

# Personal NBN Relocation 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 - Please supply your current details.

Customer Name / Authorised Representative	(provide one persons name only)		
Phone/Mobile		Email	
Current Postal Address			
OntheNet Username			

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

Name		Business Name	
Phone/Mobile		Email	

## CURRENT SITE DETAILS - SERVICE ADDRESS YOU ARE MOVING OUT OF

### 3. Site Details - Where the new NBN service is to be connected.

Street Address			
Suburb		Post Code	

### 4. Move Out Dates - Supply the date you leave the previous address

Service Cancellation Date		This service will be disabled on this day and billing ceased. To change this date, one business day's notice is required. Please email provisioning@onthenet.com.au
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## NEW SITE DETAILS - SERVICE ADDRESS YOU ARE MOVING TO

### 5. Site Details - Where the new NBN service is to be connected.

NBN Location ID	LOC	NBN Location ID can be found on letter from nbn co.	
Street Address			
Suburb		Post Code	
This address is also my new postage address <input type="checkbox"/>			

### 6. Move Dates - Supply the date you leave the previous address and the date you intend to move in to the new address.

Service Start Date		Date must be after Tenancy/Settlement date. Cancellation Fee will be waived by OntheNet, provided the Relocation occurs within 30 days. Proof of residency may be required.
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## GOLD COAST PLANS - Fixed Line network

### 7. Select a Fixed Line plan

Available within the Gold Coast region and some surrounding suburbs.

	<b>nbn12/1</b> 11 Mbps typical download speed <sup>^</sup>	200 GB	\$59.95	1 Month
		Unlimited	\$69.95	
	<b>nbn50/20</b> 50 Mbps typical download speed <sup>^</sup>	200 GB	\$69.95	
		Unlimited	\$79.95	
	<b>nbn100/40</b> 95 Mbps typical download speed <sup>^</sup>	200 GB	\$89.95	
		Unlimited	\$99.95	
	<b>nbn250/25</b> Speeds are variable <sup>^</sup>	400 GB	\$109.95	
		Unlimited	\$149.95	
	<b>nbn1000/50</b> Speeds are variable <sup>^</sup>	400 GB	\$129.95	
		Unlimited	\$189.95	

## GOLD COAST PLANS - Fixed Wireless network

### 8. Select a Fixed Wireless plan

Available within the Gold Coast region and some surrounding suburbs.

Tick	Speed Tier <sup>2</sup>	Data Allocation <sup>3</sup>	Monthly Fee	Contract Term
	<b>nbn25/5</b> Speeds are variable <sup>^</sup>	200 GB	\$59.95	1 Month
		Unlimited	\$69.95	

## NATIONAL PLANS - Fixed Line network

### 9. Select a Fixed Line plan

	<b>nbn12/1</b> Speeds are variable <sup>^</sup>	200 GB	\$64.95	1 Month
		Unlimited	\$74.95	
	<b>nbn50/20</b> Speeds are variable <sup>^</sup>	200 GB	\$94.95	
		Unlimited	\$109.95	
	<b>nbn100/40</b> Speeds are variable <sup>^</sup>	200 GB	\$109.95	
		Unlimited	\$129.95	

#### Note:

1. NBN Key Facts Sheet and Critical Information Summary available at [www.onthenet.com.au/policies](http://www.onthenet.com.au/policies)
2. The selected speed tier is the maximum possible speed (Mbps) that is available during off-peak periods. Not all speed tiers are available in all locations. <sup>^</sup>The typical download speed is what the average customer can expect to receive during busy periods (7pm-11pm). OntheNet is unable to provide typical speeds for some plans. FTTN/B/C speeds to be confirmed. Actual speeds may be slower for a variety of reasons. For more information visit [www.onthenet.com.au/nbntech](http://www.onthenet.com.au/nbntech)

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- Downloads and uploads are counted towards the data allocation. If the data allocation is exceeded the service will be Shaped (slowed) to 1/1Mbps until the next billing anniversary date.
- Installation charges may apply. If a non-standard installation is required, the costs quoted by nbn co will apply. If a new or inactive copper pair is to be activated or an additional NBN Connection Box is required a \$300 subsequent installation charge will apply. If it is the first NBN connection at a new development site a \$300 new developments charge will apply.
- Internal cabling, or any cabling beyond the network boundary point, that is required to deliver the service to the customer premises, is the customer's responsibility and the cost of such cabling and or/works are independent of any OntheNet fees and charges. Insufficient cabling may delay provisioning of the service.
- All charges must be paid by automatic deduction from a valid credit card held on file. Monthly fees are payable in advance. All pricing includes GST.

## HARDWARE

### 10. Equipment Installation - HFC & FTTC

On the day that your service is activated an NBN Connection Box and your router will need to be connected to a suitable outlet inside your premises. If your location is eligible for self-installation the NBN Connection Box will be sent to you with instructions. Please supply a delivery address below. For more information please visit [www.onthenet.com.au/nbninstall](http://www.onthenet.com.au/nbninstall)

### 11. Select your Hardware

OntheNet supplied hardware includes configuration and manufacturer warranty. Limit of one per order. If the new address will be active at the same time as the old address, a second modem will be required.

Tick	Hardware Description	Hardware Cost
	TP-Link VX230v Dual Band Wireless VoIP Modem Router	\$129
	I have/will have an nbn compatible modem/router	

### 12. Delivery Address

- ☐ Deliver to site address in 1 (\$10)      ☐ Collect from OntheNet  
☐ Deliver to different address (\$10): \_\_\_\_\_

## NOTES OR SPECIAL INSTRUCTIONS

### 13. Record any notes or special instructions (if applicable).

## PAYMENT DETAILS

**14. Credit Card Details** - Personal NBN Services are payable by Credit Card ONLY. Payment of the setup fee (if appl) and any hardware ordered is required prior to order processing.

Card Type	<input type="checkbox"/> MASTERCARD <input type="checkbox"/> VISA	Cardholder Name		
Card Number			Expiry Date	/
Cardholder Signature	<input checked="" type="checkbox"/> I authorise OntheNet to process payments to this card for any and all charges associated with this service.			

## CUSTOMER AUTHORISATION

### 15. 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 understand that a contract term applies and Cancellation prior to the Contract End Date shall incur a Cancellation fee. 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.

*FTTB and FTTN only:*

**Yes**, I authorise installation of the Service and understand any existing non-voiceband services or special services that are supplied over the same copper pair will be permanently disconnected upon installation.

*FTTC only:*

**Yes**, I authorise installation of the Service and understand any existing services that are supplied over the same copper pair will be permanently disconnected upon installation and the phone number (if applicable) will be permanently lost.

*FTTP only:*

**Yes**, I have read the Battery Backup Information at [www.onthenet.com.au/nbn-battery](http://www.onthenet.com.au/nbn-battery) and understand the service does not have Battery Backup and will not function in the event of a power failure.

Name			
Signature	<input checked="" type="checkbox"/>	Date	

**Please sign the Customer Authorisation and Credit Card section then send all pages to OntheNet**