contract term chosen (as displayed in CIS) and understand that early termination fees may be payable.
- You have read, understood and agreed to the IPSTAR Standard Form of Agreement located at [http://www.ipstarbroadband.com.au/legal\\_articles/ipstar-australia-pty-limited-standard-form-of-agreement-long-term-satellite-service-ltss-and-voip-services-residential-use-only/](http://www.ipstarbroadband.com.au/legal_articles/ipstar-australia-pty-limited-standard-form-of-agreement-long-term-satellite-service-ltss-and-voip-services-residential-use-only/)

I have read and understood the Terms and Conditions

Customer signature

Print name

DD/MM/YYYY

# IPSTAR Direct Debit Request Form

At your convenience, now IPSTAR customers can select preferred payment options. Your monthly payments will be automatically deducted from your nominated account/ Credit card. **Please tick ONE of the following preferred payment options.**

Given Name

Surname or Company Name



request and authorise **IPSTAR Australia Pty. Ltd [APCA ID 368185]** to arrange for any amount **IPSTAR Australia Pty Ltd** may debit or charge you to be debited through the bulk Electronic Clearing System from an account held at the financial institution identified below subject to the terms and conditions of the Direct Debit Request Service Agreement and any further instructions provided below.

**Direct Debited By Credit Card**

Financial Institution Name

Choose your Credit Card Type

Card Holder's Name

Expiry Date of Card

Visa  Master Card



Card Holder's Number

**Direct Debited By Bank Account**

Financial Institution Name/Branch

Name of Account

BSB Number

Account Number





## Direct Debit Request Service Agreement

### Definitions

**Account** means the account held at your financial institution from which we are authorised to arrange for funds to be debited.

**Agreement** means this Direct Debit Request Service Agreement between you and us.

**Business day** means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

**Debit day** means the day that payment by you to us is due in accordance with the Standard Form of Agreement.

**Debit payment** means a particular transaction where a debit is made.

**Direct debit request** means the Direct Debit Request between us and you.

**MyIPSTAR** means the free Service that is provided with the Broadband Satellite Internet Service, more particularly described in Schedule 2 to our Standard Form of Agreement.

**Standard Form of Agreement** means the Standard Form of Agreement we have prepared for the purposes of section 479 of the Telecommunications Act 1997 (Cth), a copy of which is available on our website at <http://www.ipstaraustralia.com/retail/legal/terms>

**Us or we** means IPSTAR AUSTRALIA PTY LTD, the Debit User you have authorised by signing a direct debit request.

**You** means the customer who signed the direct debit request.

**Your financial institution** is the financial institution where you hold the account that you have authorised us to arrange to debit.

### 1. Debiting your account

1.1 By signing a direct debit request, you have authorised us to arrange for funds to be debited from your account. You should refer to the direct debit request and this agreement and the Standard Form of Agreement for the terms of the arrangement between us and you.

1.2 We will only arrange for funds to be debited from your account as authorised in the direct debit request if we have sent to you an invoice which specifies the amount payable by you to us. We will send the invoice to you via email or via the MyIPSTAR Portal, in accordance with the Standard Form of Agreement.

1.3 If the debit day falls on a day that is not a business day, we may direct your financial institution to debit your account on the following business day.

If you are unsure about which day your account has or will be debited you should ask your financial institution.

### 2. Changed by us

2.1 We may vary any details of this agreement or a direct debit request at any time.

2.2 In relation to variations that would cause detriment to you, the minimum period of notice to be given to you before the variations take effect is 60 days.

2.3 In relation to variations that would not cause detriment to you, the minimum period of notice to be given to you before the variations take effect is 30 days.

2.4 You will be informed of the variations via email and/or via the MyIPSTAR Portal.

2.5 If you do not approve the variations, you must arrange a different payment method with us within 7 days of our notice of variation. If you do not wish to arrange a different payment method with us, you may terminate this agreement and the Standard Form of Agreement within 42 days of the date of the notice of variation without incurring any charges, other than usage or network access charges to the date the Standard Form of Agreement ends and outstanding amounts for installation or for equipment compatible with our services.

### 3. Changed by you

3.1 Subject to 3.2 and 3.3, you may change the arrangements under a direct debit request by contacting us on 1800 IPSTAR (1800 477 827).

3.2 If you wish to stop or defer a debit payment you must notify us in writing at least 14 days before the next debit day. This notice should be given to us in the first instance.

3.3 You may also cancel your authority for us to debit your account at any time by giving us 14 days notice in writing before the next debit day. This notice should be given to us in the first instance. **You may also request a stop or cancellation through your financial institution.**

### 4. Your obligations

4.1 It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the direct debit request.

4.2 If there are insufficient clear funds in your account to meet a debit payment:

- you may be charged a fee and/or interest by your financial institution;
- you may also incur fees or charges imposed or incurred by us; and
- you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.

4.3 You should check your account statement to verify that the amounts debited from your account are correct

4.4 If IPSTAR AUSTRALIA PTY LTD is liable to pay goods and services tax ("GST") on a supply made in connection with this agreement, then you agree to pay IPSTAR AUSTRALIA PTY LTD on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.

### 5. Dispute

5.1 If you believe that there has been an error in debiting your account, you should notify us directly on 1300 IPSTAR (1300 477 827) and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly.

