

Personal Prepaid 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. 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 to Toolbox or your last invoice)

Username or Account No.	
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PLAN DETAILS

5. Personal Prepaid VoIP Plan

Plan Code ¹	Monthly Fee	Initial Call Credit	Minimum Top Up Amount ²
VOIP-A	\$0	\$20	\$20

- Note:**
1. Call Rates for Personal Prepaid VoIP Services can be viewed online at www.onthenet.com.au/personal-prepaid-voip
 2. Call credit must be topped up once every 12 months.
 3. Credit top up will be attempted by OntheNet when the amount of credit remaining is \$5.00 or less, unless automated top up is disabled by the Customer.

CUSTOMER PREMISES EQUIPMENT

6. Select Hardware - OntheNet supplied hardware includes basic configuration, delivery and manufacturer's warranty.

I have/will have appropriate hardware.

Or, please supply:

TP-Link Archer VR1600v Wireless VoIP Modem Router	\$139

7. Hardware Delivery - Hardware will be delivered by courier and signature of receipt is required.

Collect from OntheNet Reception

Deliver To: Street Address _____
 Suburb _____ Post Code _____

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DIRECT IN-DIAL (DID) NUMBER

A Direct In-Dial (DID) number is required to receive calls. A maximum of one DID number can be provided for each service. You may either port an existing number to OntheNet or request a new DID number. Conditions apply please refer below.

8. New DID Number - If you require a new DID indicate your requirements below.

Please Note: There is no fee applicable for a new DID number. If the region you select is not the region you are located in then you will have an Out of Area number.

If you request an Out of Area number you acknowledge that:

- Calls made to or from a number that is Out of Area may be charged as if the customer is located in the area/region identified by the number and not the area/region the customer is actually located in.
- Porting the number to another service provider in the future may not be possible.

Tick	Description	Select Preferred Region				
	Single new DID to be issued by OntheNet	Gold Coast	Brisbane	Adelaide	Canberra	Darwin
		Hobart	Melbourne	Perth	Sydney	

9. Number Porting - Indicate below if you wish to port a number to OntheNet for use with this service.

Please Note: Porting can only be actioned once the VoIP service has been provisioned by OntheNet and you have submitted a completed Personal Prepaid VoIP Porting Authority Form (PAF). If ticked below, you will be provided with the PAF once this VoIP order has been processed. Fees apply for porting and ongoing supply of the ported DID which are payable in advance.

OntheNet does not guarantee that your number can be ported. Any Internet service (eg DSL/Spectrum Sharing) associated with the telephone number will be disconnected or result in rejection of the porting request. If the number is associated with any other number (part of a number range) or is used to supply ANY complex services it cannot be ported to a Personal Prepaid VoIP service. Complex services must be removed prior to the PAF being submitted to OntheNet. Examples of complex services: Exchange Based Diversion (EBD)/Redirection, EFTPoS, Line Hunt Group, Fax Duet, Security Line.

Tick	Description	Porting Fee	Annual Fee
	Single DID to be ported to OntheNet	Simple (Cat A) Port: \$20 per number	\$15 per annum

NUMBER OF LINES

10. Number of Lines - One line is provided by default which can support two simultaneous calls. A second line can be provided at no additional cost. The additional line can be added at a later date if required.

Provide two lines for this VoIP service

NOTES OR SPECIAL INSTRUCTIONS

11. Record any notes or special instructions - if this order accompanies an OntheNet Broadband order please note that here.

PAYMENT DETAILS

12. Credit Card Details - Personal Prepaid VoIP services are payable by credit card ONLY.

Card Type	<input type="checkbox"/> MASTERCARD	<input type="checkbox"/> VISA	<i>American Express and Diners Club cards are not accepted</i>	
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.			

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CUSTOMER SERVICE GUARANTEE WAIVER

13. 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

14. 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 my number.

Yes, I agree to the CSG waiver above and waive in full my CSG protection and rights in relation to the OntheNet Personal Prepaid 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			
Signature	x	Date	

**Print and sign the Customer Authorisation and Credit Card sections
then scan and email or fax/post all pages to OntheNet**