



Security Innovations Sooner

SUREcall

Service Application Form

Please return via fax to 1300 73 22 83 Page 1 of 3

Company Information
☐ New 13XX Service ☐ Port From Existing Service ☐ Renewal

Company name		Trading name	
ACN Number		ABN Number	
Phone	Fax	Mobile	E-mail
Postal Address		Suburb	State Postcode
Delivery Address		Suburb	State Postcode
Contact Name			

Monitoring Centre Information

Monitoring Centre Name	Contact Name
Contact Telephone	

New 13XX Service (Use this section)

<input type="checkbox"/> 1300 or <input type="checkbox"/> 1345	Service Terminating Number
Date of Activation	
or <input type="checkbox"/> ASAP (allow 3 working days from order)	

Office Use Only

Sim Number

Port from Existing Service (Use this section)

Current Provider (e.g. Telstra)		Current Account Number	
1. Current 13XX Number	Terminating Number	Overflow Number	
2. Current 13XX Number	Terminating Number	Overflow Number	
3. Current 13XX Number	Terminating Number	Overflow Number	
4. Current 13XX Number	Terminating Number	Overflow Number	
Date of Activation			
or <input type="checkbox"/> ASAP (allow 3 working days from order)			

Banking Details (For direct deposit of your rebates)

Account Name		Bank	
Branch	BSB	Account Number	
Office Use Only	Event Rebate		

I confirm all details listed on this form are correct.

Signature	Print Name	Position	Date
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Agreement

THIS AGREEMENT, BETWEEN **SURETEK PTY LTD** (SURETEK) of 12 Bentley St, Wetherill Park, NSW, 2164 ABN 42 109 200 455 ('we') and

Company Name	ABN
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, a customer of Suretek ('you') shall become valid from the date on which it is signed. Suretek invites you to participate in its Premier Customer Scheme. The Premier Customer Scheme has been designed to reward Suretek's valued customers for their ongoing patronage of Suretek's products & services.

THE PARTIES AGREE

1. Term and provision of service

- i. This agreement commences on the date on which it is signed and shall continue for the full term as indicated on this agreement (24 or 36 months), unless cancelled earlier by Suretek for your breach of the terms of this agreement.
- ii. Suretek shall arrange for the provision of the nominated SureCall® Service(s) and shall direct call traffic to the destination number nominated on your application. You agree to use the nominated SureCall® Services and to the best of your ability maintain the call traffic volumes stated in this agreement for the duration of this agreement.
- iii. Suretek shall endeavor to commence providing the SureCall® Services as soon as practical after the commencement of the agreement.
- iv. Customers must promptly notify Suretek of any faults in relation to the Services and provide all necessary assistance to enable location and repair of Service faults.
- v. You agree that, subject to the Trade Practices Act and other applicable legislation, Suretek shall not be held liable for any costs, loss, liability or damage - indirect or consequential, arising from circumstances outside of Suretek's control.
- vi. Type of service
 - i. SureCall® One3 1345/1300 is a national Suretek Service, accessed by an end user's digital alarm dialler calling an 8 digit (1345) or 10 digit (1300) number, which is then answered and processed by a central monitoring station.
 - ii. SureCall 1345/1300 may be used only for digital alarm dialler communications and under no circumstances may be used for voice calls.
 - iii. Suretek shall endeavour to commence providing the SureCall® Services as soon as practical after the commencement of the agreement.
 - iv. Customers must promptly notify Suretek of any faults in relation to the Services and provide all necessary assistance to enable location and repair of Service faults.
- vii. Call Volumes
 - i. You agree to provide Suretek with your ABN (Australian Business Number) and you must be GST registered.
 - ii. Rebates are calculated and applied on a monthly basis, in arrears, based upon your monthly call volumes.
 - iii. Rebates shall be paid via Electronic Funds Transfer [EFT] transaction to a bank account nominated by you in this agreement on a monthly basis and you will receive a Recipient Created Tax Invoice [RCTI] via mail.
 - iv. Calls from GSM and VoIP generated calls do not qualify for a rebate.
 - v. As part of the Suretek Premier Customer Scheme, Suretek agrees to waive the following charges associated with all SureCall One3, 1345 & 1300 Dialler Services:
 - i. SureCall® set up fees
 - ii. SureCall® monthly ongoing fees
 - iii. Annual ACA number charge
 - iv. Charges for calls lasting longer than 60 seconds
 - v. Call charges from GSM alarm panels

