

Business Phone PLUS Order 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. Company Details

Company Name	
ABN	
Postal Address	

2. Authorised Representative - A contact number or email address **MUST** be supplied. Email address will be used as the primary method of contact for all service provisioning updates.

Name			
Phone/Mobile		Email	

3. Authorised Representative (Billing) - If different to above. Invoices will be sent to the email address supplied.

Name			
Phone/Mobile		Email	

4. Technical Representative (if appl) - Will also be sent service provisioning updates including username and password.

Name		Business Name	
Phone/Mobile		Email	

5. OntheNet Username or Account Number (existing customers only - refer to Toolbox or your last invoice)

Username or Account No.	
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6. Existing Service - if this order is to convert or renew an existing OntheNet service.

Service ID			
Order Type	<input type="checkbox"/> New Service	<input type="checkbox"/> Renew Existing Service	Note: A new 36 month Contract Term applies to service renewals.

CALL CHARGES

Business Phone PLUS includes unlimited calls to Australian local, national and mobile numbers. Call rates for all other call types can be viewed online at www.onthenet.com.au/business-phone-plus. The Customer is responsible for checking call rates.

PLAN SELECTION

7. Select your plan

Tick	Plan Code	Description	Establishment Fee	Contract Term	Monthly Fee
	BPP4SC	Business Phone PLUS with 4 Simultaneous Calls	\$0	36 Months	\$215
	BPP8SC	Business Phone PLUS with 8 Simultaneous Calls	\$0	36 Months	\$370
	BPP16SC	Business Phone PLUS with 16 Simultaneous Calls	\$0	36 Months	\$690
	BPP24SC	Business Phone PLUS with 24 Simultaneous Calls		36 Months	\$1,005
	BPP32SC	Business Phone PLUS with 32 Simultaneous Calls		36 Months	\$1,368
	BPP48SC	Business Phone PLUS with 48 Simultaneous Calls		36 Months	\$2,023

Notes:

- All plans include Hosting and unlimited calls to Australian local, national and mobile numbers.
- The plan selected determines the maximum number of simultaneous inbound, outbound or internal calls.
- Plan upgrades can be made anytime. Plan downgrades can only be submitted at the annual anniversary date of the service. A modification form must be received by OntheNet at least 30 days prior to the anniversary date.
- Monthly fees are billed in advance from the start date of the service.
- Establishment Fees for 24SC and higher will be quoted depending on your system's configuration (minimum fee: \$750).
- A Contract Term is applicable to the service. Upon completion of the Contract Term, OntheNet will cancel the service unless the customer has submitted a contract renewal request prior to the contract end date.
- Cancellation of the service 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.

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HARDWARE

8. Handset/Headset Requirements Use the Notes or Special Instructions section if necessary.

Qty	Description	Price

9. Delivery Address

<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: _____		

ADDITIONAL NUMBERS

10. Geographic Numbers

Service includes five new or ported phone numbers, please indicate your requirements below. Any additional numbers will incur the below monthly fee. Use the Notes or Special Instructions section if necessary.

Quantity		Description	Monthly Fee	Geographic Region (Gold Coast, Brisbane, Sydney, Melbourne etc)
New Number	To be ported			
		Single geographic number	\$1 per number	
		100 Number Range	\$40 per range	

11. Freephone and Local Rate Numbers - Indicate your requirements below. Use Notes or Special Instructions section if necessary.

Quantity		Description	Monthly Fee	Destination Telephone Number <i>The answering point for inbound calls.</i>
New Number	To be ported			
		1300 Number	\$27.50 per number	
		1800 Number		

Note:

- 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.
- Inbound calls charges apply to all calls received by a 1300 or 1800 number as per the Business Phone PLUS call rates.
- 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.
- OntheNet does not guarantee that existing numbers can be ported. Porting can only be actioned once the service has been provisioned by OntheNet, the service has been tested by the customer and the appropriate Porting Authority Form (PAF) has been submitted. OntheNet will provide the PAF once this order has been processed. Porting fees apply each time the port request needs to be submitted (eg. if port request is rejected).

OPTIONAL EXTRAS

12. Optional Features - If required, these features incur additional charges as listed below. Other features are available as described on the OntheNet website www.onthenet.com.au/business-phone-plus

Qty	Description	Monthly Fee
	Additional 10GB Storage for Call Recordings	\$10
	Additional 30GB Storage for Call Recordings	\$27

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NOTES OR SPECIAL INSTRUCTIONS

13. Record Additional Notes or Special Instructions

PAYMENT DETAILS

14. Establishment/Hardware Fees - payment is required prior to supply of Service and/or hardware.

☐ Pay on Invoice ☐ Pay by Credit Card

15. Monthly Fees

☐ Pay on Invoice ☐ Pay by Credit Card - Please debit the below credit card with monthly fees and other service fees as incurred.

16. 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 SERVICE GUARANTEE WAIVER

17. Customer Service Guarantee (CSG) Waiver

OntheNet is committed to providing our customers with excellent customer service. This waiver does not stop you from contacting OntheNet in regards to a fault with your service or allow us to avoid doing our best to fix a fault with your service as soon as possible.

The Telecommunications (Consumer Protection and Service Standards) Act 1999 [the Act] and the Telecommunications (Customer Service Guarantee) Standard 2011 [CSG] cover the supply of standard telephone services and enhanced call handling features and set out timeframes for connection of services, repair of faults and for appointments.

The CSG standard does not apply to mobile or satellite telephone services, broadband/internet services, customer equipment or customers that have more than five standard telephone services.

When OntheNet supplies a VoIP Service to you we propose that you waive your protection and rights in full. On the basis that OntheNet is not required to meet the standards OntheNet is able to provide the Service for a significantly lower cost than would otherwise be charged for the Service.

You are not obliged to waive your protection and rights however OntheNet may choose not to supply the Service to you if you do not agree to waive your protection and rights in full. By waiving your protection and rights you agree that you are not able to make a claim to OntheNet for compensation where the standards have not been met.

The protection and rights you agree to waive include:

- Damages for breach of performance standards, as per section 116 of the Act.
- Time for payment of damages for breach of performance standards, as per section 117A of the Act.
- Right of Contribution, as per section 118A of the Act.
- Guaranteed maximum connection periods, as per the CSG.
- Guaranteed maximum rectification period, as per the CSG.
- Information to be given to Customers, as per the CSG.
- Making and Changing Appointments, as per the CSG.

This waiver takes effect seven days from the date you order an OntheNet Service, unless you notify OntheNet in writing of your intent not to be bound by this waiver within that timeframe. If you notify OntheNet of your intent not to be bound by this waiver OntheNet reserves the right not to provide you with the Service. More information regarding the CSG standard can be found at www.acma.gov.au

CUSTOMER AUTHORISATION

18. Customer Declaration

Yes, I have read, understand and agree to the OntheNet Terms and Conditions at 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 agree to the CSG waiver above and waive in full my CSG protection and rights in relation to the Service. I understand that I am not able to make a claim to OntheNet for compensation where the standards have not been met.

Name		Position	
Signature	x	Date	

Please sign the Customer Authorisation & Credit Card section (if appl) then send all pages to OntheNet.