

# Technocash "Free Calls" Plan: Application Form and Direct Debit Authority

Please fill in as much information as possible. \*Fields are compulsory. Please hand this form to your Technocash sales person or post to: Technocash Pty Ltd, PO Box 618, Parramatta NSW, 2124. You must include a copy of your current driver's licence, passport, proof of age card or s21 Identification Record Form.

Complete the form using a black pen and print in clear capital letters

Name\*

Trading as (if applicable)

ABN (if applicable)

Address\* (not a PO Box)

Email address (if applicable\*)

Home phone number\*

Work phone number

Technocash Account Number (if known\*)

Mobile phone number We can assist you to keep your existing number where possible.

Current mobile service provider (if applicable)

Existing service provider account number (if applicable)

Plan Option (minimum monthly spend incl. GST):

\$22  \$33  \$55  \$77  \$110

Handset Option:

(a) I will be bringing my own handset to the "Free Calls" Plan.

(b) I require a new Technocash-supplied handset and my preferred model is:

(Details of available handsets see: [www.communitycashback.com.au/freecalls](http://www.communitycashback.com.au/freecalls)).

Select Membership Plan Bonus Offer 1 to 4  (refer to your "Free Calls" Plan brochure.)

Where possible I wish to transfer ownership of my mobile phone number from my existing mobile service provider during the contract term of my "Free Calls" Plan (applicable only to \$33 Plan or higher). I understand that replacement SIM cards are available from Technocash for a cost of \$40 plus GST per replacement. If applying for a new Technocash-supplied handset, I acknowledge that this incurs an additional monthly charge of \$5.00 per month for the contract term on top of the minimum monthly spend.

Signature

Date / /

I wish to apply for  more "Free Calls" SIM's. Please send me additional Application Forms.

\*You must complete below either: (A) your Credit Card details; or (B) details of your account with your financial institution for processing of direct debits when there are insufficient funds in your Technocash account.

(A) Financial Institution Account Details

Financial Institution Name: .....

Branch: .....

BSB No.: .....

Account Number: .....

Account Name: .....

Name of person signing: .....

Signature

Date / /

Second signatory details (Compulsory\* for joint accounts)

Name of person signing: .....

Signature

Date / /

OR

(B) Credit Card Details

Card Type

Card No.

Expiry date

Name on card

Signature

Date / /

I hereby apply for the Technocash "Free Calls" Plan. I agree that I have read the terms and conditions attached to this Application Form and Direct Debit Authority. I certify that I am the owner of the Technocash account identified on this Application and am over 18 years of age. I have attached to this Application a true copy of my driver's licence, passport, proof of age card or s21 Identification Record Form. I agree to the full terms and conditions set out in the Direct Debit Authority Service Agreement. Debits are processed by Technocash Pty Ltd User ID 313419. Only direct debits equal to the total charges owing for your "Free Calls" Plan will be processed. This Direct Debit Authority and the terms of the Direct Debit Authority Service Agreement remain operable during the term of my "Free Calls" Plan contract with Technocash Pty Ltd.

Signature

Date / /

*PTO You must also sign on the next page.*

## ACCOUNT HOLDER ACCEPTANCE

**IMPORTANT:** These terms apply to your "Free Calls" Plan and include requirements to pay and other terms limiting your rights and our liability in some cases. If you don't understand or agree to any term, please speak to us. You should only sign the completed Application Form and Direct Debit Authority if you wish to be bound by these terms and conditions. In addition to completing this Application Form and Direct Debit Authority and reading the attached terms and conditions, you should be aware that the warranties, terms and conditions, and privacy policies of the telecommunications carrier providing your SIM ("the Carrier") also apply to your service.

The following terms apply specifically to Technocash services under your "Free Calls" Plan:

- All information provided by me in my Application Form and Direct Debit Authority is correct. I certify that I am the owner of the Technocash account linked to my application for the "Free Calls" Plan.
- I may be able to use my mobile service to purchase goods, services or content from a third party. If I do so, I will incur charges for the content, goods or services. If I fail to pay any charges owing when due, I understand this may result in cancellation of my "Free Calls" Plan and the payment of an early termination charge and other charges.
- I understand Technocash may vary these terms and conditions by publishing changes on its website from time to time, and that the Carrier may vary its terms and conditions, which may result in changes to the terms and pricing of the "Free Calls" Plan and services of the Carrier.
- I understand that the amount I am charged for services I use under my "Free Calls" Plan will vary in accordance with the number of services I use at any time.

Full Name (please print)

Date

Signature

### **Eligible Free Calls**

I understand that only calls made to mobile phone numbers that are also signed up on a Technocash "Free Calls" Plan with Technocash Pty Ltd are free.

I also understand that calls made to mobile phone numbers that are not signed up on a Technocash "Free Calls" Plan, calls to landlines and international calls are not free and will incur call charges.

Signature:

Date:

/ /

**IMPORTANT:** Don't forget to include a copy of your photo ID such as your driver's licence, passport, proof of age card, or a completed s21 Identification Record Form.

