

Ultracom Ltd

PO Box 11010 Whangarei Mail Centre, Whangarei 0110

Office: 0800 466354 – **FAX:** (09)4300355 – **Email:** neville.montefiore@netstar.co.nz

www.0800homeline.co.nz

Thank you for choosing 0800HomeLine.

The prices listed on our website are valid for 30 days. Please check that the information we have is correct. Sign, complete and return **this form** and the **direct debit form** as soon as possible.

Your Reference Number is:

Our Bank account details for your connection fee and payments to be paid into:

ASB Bank - 12-3192-0029089-01

Please include your Name & Reference number (if supplied) so we can identify the deposit.

Your Contact Information

First Name		Last Name	
Address for Installation:			
Contact Phone No.	Home:	Cellphone: Email:	
Last known service at this address:		Is this line still connected?	YES / NO
Phone Number		Account Name:	
Current provider		Account Number:	
Do you have a Medical Alarm? YES / NO			

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Phone: 0800466354 **Fax:** 09 4300355 **Email:** neville.montefiore@netstar.co.nz

Below is some general information for you about 0800Homeline, the options available for you and how to fill the forms out. Simply fill in the 2 forms as outlined below, then sign and return them in the envelope provided, by FAX or Email. We can also accept your acceptance of our terms & Conditions over the Phone, but will require the paperwork to still be sent.

0800Homeline

0800Homeline provides a Pre-paid home phone with or without broadband for people who have trouble getting credit with another phone provider, or who simply want to budget their money by controlling their phone account. It's not like a prepaid mobile phone, where you pay for every call you make or every minute you talk, instead you pay a fixed weekly amount which gives you unlimited local calling and broadband.

Toll Calling Options

Please let us know if you would like a Toll Calling Card – **Option 3 below**

Local Calling in your area is Free. (This does not give you calling to cell phones or toll calls)

Tolls come with a pin number for your security so only the people who know the pin number can make toll calls.

Fees: Connection fees start from \$75 and may be as high as \$200 depending on what work Chorus needs to do to establish a connection.

We can provide a variety of Wireless Routers. Prices start from \$75

You can also bring your own ADSL router, but will need to set it up yourself. Ultracom will not support BYO modems if there is a fault with it, or you are unable to program it yourself. We recommend buying one of our routers as they are fully supported. You are unable to use routers provided by Orcon, Vodafone or Motorola Routers.

Application form

1. Customer information - please check we have spelt your name correctly.
2. Contact details - please ensure we have the correct address for connection and it is spelt correctly, if this isn't right there may be delays in connection. If your phone is currently connected please put who provides the service, e.g. Spark, and the account number.
3. Do you want a Toll Calling Card – YES / NO
4. Terms and Conditions - please read these before signing. Our terms and conditions are also available on our website www.0800homeline.co.nz
5. All prices include GST
6. I have Read and Accept your Terms & Conditions.

Sign:.....

Date:.....

Direct Debit Form

It is important that this form is completed by the person who has signing authority on the account.

1. **Name of account holder** - this is the name of the person who the bank account belongs to.
2. **Bank account number** - please make sure all boxes have a number in. Please double check the number is correct
3. **Bank & Branch** - this is where your account is held.
4. **Signature** - this **MUST** be the person who the bank account belongs to and it **MUST** be signed for us before we can proceed with your application.

Additional information:

Any false 111 calls or collect calls or any other charges billed to your phone will be on-charged to you. In these instances an arrears letter will be sent to you. Call the office immediately if you receive one of these letters.

Once we have applied to the network provider to connect your phone, it can take up to seven working days providing there is a working line. It may take longer if a technician is required. This also applies to adding services or changing address.

Change of address and change of number services each cost \$50. We require payment in advance. In some cases you may pay this off, however we would require some deposit beforehand.

If you wish to disconnect your line you must give us 30 days' notice. We must give our suppliers 30 days' notice so if your line is disconnected due to non-payment then this charge will be added to your arrears.

If you disconnect within the 1st 3 months, a \$100 disconnection fee will apply (this is the cost we have to pay to disconnect your line) and if you disconnect between 3 to 6 months, a \$50 fee will apply.

Non-payment of any money owed will be forwarded to our collection agency. Any fees charged will be passed on to you.

If you have any problems or questions about the forms, please contact us. Thank you once again for signing up with 0800HomeLine; understanding that you have alternatives, we really do appreciate your support.

Regards – The team @ 0800HomeLine