2. Call Volumes & Rebates Paid

- i. Suretek uses the information extracted from its Supplier's network switches to calculate the rebate payable to you.
- ii. You agree to connect your 1345/1300 service to Suretek for a minimum of 24 months, as specified on this Agreement (Agreement Term). If during the Agreement Term, your 1345/1300 service is disconnected or you switch providers, you agree to pay Suretek a cancellation fee. You agree Suretek will hold the rebate amount that is due prior to disconnection or switch as part of the cancellation fee.

Please tick an agreement term

Agreement term	Rebate amount
<input type="checkbox"/> 24 Months	
<input type="checkbox"/> 36 Months	

Approximate Call Volume per month

Signature



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Declaration

I certify that I have the authority to apply for a 1345 or 1300 number or request change to an existing service and acknowledge that:

- a) **TERMS & CONDITIONS:** The service will be provided subject to SURETEK'S terms and conditions and those of their elected service provider.
- b) **ELECTED CARRIER:** At its sole discretion, SURETEK may select a telecommunications provider to supply the service and may pass my company information to that provider for the purposes of establishment of said service.
- c) **CANCELLATION OF CONTRACT:** I understand that in the event I wish to cease the use of SURETEK services, I will notify SURETEK in writing 30 days prior to cancellation. SURETEK will assist with the transfer requirements of a new service provider.
- d) **REBATES:**
 - (I) I acknowledge that call rebates may be paid to me (or my company) by SURETEK and that I will advise my customers that I (or my company) may receive these rebates on calls made by my clients' security diallers.
 - (II) I acknowledge that Suretek may vary the rebate due to certain market changes for reasons beyond our control.
- e) **MINIMUM TRAFFIC:** I understand that a minimum of 1,000 events per month is required for payment of rebates.
- f) **ESTABLISHMENT FEES:** The provision of the requested 13XX service is free of establishment & ongoing fees.
- g) **CHARGES:** NO Charges for: Calls lasting longer than 60 seconds or runaway diallers, calls made from Mobile/GSM panels, line rental, number activation or ACA fees.
- h) **RECIPIENT CREATED TAX INVOICE (RCTI):** This agreement is made between Suretek (the recipient) and the customer (the supplier), as detailed on this application, in order to comply with the Goods and Services Tax (GST) ruling GSTR 2000/10. Both parties hereby agree that the recipient can issue tax invoices in respect to Surecall services supplied under this agreement.
- i) **TERMINATION POINT:** I acknowledge that I have approval to terminate my 13XX number to the nominated termination point.
- j) **IF I AM TRANSFERRING AN EXISTING 13XX SERVICE:**
 - (I) I authorise SURETEK and their elected provider to instruct my current 13XX provider to release the aforementioned service to SURETEK and its elected provider.
 - (II) I understand that my existing service will remain active and that I will be responsible to my current 13XX service provider for any charges incurred from them, up to the date of actual transfer to SURETEK.
 - (III) I acknowledge that the service number provided above is correct and that I am the authorised owner of the number.
 - (IV) Legal Lessee – you acknowledge that you are the current legal lessee of the nominated service. Suretek agree that you will remain the legal lessee of the service.

Confidentiality

By signing this Agreement, you hereby agree:

1. All the information described or relating to the matters set out in this agreement is Confidential Information.
2. Not to disclose Confidential Information to any other person or corporation or to any of Suretek's competitors.
3. Not to grant third parties access to Suretek's Confidential Information, without the prior written consent of Suretek.

I acknowledge that I have read and accept the above terms and conditions.

Signature	Print Name	Position	Date