### **Office Use Only**

Credit check performed: Y/N

Date: \_\_\_\_\_

Checking Officer: \_\_\_\_\_

TECHNOCASH PTY LTD. ABN 20 080 109 217  
Australian Financial Services Licence No. 247299  
Head Office: Level 5, 20 Smith Street, Parramatta, NSW, 2150  
PO Box 618, Parramatta, New South Wales, 2124, AUSTRALIA  
Phone: +612 96871900 Facsimile +612 96871911 Email: info@technocash.com

## **1. ELIGIBILITY**

**1.1** To connect to the Technocash "Free Calls" Plan™ you must be over the age of 18 years and include with your completed Application Form and Direct Debit Authority a copy of either your driver's licence, passport, proof of age card, or s21 Identification Record Form.

## **2. YOUR PLAN**

**2.1** Your agreement is with Technocash Pty Ltd, A.B.N. 20 080 109 217, and commences on the date your service is connected. The "Free Calls" Plan is available on a 19-month minimum contract term. Standard Rates, call charges and Membership Plan Bonus Offers are as set out in the Technocash "Free Calls" Plan brochure which has been provided to you. **2.2** The "Free Calls" Plan is available as a SIM option whereby you bring your own handset and are supplied with a leading brand SIM by us. You may also choose to be supplied a subsidised handset which incurs an additional monthly fee. If you are an existing mobile customer you will either be upgraded to the "Free Calls" Plan or you may need to cancel your current plan and pay to the relevant provider any applicable early termination charges, administration charges, migration charges, and other charges. We can assist you to keep your current mobile phone number where possible and if you so elect, and to use your existing handset subject to the terms of any contract with your current mobile service provider. **2.3** Replacement SIM cards for the "Free Calls" Plan are available from us for a fee as set out on your Application Form and Direct Debit Authority.

## **3. PAYMENT**

**3.1** The monthly spend for your "Free Calls" Plan is payable in advance. You must pay us your selected monthly spend each month for your contract term. You must also pay us for any additional call charges beyond your included calls and for other services you have used. The monthly spend must be paid monthly on the date of the anniversary of the commencement of your "Free Calls" Plan, and any additional call charges must be paid monthly as details of these additional charges are supplied to us by the Carrier. Charges applicable will be reported in your Technocash BillFold account login and may be reported by other means, and will depend on data supplied to us by the Carrier. **3.2** You can use your included calls for most types of national direct dial voice calls and SMS, MMS, MessageBank calls, calls received while overseas and calls to a 13 number (including a 1300 or 1345 number). You cannot use your included calls for other call types including calls to Sensis 1234 service, third party content charges and international roaming calls (except calls received while overseas). Unused included calls expire at the end of each month. **3.3** All charges are automatically deducted from your Technocash account, which is provided to you as a benefit of joining the "Free Calls" Plan. In addition to the various features of your Technocash account you can use your account to access your full billing records online. If this account has insufficient funds, funds will be direct debited from your bank account or credit card using the bank account or credit card information provided on your completed Application Form and Direct Debit Authority in accordance with the Direct Debit Authority Service Agreement.

## **4. INDIVIDUAL PLAN**

**4.1** Your "Free Calls" Plan is an individual plan for one mobile phone service and is not related to any other "Free Calls" Plan or other plan owned by yourself or any other person.

## **5. MEMBERSHIP PLAN BONUS OFFER OPTION**

**5.1** You are able to select one Membership Plan Bonus Offer for your "Free Calls" Plan, indicated on your Application Form and Direct Debit Authority. The Options are Any Mobile, Any Fixed, Business Hours, and No Flagfall. You may elect to change your Membership Plan Bonus Offer once per 30 days by changing the appropriate setting within your Technocash account login or by requesting a change formally in writing to us. Changing your Membership Plan Bonus Offer more than once in and 30-day period will incur a \$15 administration fee per change. Use of your Membership Plan Bonus Offer is also subject to applicable policies of the Carrier.

## **6. PHONE PLANS: SUBSIDISED HANDSET**

**6.1** You can buy a handset from us at a subsidised price when you connect to a "Free Calls" Plan. Subsidised handsets incur an additional monthly fee. In supplying handsets Technocash acts as an agent only and is not the supplier of the goods: any offer is subject to availability, and prices and type of stock may change without notice.

## **7. CHANGING OR TERMINATING YOUR PLAN**

**7.1** During your minimum contract term you may elect to move to another Plan offered by us: (i) Where you move to another Plan offered by us no fees and charges will apply if the new Plan is an upgrade from the "Free Calls" Plan. (ii) Where you move to another Plan offered by us that is not an upgrade from the "Free Calls" Plan, fees and charges may apply. **7.2** During your minimum contract term you may elect to cancel your "Free Calls" Plan. If you wish to do so you must contact us. Where you elect to cancel your "Free Calls" Plan you will be required to pay the applicable early termination charge. **7.3** Failure to pay your bill on time is a breach of your agreement with us and a late payment charge may apply if you do not pay in full by the due date. If any bill payments are outstanding for 30 days we may suspend or disconnect your service and terminate your agreement with us. If you are having difficulty with outstanding bill payments you should contact us to arrange an alternative payment option.

