

Personal and Business Fibre Access Broadband (FAB) 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. Customer Details - 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.

Customer Name / Authorised Representative	(provide one persons name only)				
Company Name (if appl)					
ABN or Date of Birth					
Phone		Fax		Mobile	
Email					
Postal Address					
Suburb				Post Code	

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

Name					
Phone		Fax		Mobile	
Email					

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

Name					
Business Name (if appl)					
Phone		Fax		Mobile	
Email					

4. OntheNet Username or Account Number (existing customers only - refer last invoice)

Username or Account No.					
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ORDER OPTIONS

5. Select Order Option

\$99 New FAB Service - go to 6

\$39 Transfer FAB from another Internet Service Provider - go to 6

\$99 Relocate OntheNet service to a different address or service number - go to 8

\$99 Reconnect OntheNet FAB Service (same address and service number) - go to 9

6. Preferred Username - Maximum 10 characters, alpha-numeric only.

1st Choice	@onthenet.com.au	2nd Choice	@onthenet.com.au
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7. Transfer FAB from another Internet Service Provider - a FAB service must be active on the Service Number in 9. Transfers are only available from participating providers. Provide the name of the current FAB provider and the date you would like the transfer to take place. The transfer date must be a business day and at least 5 working days from date the order is submitted. Leave the date blank for ASAP.

Current Provider		Transfer Date	/	/
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8. Relocate OntheNet service - provide details of the service to be relocated below. Relocation may allow the customer to retain the username and password of a previous/existing service. Note: Cancellation of the existing service must be requested separately in writing, it will not occur automatically after relocation.

Username		Service Number (if appl)	
Street Address			
Suburb			Post Code

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SITE SERVICE DETAILS

9. Site Details - Phone number and address where FAB is to be connected.

Service Number			
Street Address			
Suburb		Post Code	

10. Line Activation Date - the phone line specified above must be active before FAB order can be processed. If not yet active provide the estimated date that the phone line is due to be activated.

Line Activation Date	/	/
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PLAN OPTIONS

11. Personal Xtreme FAB Plan Options - select your preferred Personal plan or select a Business plan in 12 below.

- Downloads AND Uploads are counted
- Peak: 6am to midnight, 7 days / Off-Peak: Midnight to 6am, 7 days
- Shaped to 256/256Kbps if data allocation exceeded.

Tick one	Plan Code	Maximum Speed (Download/Upload)	Data Included (counting downloads and uploads)		Monthly Fee	Shaping Speed (Download/Upload)	Contract Term
			Peak: 6am-Midnight, 7 days	Off-Peak: Midnight-6am, 7 days			
	FAB-X8-B	8000/384 Kbps	50GB	150GB	\$39	256/256 Kbps	12 Months
	FAB-X30-D	30/1 Mbps	50GB	150GB	\$49		
	FAB-X30-E		100GB	300GB	\$59		
	FAB-X30-F		200GB	500GB	\$69		
	FAB-X30-G		300GB	700GB	\$79		
	FAB-X100-D		100/5 Mbps	50GB	150GB		
	FAB-X100-E	100GB		300GB	\$79		
	FAB-X100-F	200GB		500GB	\$89		
	FAB-X100-G	300GB		700GB	\$99		

12. Business FAB Plan Options - select your preferred Business plan.

- Downloads only are counted
- Excess data is charged at \$5/GB

Tick one	Plan Code	Maximum Speed (Download/Upload)	Data Included (counting downloads only)	Monthly Fee	Excess Data	Contract Term
	FAB-B8-A	8000/384 Kbps	60GB	\$50	\$5/GB	12 Months
	FAB-B30-A	30/1 Mbps	100GB	\$80		
	FAB-B100-A	100/5 Mbps	160GB	\$110		
	FAB-B100-B		300GB	\$160		

- Note:**
1. Cancellation of the service prior to the contract end date incurs a cancellation fee. If the service is successfully relocated to another address with OntheNet the cancellation fee will be waived, provided the relocation occurs within 30 days. If the service is not relocated with OntheNet for any reason, including but not limited to, OntheNet being unable to deliver a service at a new location, any applicable cancellation fee is payable in full.
 2. For Personal Xtreme FAB plans, 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. Monthly fees are payable in advance. All charges must be paid by automatic deduction from a valid credit card held on file.
 3. For Business FAB plans, data consumption in excess of the monthly data allocation incurs an excess data charge. Monthly fees are billed in advance.
 4. The Maximum Speed is the maximum connection speed. The actual throughput speed may be slower and will vary depending on factors such as the condition of in-building wiring, the number of simultaneous users, the user's hardware and software configuration and the source/type of content being downloaded by the user.
 5. All pricing includes GST.

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CUSTOMER PREMISES EQUIPMENT

13. Select your CPE - All OntheNet supplied routers include delivery and manufacturer's warranty.

I have / will have appropriate hardware.	
TP-Link TD-W9970 Wireless Router	\$89
TP-Link Archer VR1600v Wireless VoIP Modem Router	\$139

14. Delivery Address - Hardware will be delivered by courier and signature of receipt is required. If no option is selected below it will be delivered to the site address in 9.

Collect from OntheNet Reception
Deliver To:

NOTES OR SPECIAL INSTRUCTIONS

15. Record any notes or special instructions (if applicable)

PAYMENT DETAILS

16. Credit Card Details

- Personal Xtreme FAB Plans are payable by Credit Card ONLY.
- A credit card is not required for Business FAB plans. If a credit card is not supplied an invoice will be emailed.
- Payment of the Establishment Fee and any Hardware ordered is required prior to OntheNet processing the order (including existing account holders).

Card Type	MASTERCARD	VISA
Card Number		Expiry Date /
Cardholder Name		
Cardholder Signature	✕ I authorise OntheNet to process payments to this card for any and all charges associated with this Service.	

CUSTOMER AUTHORISATION

17. 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 understand that a 12 month contract term applies, and early termination of the agreement incurs a cancellation fee. I am 18 years or older and enter into this agreement as the Customer, or, on behalf of the Customer as their Authorised Representative.

Transfers Only:
Yes, I enter into this agreement as the Rights Of Use Holder of the service to be transferred, or on behalf of the Rights Of Use Holder.

Name			
Position			
Signature	✕	Date	

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