5.2 If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.

5.3 If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding.

5.4 Any queries you may have about an error made in debiting your account should be directed to us in the first instance so that we can attempt to resolve the matter between us and you. If we cannot resolve the matter you can still refer it to your financial institution which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

### 6. Accounts

You should check:

- with your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions.
- your account details which you have provided to us are correct by checking them against a recent account statement; and
- with your financial institution before completing the direct debit request if you have any queries about how to complete the direct debit request.

### 7. Confidentiality

7.1 Subject to our Standard Form of Agreement, we will keep your account details and other information in your direct debit request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.

7.2 We will only disclose information that we have about you:

- to the extent specifically required by law; or
- for the purposes of this agreement (including disclosing information in connection with any query or claim).

### 8. Confidentiality

8.1 You may notify us, and we may notify you, in accordance with the notice provisions of our Standard Form of Agreement.

By signing this Direct Debit Request Form you acknowledge that you have read and understood the terms and conditions governing the debit arrangements between You and IPSTAR Australia Pty Ltd as set out in this Request and in the below Direct Debit Request Service Agreement.

Your Signature (Signatures if joint account)

Print Name

Date

**STATEMENT BY APPLICANT FOR CREDIT CHECK**

Please read carefully before signing. Where there is more than one applicant, each applicant must sign.

**1. Important Notice To Applicant(s) For Credit (Section 18(E)(1) Privacy Act 1988) Notice of disclosure of your credit information to a credit-reporting agency. (Privacy Act 1988)**

I understand that IPSTAR Australia Pty Ltd may give information about me to a credit reporting agency, for the following purposes:

- a) To obtain a consumer credit report about me, and/or
- b) To allow the credit reporting agency to create or maintain a credit information file containing information about me. The information is limited to:
  - a. Identity particulars - my name, sex, address, date of birth, and drivers licence number.
  - b. My application for credit or commercial credit - the fact that you have applied for credit and the amount.
  - c. The fact that IPSTAR Australia is a current credit provider to me (by providing me with an internet service which is payable in advance).
  - d. Internet service fees payable to IPSTAR Australia which are overdue by more than 60 days, and for which debt collection action has started.
  - e. Advice that internet service fees payable to IPSTAR Australia are no longer overdue in respect of any default that has been listed.
  - f. Information that, in the opinion of IPSTAR Australia I have committed a serious credit infringement (that is, fraudulently or shown an intention not to comply with my credit obligations).
  - g. Dishonoured cheques - cheques drawn by me for \$100 or more which have been dishonoured more than once.
  - h. That credit provided to me by IPSTAR Australia has been paid or otherwise discharged.

This information may be given before, during or after the provision of credit to me.

**2. Giving information to a Credit Reporting Agency (Section 18E(8)(c) Privacy Act 1988)**

IPSTAR Australia Pty Ltd. has informed me that it may give certain personal information about me to a credit-reporting agency.

**3. Access to Commercial Credit Information (Section 18L(4) Privacy Act 1988)**

I agree that IPSTAR may obtain information about me from a business such as Veda Advantage, which provides information about the commercial credit worthiness of persons for the purpose of assessing my application for an internet service from IPSTAR.

**4. Access to Consumer Credit Information (Section 18K(1)(b), Privacy Act 1988)**

I agree that IPSTAR may obtain a consumer credit report containing information about me from a credit-reporting agency for the purpose of assessing my application for commercial credit.

**5. Exchange of Credit Worthiness Information (Section 18N, Privacy Act 1988)**

I agree that IPSTAR may exchange information with those credit providers named in this application or named in a consumer credit report issued by a credit reporting agency for the following purposes;

- To assess an application by me for an NBN Sky Muster Satellite Service
- To notify other credit providers of a default by me
- To exchange information with other credit providers as to the status of my payment obligations to IPSTAR where I am in default with other credit providers
- To assess my credit worthiness.

I understand that the information exchanged can include anything about my credit worthiness, credit standing, credit history or credit capacity that credit providers are allowed to exchange under the Privacy Act.

**6. Agreement to a credit provider being given a consumer credit report by a credit reporting agency to assess a guarantor (Section 18K 1(c) Privacy Act 1988) – if you are applying to be a guarantor of another person’s service**

In addition, I agree that IPSTAR may also obtain from a credit-reporting agency such as Veda Advantage a consumer credit report containing information about me for the purpose of assessing whether to accept me as a guarantor for credit applied for by, or provided to, another applicant for an NBN Sky Muster Satellite Service from IPSTAR. I agree that IPSTAR may obtain such a credit report from the date I sign this statement and continues until the credit covered by the applicant for the service ceases.

**7. Agreement to a credit provider disclosing a report including a consumer credit report to potential or existing guarantor – if a guarantor has agreed to guarantee that you will pay the fees and charges for the NBN Sky Muster Satellite Service**

In addition, I agree that IPSTAR may give to a person who is currently a guarantor, or whom I indicate is considering becoming a guarantor, a credit report containing information about me for the purpose of the prospective guarantor deciding whether to act as guarantor, or to keep an existing guarantor informed about the guarantee they are providing for payment of the fees and charges associated with the NBN Sky Muster Satellite Service that may be provided to you. I understand that the information disclosed can include anything about my credit worthiness, credit standing, credit history or credit capacity that credit providers are allowed to disclose under the Privacy Act, and includes a credit report.

NAME (PLEASE PRINT) \_\_\_\_\_

SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_