

Please send application form to
PO Box 1138 North Sydney NSW 2059
or Fax (02) 9922 5370

For more info call 1300 368 306 or visit
www.rewardmobile.com.au

Summary of the Standard Agreement for Reward Mobile Telecommunications Services

1. This is a summary of the terms and conditions for your mobile digital telecommunication service. The full terms and conditions are contained in the Standard Agreement itself which is available on request from Reward Mobile and at www.rewardmobile.com.au. The standard agreement is binding on you.
2. Your mobile, telecommunications service will be provided by Reward Mobile Pty Limited (VIG customers Pty Ltd) (Provider). Your standard agreement begins when you are first connected to the Reward Mobile Network. If you have not signed a service term agreement with the Provider, you may discontinue your connection at any time by written notice, for more information visit www.rewardmobile.com.au.
3. We will invoice you for the services in accordance with the tariff rates. You can obtain a copy of our fees and charges from us upon request by calling 1300 305 305. We may vary these fees and charges from time to time, including for GST purposes. You will be notified of the variations.
4. Unless otherwise agreed, we will invoice you monthly.
5. Bills are issued free of charge via online billing. All bills issued must be paid via nominated charge/bank account or credit card. If you require a paper bill from us, a fee will be payable. For more information call 1300 305 305. Not all calls may be itemised on a paper bill.
6. You must pay each invoice on the due date as stipulated on your bill. We may charge you interest on your overdue accounts. You will be responsible to pay for all calls made using your mobile services.
7. We may disconnect your connection if you do not make a chargeable call in any 365 day period.
Privacy
8. From time to time the Provider and/or their agents and service providers may collect personal information from you. Telecommunications and privacy legislation impose strict obligations on the Provider to protect the confidentiality of your personal information and to respect your privacy. You are able to gain access to your personal information that we hold. You may contact the Provider by calling 1300 305 305. Your personal information is collected in order to provide you with a telecommunications services. The Provider may also use your information for purposes that are related to providing you with a telecommunications service which would be reasonably expected to (such as keeping you informed about features of our telecommunications services or conducting analysis in order to provide better service to you).
9. The Provider may disclose or receive personal information or documents about you to;
a. Credit card providers or credit reporting agencies for the purposes permitted under the Privacy Act;
b. Law enforcement agencies to assist in the prevention of criminal activities;
c. Our service and content providers, dealers and agents, or any company within the the Provider group for purposes that are related to providing you with telecommunications service which would be reasonably expected.
10. Unless you consent, we will not disclose your personal information to third parties, other than those who have contracted with the Provider to keep the information confidential, or who are subject to obligations to protect your personal information.
General
11. You acknowledge that, we will take all reasonable steps to make sure that you receive the mobile service within our coverage areas, the mobile service is not free from faults or interruptions. Certain factors, such as network congestion, maintenance, geographic factors, obstructions or interference may mean you will not receive the mobile service in certain areas at certain times. Where you send or receive information services as a part of the mobile service, we do not warrant the accuracy of the information in, or the security of, those services.
12. We retain the ownership in the SIM card. You must return this to us upon disconnection of the mobile service. We may charge you a SIM card replacement fee if you fail to return the SIM card within 30 days of disconnection. Please inform us immediately if you lose, or damage is caused to your SIM card. We will then disconnect or bar your connection (you will be responsible for all usage charges up to this time) until the SIM card is replaced or repaired. We may charge you a SIM replacement fee unless we are at fault.
13. If goods or services provided to you are of kind ordinarily acquired for domestic, personal or household use, you have certain rights under the Trade Practices Act which we cannot limit. Where we are unable by that Act to exclude our liability but we are permitted to limit that liability, our liability for such breaches are limited to our choice to;
a. If the breach relates to goods, the replacement or repair of goods;
b. If the breach relates to service, the re-supply of those services, or paying for the cost of having those services re-supplied.

14. Except in circumstances which result from the willful misconduct or reckless act or omission of the Provider, you agree to indemnify the Provider from all claims, actions, damages, losses, liabilities, costs, charges, expenses, outgoings or payment which the Provider pays, suffers or incurs, or is liable for in respect of use of your service or the Provider's network.
15. You cannot sign your Provider Agreement to another party or individual without our consent. We can sign or novate the agreement to our nominee without your consent.
16. There are certain events which may result in suspending , restricting or disconnecting your mobile service. These events are set in the Standard Agreement.
17. We may vary the terms of the Standard Agreement from time to time. If the Agreement is detrimental we will put a notice in your monthly bill which complies with the Telecommunications Act.

Privacy

Reward Mobile recognises that the privacy of your information is important to you. Please refer to www.rewardmobile.com.au for more information about privacy.

Direct Debit Terms and Conditions

Direct Debit (via Credit Card or Financial Institution Account

I / we request and authorise Reward Mobile (VIG Customers Pty limited' ABN: 41 111 772 206 User ID: 253554) or its billing agent, until further notice, to arrange payment of my Reward Mobile account as per details below, by debiting my savings / cheque / credit card account as described in the form below. I understand that processing this request will take approximately ten working days and is only valid if the original form is correctly filled in and received by Reward Mobile. I acknowledge that Reward Mobile may terminate this request at any time by written or verbal notice and I must adopt an alternate method of payment.

