

# Business Phone Modification Form

Network Technology (Aust) Pty Ltd (ABN 71 096 864 836) t/as OntheNet  
 • Level One 165 Varsity Parade Varsity Lakes Qld 4227  
 • PO Box 102 Varsity Lakes Qld 4227  
 • Phone: 07 5553 9222 • Fax: 07 5593 3557  
 • Email: sales@onthenet.com.au • www.onthenet.com.au



## CUSTOMER INFORMATION

| 1. Customer Details       |   |   |  |
|---------------------------|---|---|--|
| Account Name              |   |   |  |
| Authorised Representative |   |   |  |
| Phone                     |   | Email   |  |
| 2. Service Details        |   |   |  |
| Service ID                |   |   |  |
| Modification Required     | <input type="checkbox"/> Add or cancel handsets - go to 3 | <input type="checkbox"/> Remove numbers - go to 6         |  |
|                           | <input type="checkbox"/> Add numbers - go to 5            | <input type="checkbox"/> Modify optional extras - go to 7 |  |

## HANDSETS

| 3. Number of handsets to be added and/or cancelled - if adding handsets please also select a contract term |        |   |                     |  |                                    |
|--|--------|---|---------------------|--|------------------------------------|
| Add  | Cancel | Description   | Monthly Fee         | Establishment Fee  | Contract Term                      |
|  |        | Standard Handset                                    | \$29.95 per handset | 12 month contract: \$49 per handset<br>36 month contract: \$0  | <input type="checkbox"/> 12 months |
|  |        | Cordless Handset                                    | \$29.95 per handset |  | <input type="checkbox"/> 36 months |
|  |        | Manager Handset                                     | \$39.95 per handset | 12 month contract: \$99 per handset<br>36 month contract: \$0  |                                    |
|  |        |   |                     |  |                                    |
| 4. Delivery Address - if adding handsets   |        |   |                     |  |                                    |
| <input type="checkbox"/> Collect from OntheNet   |        | <input type="checkbox"/> On-site Installation (POA) |                     | Gold Coast areas only. Minimum \$250 for 1-5 handsets. Does not include additional equipment, networking or cabling. |                                    |
| <input type="checkbox"/> Delivery (\$10) to Address: _____   |        |   |                     |  |                                    |

- Note:
1. A contract term and establishment fee is applicable to each handset added. Only OntheNet supplied handsets can be used with the service. Each user/agent will require a handset. Softphones and other handsets cannot be used.
  2. Each handset plan includes one rented telephone handset, one PBX extension and one new geographic phone number for an Australian capital city or the Gold Coast.
  3. Handsets are supplied on a rental basis and remain the property of OntheNet. All handsets must be returned upon cancellation of the service otherwise replacement charges will apply.
  4. Cancellation prior to the contract end date will incur a cancellation fee equal to the total of the remaining monthly fees to complete the contract term/s.

## TELEPHONE NUMBERS

| 5. Add Numbers - indicate requirements below. Use the Notes or Special instructions section if necessary.                            |                          |                    |   |
|--|--------------------------|--------------------|---|
| Qty  | Description              | Monthly Fee        | Geographic Region<br>(Gold Coast, Brisbane, Sydney, Melbourne etc)            |
|  | Single geographic number | \$1 per number     |   |
|  | 100 number range         | \$40 per range     |   |
| Qty  | Description              | Monthly Fee        | Destination Telephone Number<br><i>The answering point for inbound calls.</i> |
|  | 1300 number              | \$27.50 per number |   |
|  | 1800 number              | \$27.50 per number |   |
| 6. Remove Numbers - List the number/s or range/s that are to be removed. Use the Notes or Special instructions section if necessary. |                          |                    |   |
|  | Number or Number Range   | Date to be Removed | Reason for Removing   |
|  |                          |                    |   |
|  |                          |                    |   |

- Note:
1. If the geographic region for a number is not the region the customer is located in the customer will have an Out of Area number. An Out of Area number may not be able to be ported to another service provider in the future. Calls to or from the number will be charged as if the customer is located in the region identified by the number and not the region the customer is actually located in.
  2. Inbound calls charges apply to all calls received by a 1300 or 1800 number as per the Business Phone call rates at [www.onthenet.com.au/business-phone](http://www.onthenet.com.au/business-phone)
  3. 1300 and 1800 numbers are virtual numbers that are routed to a single destination number (answering point) therefore you must have another number to route inbound calls to. If the destination number is not a number that is hosted by OntheNet outbound call charges will also apply.

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## OPTIONAL EXTRAS

### 7. Modify Optional Extras - Select the features to be added or cancelled

| Add | Cancel | Description                         | Monthly Fee                         |
|-----|--------|-------------------------------------|-------------------------------------|
|     |        | Fax to Email                        | \$15 + call charges (if applicable) |
|     |        | IVR Menu & Queues - Queue quantity: | \$10 per queue                      |
|     |        | IVR Menu (no queues)                | \$10                                |

Note:

1. Consultancy Fees may apply for changes to the PBX configuration as a result of these features being modified.

## NOTES OR SPECIAL INSTRUCTIONS

### 8. Record Additional Notes or Special Instructions - if you would like these changes made on a specific date please note that here.

|  |
|--|
|  |
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## PAYMENT DETAILS

### 9. Payment of Establishment Fees - if adding handsets. Payment is required prior to supply of handsets.

|   |   |
|---|---|
| <input type="checkbox"/> Pay on Invoice | <input type="checkbox"/> Pay by Credit Card |
|---|---|

### 10. Credit Card Details (if selected above)

|                      |                                     |                               |   |
|----------------------|-------------------------------------|-------------------------------|---|
| Card Type            | <input type="checkbox"/> MASTERCARD | <input type="checkbox"/> VISA |   |
| Card Number          |                                     | Expiry Date                   | / |
| Cardholder Name      |                                     |                               |   |
| Cardholder Signature | x                                   |                               |   |

## CUSTOMER AUTHORISATION

### 11. Customer Declaration

**Yes**, I have read, understand and agree to the OntheNet Terms and Conditions at [www.onthenet.com.au](http://www.onthenet.com.au) and accept them in full. 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.

**Yes**, I understand that once a number is removed I no longer have a right to use the number and/or port it to another service provider.

|           |   |      |  |
|-----------|---|------|--|
| Name      |   |      |  |
| Position  |   |      |  |
| Signature | x | Date |  |

Please sign the Customer Authorisation and credit card section (if appl) then email or fax/post all pages to OntheNet