

Order Form Broadband - Personal

ABN 71 096 864 836
A 165 Varsity Pde, Varsity Lakes, QLD 4227
P PO Box 102, Varsity Lakes, QLD 4227
T 07 5553 9222 F 07 5593 3557
W www.onthenet.com.au E sales@onthenet.com.au



CUSTOMER INFORMATION

1. Customer Details - If email address is supplied below, will be used as primary method of contact for updates and notifications for provisioning of this order

Customer Name/ Authorised Representative	(please provide <u>one</u> name only)		
Business Name (if appl)			
ABN (if appl) or Date of Birth			
Phone		Fax	
Mobile			
Email			

2. Authorised Representative (Billing) - Note that invoices will be sent to the email address supplied below.

Name			
Phone		Fax	
Email			
Postal Address			
Suburb		Post Code	

3. Technical Representative (if appl) - Will be supplied with all service and provisioning updates and notifications, including username and password

Name			
Business Name (if appl)			
Phone		Fax	
Email			

4. Are you an existing OntheNet Customer?

YES - Go to 5 NO - Go to 6

5. OntheNet Username or Account Number (refer last invoice)

Username or Account Number	
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PAYMENT DETAILS

6. Credit Card Details - Personal Broadband Plans are payable by Credit Card ONLY. Payment will be processed for the Establishment Fee and any Hardware purchased prior to OntheNet processing the order.

Card Type	
Card Number	
Expiry Date	/
Cardholder Name	
Cardholder Signature	x

I authorise OntheNet to process payments to this credit card for any and all charges associated with this Service.

SITE SERVICE DETAILS

7. Service Number - Phone number and address where DSL is required

Service Number	
Street Address	
Suburb	Post Code

8. Phone Line must be active before DSL can be ordered. If new phone line, provide estimated date phone line is due to be activated.

Line Activation Date	/	/
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SERVICE TYPE

9. Select Type of Service Required

\$99 New DSL Service - Go to 10

\$99 Change/Relocate OntheNet DSL to new Address or Service Number - Go to 11

\$99 Reconnect OntheNet DSL (same Address and Service Number) - Go to 13

\$39 Transfer DSL from another Internet Service Provider - Go to 10

10. What is your preferred username for this connection?
N.B. Maximum TEN characters, alpha-numeric only

1st Choice		@onthenet.com.au
2nd Choice		

11. Relocation of OntheNet DSL service **FROM:** (complete below). Relocation allows the customer to retain/use their existing username and password. Cancellation of existing service must be requested in writing, will not occur automatically after relocation).

Service Number	
Street Address	
Suburb	Post Code

12. Transfer from another Internet Service Provider - A DSL service must be active on the Service Number. Transfer only available from participating Providers.

Current Provider	
Transfer Date (Must be a business day and at least 5 working days from date the order is submitted)	
Date Required	/ /

PERSONAL PLAN OPTIONS

13. Select Your Preferred Personal Plan

Downloads only are counted
Peak: 7am to 7pm Monday to Friday / Off-Peak: All other times
Shaped to a speed of 128/128Kbps

tick one	Broadband ADSL Plan	Max Speed (Download/ Upload Kbps)	Data Included (Counting inbound only)		Monthly Access Fee (Inc GST)	Contract Term
			Peak 7am-7pm Mon-Fri	Off-peak All other times		
	A-F1500-P	1500/256	10GB	15GB	\$39	12 months
	A-F1500-Q		20GB	40GB	\$49	
	A-F8000-K	8000/384	20GB	60GB	\$59	
	A-F8000-L		40GB	80GB	\$69	
	A-F8000-M		60GB	100GB	\$79	
	A-F24000-G	ADSL2+	20GB	60GB	\$59	
	A-F24000-H		40GB	80GB	\$69	
	A-F24000-I		60GB	100GB	\$79	

Note: Plan options continued over page.

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OR: Select a Personal Xtreme Plan						
Downloads AND uploads are counted Peak: 6am to midnight, 7 days / Off-Peak: Midnight to 6am, 7 days Shaped to a speed of 256/256Kbps						
tick	Broadband ADSL Plan	Max Speed (Download/Upload Kbps)	Data Included (counting inbound AND outbound)		Monthly Access Fee (Inc GST)	Contract Term
			Peak 6am - midnight, 7 days	Off-peak Midnight - 6am, 7 days		
	A-X8000-B	8000/384	70GB	130GB	\$69	12 months
	A-X24000-B	ADSL2+	70GB	130GB	\$69	

CUSTOMER PREMISES EQUIPMENT	
14. Select Your DSL Hardware - Each phone device sharing the service phone line needs a line filter. All OntheNet supplied DSL Modems include one DSL splitter/filter, delivery and manufacturer's warranty.	
<input type="checkbox"/> I have / will have appropriate DSL hardware and have checked it is compatible via the OntheNet website.	
OR please supply	
ADSL2+ Modem/Router with 4 port Ethernet switch	\$99
ADSL2+ Modem/Router Wireless with 4 port Ethernet switch (802.11g)	\$179
x Inline Filters	\$15 ea
x Additional Splitter Filters	\$15 ea
15. Hardware Delivery Address - Hardware will be delivered by courier and signature of receipt is required. If no address is supplied below, will be delivered to site address in 7.	
Address	
Suburb	Post Code

- NOTE:**
- 1 Early termination of the agreement incurs a cancellation fee. Change of phone line or relocation to another address is equivalent to termination and a new service. The cancellation fee (if appl) may be credited if immediate relocation occurs.
 - 2 Personal Broadband Plans are available in Queensland only.
 - 3 ADSL2+ speeds are not available in all locations.
 - 4 Total data downloads in excess of either the peak or off-peak quantities, counting from your last billing anniversary date, will result in shaping (slowing of the service) during that period until the next billing anniversary date. For Personal plans, the shaping speed is 128Kbps. For Personal Xtreme plans, the shaping speed is 256Kbps.
 - 5 Maximum total package cost over 12 months with 4 port router, \$39/mth plan and \$99 establishment fee is \$666. Maximum total package cost over 12 months with wireless 4 port router, \$79/mth plan and \$99 establishment fee is \$1,226.

CUSTOMER AUTHORISATION			
16. Customer Declaration			
<ul style="list-style-type: none"> • YES I have read, understood and agree to the OntheNet Terms and Conditions at www.onthenet.com.au and accept them in full. • I understand that a 12 month Contract Term applies, and early termination of the Agreement incurs a cancellation fee. • I am over 18 years of age and enter into this agreement as the Customer, or on behalf of the Customer as their Authorised Representative. • I acknowledge that the installation of an ADSL service may impact other services on that phone line. 			
Name			
Signature	X	Date	

Please sign the Customer Authorisation and Credit Card section, then scan and email, or print and fax/post all pages to OntheNet