## **8. EARLY TERMINATION CHARGE**

**8.1** If you cancel (other than as a result of our material breach) or we cancel your "Free Calls" Plan during your minimum contract term, you will be required to pay the applicable early termination charge. **8.2** The early termination charge is the greater of: (a) the minimum \$299; or (b) cumulative minimum monthly spend for the amount of months

remaining on your "Free Calls" Plan in addition to any other outstanding charges including but not limited to handset and other call charges.

## **9. END OF CONTRACT**

**9.1** At the end of your minimum contract term your service will remain on your "Free Calls" Plan on a month to month basis. If the "Free Calls" Plan is no longer available, we may roll your service over to any other current Plan offered by us which is reasonably comparable.

## **10. GENERAL TERMS**

**10.1** The "Free Calls" Plan service is supplied by the Carrier. We are not liable for any loss or damage resulting from use of the network or lack of service by the Carrier. **10.2** Your service may include a number of features including voice, SMS, MMS, Push To Talk (PTT) and either GPRS or the CDMA 1xservice ("service features"). If you have a device which is compatible with any of these service features and you use a service feature, you do so on the terms of that service feature and you agree to pay all applicable charges including for any applications you use, as set out in the Carrier's terms. **10.3** We may change or withdraw the "Free Calls" Plan in whole or in part if necessary because of the effects of changes to services offered by the Carrier, or may amend the terms and conditions of your agreement with us. We will notify you of any changes to the terms and conditions and you may obtain a copy of the amended terms and conditions by contacting us.

## **11. WARRANTY**

**11.1** The warranties applying to your service are as set out by the Carrier. Warranties applying to the handsets supplied by us are those of the manufacturer. We do not warrant that the handset will work for the full contract term. If your handset requires repair or replacement, you should organise this through an authorised service or repair center for your handset type. If your handset is not of merchantable quality, the cost of repair or replacement will be the responsibility of the handset's manufacturer. If your handset was of merchantable quality, then the repair or replacement will be at your cost.

## **12. CREDIT CHECKS AND PRIVACY**

**12.1** Any application for a "Free Calls" Plan service or a handset supplied by us may be subject to a credit assessment, verification of personal details and employment check. You authorise us to disclose to a credit reporting agency information such as your name, address and other details which identify you; the fact that you have applied for a mobile telecommunications service; payments that are more than 60 days overdue and for which debt collection action has started; cheques drawn by you or credit card payments that have been dishonoured; information that in our opinion you have committed a serious credit infringement (that is, acted fraudulently or shown an intention not to comply with your credit obligations) and advice that payments are no longer overdue. **12.2** You agree that for the purpose of assessing your application we may obtain from a credit reporting agency a credit report containing information about your personal creditworthiness. You also agree to us conducting a credit check in relation to your business or commercial activities (if any) or your commercial creditworthiness for the purpose of your application. We can also conduct these credit checks for the purpose of collecting any overdue payments. **12.3** We will use your information to create and maintain your account and provide you with services. We may share in accordance with the *Privacy Act 1988* (Cth) your information with others including our agents, franchisees, contractors and successors of our business, other providers of telecommunications services, or to any other party where required by law. This may include entities outside Australia. You agree that we may send you information about the services and any other products, including special promotions or offers, unless you ask us not to by contacting us. **12.4** More detail about the way we handle your personal information is in the Privacy Policy on our website. The privacy policies of the Carrier apply to the services you may utilize during your participation in the "Free Calls" Plan. To maximize your usage of the "Free Calls" service and save you money, we will provide methods of publicising your phone number as being part of the "Free Calls" community program. This enables "Free Calls" participants to maximize their "Free Calls" to other users. We will publish a Technocash Community phone book or directory, electronic or otherwise, of all people on the "Free Calls" Plan, in which your details, including details of organisation or association membership, will be included. You may opt out of having your details published – please contact us to discuss your individual requirements.

## **13. GOODS AND SERVICES TAX & STAMP DUTY**

**13.1** Where GST is imposed on any supply made to you under the terms of this Application and the consideration payable for the supply under any other part of this Application is not expressed to be inclusive of GST, you may pay, in addition to any GST exclusive consideration payable for the supply, an additional amount calculated by multiplying the value of that GST exclusive consideration (without deduction or set-off) by the prevailing GST rate. Any amount of GST payable by you on a supply made under the terms of this Application (including in circumstances where the consideration is expressed to be inclusive of GST) is payable upon demand whether such demand is made by means of a tax invoice or otherwise. You agree to pay us any stamp duty which is payable in relation to this Application.

## **14. COMPLAINTS**

All complaints should be made to us. We investigate complaints in accordance with our Complaints Handling and Dispute Resolution Policy. The Telecommunications Industry Ombudsman may also investigate consumer complaints.