

SALES ORDER # TBB 0 \_\_\_\_\_

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

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NAMES: \_\_\_\_\_ Phone \_\_\_\_\_

BUSINESS NAME \_\_\_\_\_ ABN \_\_\_\_\_

EMAIL \_\_\_\_\_ CONTRACT TERM \_\_\_\_\_ PLAN \_\_\_\_\_

ADDRESS \_\_\_\_\_ SET UP FEE \_\_\_\_\_ MONTHLY Fee \_\_\_\_\_

METHOD TO BE CONTACTED (Mail(), Text(), Phone(), Post()) ACTIVATION DATE \_\_\_\_\_

CPE (s) INSTALLED (Property of Thryve Group)- \_\_\_\_\_ \$ \_\_\_\_\_

1. THRYVE group Pty Ltd provides Broadband access to the Internet to home and business customers. We expect a fair and legal use of the service and by fair we mean using your service in a way that it doesn't affect other customers service. Thryve Group Pty Ltd. does not warrant that the Service will be uninterrupted or fault free but we will do as much as possible to keep the service fault free. Please be aware that multipoint fixed wireless services have higher latency and jitter than wired services.
2. Please do not resell the service. Our terms and conditions are basic and easy to understand, please talk to us if you are not happy with our service or any other aspect related to it.
3. Please pay the service before the due date. We rely on your payment in order to keep our great service going. The Internet service will be suspended after owing 31 days of Internet service and the CPE will be deinstalled within the following 30 days.
4. Once your service has been cancelled by either party (agreement can be ended at any time), the customer premises equipment (CPE) must be returned (Collected by Thryve Group). If CPE(s) is not returned or Thryve Group not allowed to collect it, customer will be charged with the cost of it. The service may be cancelled at any time (Month to month basis).
5. Support (Technical support, contact or complaints) : 7 days 8am-9pm [support@thryve.com.au](mailto:support@thryve.com.au), 0491188675(Voice, sms, WhatsApp and Telegram).
6. Thryve Group guarantees the service (Speed and availability) provided at the CPE point. Thryve Group does not guarantee the service beyond this point unless internal network (LAN) has been provided or certified by Thryve Group. **WiFi speed tests are not reliable and some times they do not reflect your real Internet bandwidth. Please visit <http://www.commsalliance.com.au/BEP> for more info about how your connection to the Internet works.**
7. To the maximum extent permitted by law, Thryve Group Pty Ltd is not liable to the customer for any kind of loss arising out of this Agreement . Thryve Group will fix any damage arising (within 30 days) as a result of a faulty physical installation (initial Internet service installation).
8. Financial hardship policy. If you think you need help because you can't pay your monthly service please let us know, we will try to help you as much as we can. You can talk to a financial counsellor via 1800 007 007 (National Debt Helpline). This number will switch through to the service closest to you. You can also find the financial counselling service nearest to you by visiting <http://www.ndh.org.au/Talk-to-a-financial-counsellor/Find-a-financial-counsellor>.
9. After the first year of service, we might need to increase your monthly fee in order to cover growing expenses. If this is the case we will let you know and wait for your approval before starting.
10. We collect some basic personal information of the Customer. It is stored in our secure customer management system (Please be aware that no electronic storage system is 100% secure) . By signing this Order Form, you confirm that you agree to the terms and conditions set out in this Order form. Also you agree for your debit/credit card to be charged if it has been provided by you.

**Customer Signature**  
Thryve Group PTY Ltd  
[broadband.thryve.com.au](http://broadband.thryve.com.au)

**Print Name and Title**  
  
ABN 11623020155

**Thryve representative**  
PoBox 791 Manly, NSW 2095  
[info@thryve.com.au](mailto:info@thryve.com.au)

UCRM creation	<input type="checkbox"/>	Dude added	<input type="checkbox"/>
Email-Payment method	<input type="checkbox"/>	Contact added	<input type="checkbox"/>
Ip Address:	<input type="text"/>	Contact added to Group (iCloud)	<input type="checkbox"/>
Notes:			
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