Your commitment to us

It is your responsibility to:

- ensure your nominated account can accept direct debits
- ensure sufficient funds are available in the nominated account to meet a drawing on its due date. Should a drawing be returned unpaid by your Financial Institution or Credit Card Issuer then an appropriate decline fee will be applied to your Reward Mobile account from which the Direct Debit drawing was to be applied
- ensure that the authorisation given to draw on the nominated account is identical to the account signing instruction held by the Financial Institution or Credit Card Issuer where the account is based
- advise us if the account nominated by you to receive the Direct Debit drawings is transferred or closed
- to arrange with us a suitable alternate payment method if the Direct Debit drawing arrangements are cancelled either by yourself/ves or the nominated Financial Institution or Credit Card Issuer.

Your rights

You may terminate the Direct Debit drawing arrangements at any time by giving written/verbal notice to us. The termination will take effect from the invoice issued after the termination.

Other information

- Direct Debit through BECS is not available on all accounts;
- Reward Mobile reserves the right to resubmit dishonoured Direct Debit requests once a week until they are honoured, without further notice to you.
- We reserve the right to cancel the Direct Debit drawing arrangements if drawings are returned by your nominated Financial Institution or Credit Card Issuer and to arrange with you an alternate payment method.

Application Terms & Conditions

Please read this important information. By signing this form you are agreeing that:

- This is an application by you for connection to the Reward Mobile network and supply of the Reward Mobile digital mobile services.
 - Your application is subject to you being approved by Reward Mobile for credit purposes; Reward Mobile may undertake a credit check of and may disclose or use the information obtained about you in the credit check for the purpose of assessing your application and for other purposes permitted by the Privacy Act.
 - If your application is accepted your use of Reward Mobile services will be according to the terms of Reward Mobile Standard Agreement (a summary of the terms of Reward Mobiles Standard Agreement is on the back of this form).
 - Reward Mobile may use your personal information in accordance with the terms of the Standard Agreement.
- By signing this form you acknowledge that:**
- Reward Mobile may decline your application without reason.
 - Your application is deemed accepted upon your connection to the Reward Mobile network; and
 - If your application is accepted you will be bound by the terms of the Standard Agreement (even if you are porting and the port fails).

I understand the following:

- International access • Reward Mobile Terms & conditions • Global Roaming
- Itemised Billing • Data • Coverage

RM0007-07

www.rewardmobile.com.au

Application Form


Rewardingly simple. Rewardingly affordable.

➔ Customer Details*

*mandatory information

Are you an existing Reward Mobile customer?

No Yes – If yes, what is your account number or mobile number?

What is the intended use of this connection?

Individual / Sole Trader Business

Details

ACN ARBN (If applicable)

Company Name: _____

Directors Full Name: _____

Registered Company Mr Mrs Miss Ms Other

First Name*: _____ Initial: _____

Last/Name*: _____

Current Address*: _____

State: _____ P/code: _____

Time at Address Years: _____ Months: _____

Home Contact Number*: _____

Alternate Contact Number*: _____

Billing Address: (If different from current) _____

State: _____ P/code: _____

Email Address: _____

Previous Address: (If less than three years) _____

State: _____ P/code: _____

Time at Address Years: _____ Months: _____

Employment Status

Full time Part time Casual Other _____

Current Employer _____

Time at current employer _____

Employer Contact Number _____

➔ Service Application

100 Point
Identification Required

Mandatory Fields

Date of Birth:

Permanent Australian Resident Yes No

Must attach copy of utility bill Yes

Must fill out at least 1 field below

Drivers License Expiry Date:

Aust. Drivers License No. _____

Current Passport Australia Other (please specify)

Country _____

Passport No.

➔ Payment Methods*

How would you like to receive your account?

Paper bill (\$1.50) Online Billing (free)

Email Address: _____

How would you like to pay your account?

Direct Debit Credit Card

Direct debit account details:

Cheque Savings BSB Number -

Account Number

Credit card type: Mastercard Visa American Express
 Diners Club

Card Holder Name: _____

Card No.

Exp. Date

Customer Signature: _____

➔ Service Application*

Would you like to port your existing number?

No Yes – If Yes, you must fill in attached form and send back to Reward by either fax, post or email.

Mobile Number

Reward Mobile Plan

Name of plan for connection: _____

Handset Type (if applicable): _____

A copy of your Drivers License and Utility bill must be attached to this completed form before submitting for application.

Should your chosen Plan include Mates Rates or a Nominated numbers, please call Reward on 1300 368 306 to organise their connection once application has been approved.

Where did you hear about Reward Mobile? _____

For security purposes you will be required to quote a password when contacting Reward Mobile. You should keep this password secure at all times.

Password (6 alpha & numeric)

You agree that this is an application by you for connection to Reward Mobile. You agree that your application is subject to you being approved by Reward Mobile for credit purposes, and that a credit check will be performed. You acknowledge that you have read the terms and conditions on the back of this brochure and that you understand and agree to them. You accept that you are bound by all Terms and Conditions of Reward Mobile and that all fees and charges applicable to this service will be paid by yourself. A full copy of the Terms and Conditions can be obtained via our website at www.rewardmobile.com.au or upon request.

Name: _____ Date: _____

Signature*: _____

A Directors' (guarantor) signature is required if connection is used for business purposes.

Office Use Only

Referred by: _____ Mobile number: _____

Account No. _____ Credit Approved: Yes No

Sim number: _____