

Business VoIP & Hosted PBX 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 Number or Number Range - go to 3/4 <input type="checkbox"/> Remove Number or Number Range - go to 5 <input type="checkbox"/> Modify Hosted PBX Requirements - go to 6 <input type="checkbox"/> Order CPE - go to 7 | | |

ADD OR REMOVE NUMBERS

3. Add Geographic Number - indicate requirements below. Use the Notes or Special instructions section if necessary.

| Qty | Description | Monthly Fee per Number/Range | Geographic Region (Gold Coast, Brisbane, Sydney, Melbourne etc) |
|-----|----------------------|------------------------------|--|
| | Single DID Number | 50c per month | |
| | 100 DID Number Range | \$40 per month | |

4. Add 1300/1800 Number - indicate requirements below. Use the Notes or Special instructions section if necessary.

| Qty | Description | Monthly Fee per Number | Destination Telephone Number <i>The answering point for inbound calls.</i> |
|-----|-----------------------------------|------------------------|---|
| | Single 1300 Number (1300 xxx xxx) | \$27.50 per month | |
| | Single 1800 Number (1800 xxx xxx) | \$27.50 per month | |

5. Remove Number - 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:

- Geographic Numbers - If the region chosen is not the region the customer is located in then 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 and 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.
- 1300/1800 Numbers - Inbound calls charges apply to all calls received by a 1300 or 1800 number as per the Business VoIP Call Rates at www.onthenet.com.au/business-voip. 1300 and 1800 numbers are virtual numbers that are routed to a single destination number (answering point) therefore you must have another telephone number to route inbound calls to. If the destination number is not hosted by OntheNet outbound call charges will also apply.
- When a number/range is removed the ongoing monthly/annual fee for the period in which the number is removed is not refunded.

HOSTED PBX MODIFICATION DETAILS

6. Hosted PBX Modification Details - Select the features to be added, modified or cancelled for the Hosted PBX service.

| Add | Cancel | Description | Establishment Fee | Monthly Fee | Contract Term |
|-----|--------|------------------------------|-------------------|-------------------|---------------|
| | | x Additional 5 Extensions | \$99 | \$30 per 5 Ext | N/A |
| | | x Additional 100 Extensions | | \$450 per 100 Ext | N/A |
| | | IVR Menu (without Queues) | \$99 | \$10 | N/A |
| | | x Queues (includes IVR Menu) | \$99 per queue | \$10 per queue | N/A |
| | | | | | |
| | | | | | |

Note:

- Consultancy Fees may apply for changes to the Hosted PBX configuration as a result of a feature being cancelled.

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CPE REQUIREMENTS

7. Hardware Selection - All OntheNet supplied hardware includes the manufacturer's warranty. Payment is required prior to supply.

| Qty | Description | Price per Unit |
|-----|-------------|----------------|
| | | |
| | | |
| | | |
| | | |

8. Hardware Collection / Delivery - Hardware delivered by courier will require a signature upon receipt.

| | |
|----------------------------|---|
| Collect from OntheNet | Deliver To: |
| On-site Installation (POA) | Note: Handset installation will incur a minimum charge of \$250 (for 1-5 handsets). Does not include additional equipment, networking or cabling. Gold Coast region only. |

NOTES OR SPECIAL INSTRUCTIONS

9. Record Additional Notes or Special Instructions

CUSTOMER AUTHORISATION

10. 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 understand that if I request an Out of Area number I may not be able to port the number to another service provider in the future and calls to or from the number will be charged as if I am located in the area identified by the number.

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 | |

Print and sign the Customer Authorisation then scan and email or fax/post to OntheNet