



33 Allen St
 PO Box 1100
 Caloundra Qld 4551
 t. (07) 5438 8003
 f. (07) 5492 7972

e. admin@flashfibres.com.au
 www.flashfibres.com.au
 ABN 66 600 357 908

RESIDENTIAL BROADBAND SERVICE AGREEMENT



Locally owned
and operated

Get connected and stay connected

Section 1: Customer Details

First Name: _____ Last Name: _____
 Company Name: _____ ABN: _____
 Address: _____ Suburb: _____
 State: _____ Post Code: _____
 Phone: _____ Phone (work): _____ Mobile: _____
 Contact Email: _____

Section 2: Service Address Details

Street Address: _____
 Suburb: _____ State: _____ Postcode: _____

The cancellation of an existing broadband connection may give rise to consequences under your contract with your current broadband supplier (such as early termination payout). It is your responsibility to check the terms of your contract to determine what these consequences might be.

Term of Contract 2 Year Fixed (tick a box)

No Contract \$695.00 Installation costs (tick a box)

Section 3: Broadband Plans & Pricing

Select your Service

<u>Plan</u>	<u>Quota</u>	<u>Speed</u>	<u>Price</u>	<u>Tick a Box</u>
Bronze	Unlimited	25/5Mbs	\$79.95/mth	<input type="checkbox"/>
Silver	Unlimited	40/20Mbs	\$109.95/mth	<input type="checkbox"/>
Gold	Unlimited	50/30Mbs	\$149.95/mth	<input type="checkbox"/>

Section 4: Phone Plans

Select your Plan

<u>Plan</u>	<u>Price</u>	<u>Tick a Box</u>
Home: Standard Unlimited local & National calls.	\$19.95/mth	<input type="checkbox"/>
Home: Max - Unlimited local - National & Mobile calls	\$29.95/mth	<input type="checkbox"/>

Please note all prices are inclusive of GST

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Section 4: Selection

Transfer the information from page 1, (section 3) & section 4 (if applicable) and fill in the amounts below for a total \$

Plan:	_____	Cost:	_____
Quota:	_____	Cost:	_____
Phone Plan:	_____	Cost:	_____
Additional:	_____	Cost:	_____
Installation:	_____	Cost:	_____
		Total\$:	_____

Standard residential installation is \$395.00
All prices quoted include GST

By signing this form I further acknowledge that I have read and accept the **Standard Terms & Conditions** which are available to view, download and/or print at www.flashfibres.com.au and form part of this agreement (Hard copies will be made available upon request).

Name: _____

Signature: _____ Date: ____/____/____

Body Corp / Property Manager approved: Yes: No: N/A:

Name: _____ Signed: _____ Contact: _____

Pre-Installation

All Paper work to be completed and submitted to Flash Fibres Pty Ltd:

1. Installation should commence within 7 working days of receiving payment.
2. Phone services will be installed within 5 working days of activating internet.

Installation process

We will contact you to schedule an installation on a date and time that suits:

- Our normal working hours are from 8am - 4pm, Monday - Friday.
 - We will make contact with you and arrange a time which suits.
1. You will be notified when the technician is on his way.
 2. Your technician will advise any extra requirements such as infrastructure or additional costs before commencing work.
 3. Install may take between one to five hours depending on requirements.
 4. No account will be activated without prior payment.
 5. Once connected you'll be taken through a brief demonstration.
 6. If you rent - installation approval is required.
 7. If you live in an apartment block, you may need installation permission from your Landlord or Body Corporate/Property Manager

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