

# Business VoIP 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			
Suburb		Post Code	

### 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	Fax	Mobile	
Email			

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

Name			
Phone	Fax	Mobile	
Email			

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

Name			
Business Name (if appl)			
Phone	Fax	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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## GEOGRAPHIC DIRECT IN-DIAL (DID) NUMBERS

### 6. New Geographic DID Number/s - Indicate requirements below. Use Notes or Special Instructions section if necessary.

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

### 7. Number Porting - Indicate below if you wish to port a geographic DID number/range to OntheNet.

Qty	Description	Porting Fee per Number/Range	Monthly/Annual Fee per Number/Range
	Single DID to be ported to OntheNet	Simple (Cat A) Port: \$20 per number Complex (Cat C) Port: \$365 per batch	\$15 per annum
	100 Number Range to be ported to OntheNet	Complex (Cat C) Port: \$365 per batch	\$40 per month

- Note:**
- If the geographic region 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.
  - Porting can only be actioned once the Business VoIP Service has been provisioned by OntheNet, the service has been tested by the Customer and the appropriate Business VoIP Porting Authority Form (PAF) has been submitted. OntheNet will provide PAF once this VoIP Order has been processed.
  - Porting fees apply each time the port request needs to be submitted (eg if port request is rejected). Porting fees will not be processed until the Porting Authority Form has been received by OntheNet.
  - A Complex (Cat C) port is required for number ranges, multiple single numbers that are to be ported together or any number that has Complex services associated with it. Examples of complex services: Exchange Based Diversion (EBD)/Redirection, EFTPoS, Line Hunt Group, Fax Duet, Security Line.
  - Monthly/annual fees are billed in advance.
  - All prices include GST.

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## FREEPHONE AND LOCAL RATE NUMBERS (FLRN)

**8. FLRN Hosting & Porting** - Use the Notes or Special Instructions section below as well if necessary.

Quantity		Description	Monthly Fee	Porting Fee (if appl)	Destination Telephone Number <i>The answering point for inbound calls.</i>
New Number	To be Ported				
		Single 1300 Number (1300 xxx xxx)	\$27.50 per number	\$150 per number	
		Single 1800 Number (1800 xxx xxx)	\$27.50 per number	\$150 per number	

**Note:**

- 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](http://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 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.
- Porting can only be actioned once the Business VoIP Service has been provisioned by OntheNet, the service has been tested by the Customer and the appropriate Business VoIP Porting Authority Form (PAF) has been completed and submitted to OntheNet. If porting is indicated above OntheNet will provide PAF once this VoIP Order has been processed.
- Porting fees apply each time the port request needs to be submitted (eg if port request is rejected). Porting fees will not be processed until the Porting Authority Form has been received by OntheNet.
- Monthly/annual fees are billed in advance.
- All prices include GST.

## PLAN DETAILS

### 9. VoIP Plan Details

Plan Code	Establishment Fee	Call Rates
BIZVOIP-A	\$0	Calls rates can be viewed online at <a href="http://www.onthenet.com.au/business-voip">www.onthenet.com.au/business-voip</a> Rates may be flat rate or timed. The Customer is responsible for checking call rates.

**Note:**

- One SIP trunk is provided which allows the user to make up to 60 simultaneous calls, of which international calls are limited to 5.
- The number of simultaneous calls is dependent on such things as available broadband bandwidth, the codec and equipment used.

## IP AUTHENTICATION

**10. IP Authentication** - If your PBX (phone system) uses IP authentication provide its IP address below. Leave blank if you are unsure. This can be configured at a later stage upon written request from an Authorised Representative or Technical Representative for the customer.

IP Address	Note: Must be a single static public IP Address only ie x.x.x.x/32
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## CUSTOMER PREMISES EQUIPMENT (CPE)

**11. Select CPE** - All OntheNet supplied hardware includes delivery, basic configuration and manufacturer's warranty.

I have/will have appropriate CPE.

OR please supply:

TP-Link Archer VR1600v Wireless VoIP Modem Router	\$139
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**12. Hardware Collection / Delivery Address** - Hardware will be delivered by courier and signature of receipt is required.

Collect from OntheNet Reception
Deliver To: Street Address _____ Suburb _____ Post Code _____

## NOTES OR SPECIAL INSTRUCTIONS

**13. Record any Notes or Special Instructions** (if this order accompanies an OntheNet Broadband application please note that here).

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## PAYMENT DETAILS

**14. Hardware** - Payment of any hardware ordered is required for ALL orders (including existing account holders) prior to order processing.

<input type="checkbox"/> Pay on Invoice	<input type="checkbox"/> Pay by Credit Card
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**15. Ongoing Fees** - Call charges, monthly/annual fees and any other costs incurred.

<input type="checkbox"/> Pay on Invoice	<input type="checkbox"/> Pay by Credit Card - Please debit the below credit card with monthly/annual fees and/or other service fees as incurred.
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**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](http://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](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 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 my number.

**Yes**, I agree to the CSG waiver above and waive in full my CSG protection and rights in relation to the OntheNet Business VoIP 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	

**Print and sign the Customer Authorisation and Credit Card section (if applicable) then scan and email or fax/post all pages to OntheNet**