

# Plan Change Form Broadband - Personal

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CUSTOMER INFORMATION			
I. Customer Details			
Business Name (if appl)			
Customer Name/ Authorised Representative			
Phone		Fax	
Mobile			
Email			

SERVICE DETAILS	
2. Details of the Current DSL Service for which this plan change is required.	
Phone Number	
Username	
Current Plan	

CREDIT CARD DETAILS	
3. Personal Broadband Plans are payable by Credit Card ONLY - Please provide credit card details with this request, if not already existing on your account or should you wish to update same.	
Card Type	
Card Number	
Expiry Date	/
Cardholder Name	
Cardholder Signature	X

PLAN OPTIONS					
4. 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)
			Peak 7am-7pm Mon-Fri	Off-peak All other times	
	A-F1500-P	1500/256	10GB	15GB	\$39
	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

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)	New Contract Term (if appl, see Note 2)
			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	

EFFECTIVE DATE	
5. Please select an effective date for this plan change - one option MUST be selected below.	
<input type="checkbox"/> <b>IMMEDIATELY - the plan change will be processed upon receipt of this form, taking effect within 1-5 days.</b>	
Note : <ul style="list-style-type: none"> <li>Select this option if you are currently shaped and wish to be unshaped.</li> <li>The data/usage will be reset, the billing anniversary date (see last invoice) will change and the remainder of the current month's access fee will be forfeited.</li> <li>Any data consumed on the day the plan change is effected will count towards the new plan.</li> </ul>	
<b>OR:</b> <input type="checkbox"/> <b>NEXT BILLING ANNIVERSARY DATE - the plan change will take effect on your next billing anniversary date.</b>	
Note: <ul style="list-style-type: none"> <li>If a change to the speed of the Service applies, the speed change will be processed upon receipt of this form, taking effect within 1-5 days. Billing and data allocation changes will take effect from the next billing anniversary date.</li> </ul>	

- NOTE:**
- If you select a plan with a different Max Speed to your current DSL plan a once off \$39 Speed Change Fee will be charged to your credit card with your next monthly access fee payment.
  - The change of plan does not affect the contract term for the service, unless changing to an Xtreme plan, or converting from a Business Plan/Private Link Plan. In these cases a new Contract Term applies. The new Contract end date will be either 12 months from the date of the plan change, or, the original Contract end date, whichever is later. Early termination of the agreement incurs a cancellation fee.
  - 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. The shaping speed for Personal plans is 128Kbps. The shaping speed for Personal Xtreme plans is 256Kbps.
  - Personal Broadband Plans are available in Queensland only and ADSL2+ speeds may not be available in all locations.

CUSTOMER AUTHORISATION			
6. Customer Declaration			
<ul style="list-style-type: none"> <li><b>YES</b> I have read, understood and agree to the OntheNet Terms and Conditions at www.onthenet.com.au and accept them in full.</li> <li>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.</li> <li>I acknowledge that the installation of an ADSL service may impact other services on that phone line.</li> </ul>			
Name			
Signature	X	Date	

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