

# Order Form Broadband - Personal

ABN 71 096 864 836  
A 165 Varsity Pde, Varsity Lakes, QLD 4227  
P PO Box 102, Bond University, QLD 4229  
T 07 5553 9222 F 07 5593 3557  
W www.onthenet.com.au E sales@onthenet.com.au



## CUSTOMER INFORMATION

1. Customer Details - (If email address is supplied below, will be used as primary method of contact for updates and notifications for provisioning of this order)

Customer Name/ Authorised Representative	(please provide <u>one</u> name only)		
Business Name (if appl)			
ABN (if appl) or Date of Birth			
Phone		Fax	
Mobile			
Email			

2. Authorised Representative (Billing) - Note that invoices will be sent to the email address supplied below.

Name			
Phone		Fax	
Email			
Postal Address			
Suburb		Post Code	

3. Technical Representative (if appl) - Will be supplied with all service and provisioning updates and notifications, including username and password

Name			
Business Name (if appl)			
Phone		Fax	
Email			

4. Are you an existing OntheNet Customer?

YES - Go to 5       NO - Go to 6

5. OntheNet Username or Account Number (refer last invoice)

Username or Account Number	
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## PAYMENT DETAILS

6. Credit Card Details - (Personal Broadband Plans are payable by Credit Card ONLY. Payment will be processed for the Establishment Fee and any Hardware purchased prior to OntheNet processing the order)

Card Type	
Card Number	
Expiry Date	/
Cardholder Name	
Cardholder Signature	<b>x</b>

I authorise OntheNet to process payments to this credit card for any and all charges associated with this Service.

## SITE SERVICE DETAILS

7. Service Number - (Phone number and address where DSL is required)

Service Number	
Street Address	
Suburb	Post Code

8. Phone Line must be active before DSL can be ordered. If new phone line, provide estimated date phone line is due to be activated.

Line Activation Date	/	/
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## SERVICE TYPE

9. Select Type of Service Required

\$99 New DSL Service - Go to 10

\$99 Change/Relocate OntheNet DSL to new Address or Service Number - Go to 11

\$99 Reconnect OntheNet DSL (same Address and Service Number) - Go to 13

\$39 Transfer DSL from another Internet Service Provider - Go to 10

10. What is your preferred username for this connection?  
N.B. Maximum TEN characters, alpha-numeric only

1st Choice		@onthenet.com.au
2nd Choice		

11. Relocation of OntheNet DSL service **FROM:** (complete below). Relocation allows the customer to retain/use their existing username and password. Cancellation of existing service must be requested in writing, will not occur automatically after relocation).

Service Number	
Street Address	
Suburb	Post Code

12. Transfer from another Internet Service Provider (A DSL service must be active on the Service Number. Transfer only available from participating Providers).

Current Provider	
Transfer Date (Must be a business day and at least 5 working days from date the order is submitted)	
Date Required	/ /

## PLAN OPTIONS

13. Select Your Preferred Plan<sup>3</sup>

tick one	Broadband ADSL Plan <sup>1</sup>	Max Speed <sup>4,6</sup> (Download/ Upload Kbps)	Data Included <sup>5</sup> (Counting inbound only)		Monthly Access Fee (Inc GST)	Contract Term <sup>2</sup>
			Peak 7am-7pm Mon-Fri	Off-peak All other times		
	A-F256-C	256/64	1GB	1GB	\$29	12 months
	A-F512-H	512/128	5GB	7GB	\$39	
	A-F1500-L	1500/256	5GB	15GB	\$49	
	A-F1500-M		10GB	25GB	\$59	
	A-F8000-D	8000/384	5GB	15GB	\$69	
	A-F8000-E		10GB	25GB	\$79	
	A-F8000-F		20GB	40GB	\$99	
	A-F24000-A	ADSL2+	5GB	15GB	\$79	
	A-F24000-B	ADSL2+	10GB	25GB	\$89	
	A-F24000-C	ADSL2+	20GB	40GB	\$109	

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## CUSTOMER PREMISES EQUIPMENT

### 14. Select Your DSL Hardware<sup>7</sup>

I have / will have appropriate DSL hardware and have checked it is compatible via the OntheNet website.

OR please supply<sup>8</sup>

	ADSL2+ Modem/Router with 4 port Ethernet switch	\$99
	ADSL2+ Modem/Router Wireless with 4 port Ethernet switch (802.11g)	\$179
	x Inline Filters	\$15 ea
	x Additional Splitter Filters <sup>8</sup>	\$15 ea

15. Hardware Delivery Address (Hardware will be delivered by courier and signature of receipt is required. If no address is supplied below, will be delivered to site address in 7.)

Address			
Suburb		Post Code	

### NOTE:

- All plans are prepaid monthly in advance by automated Credit Card only.
- Early termination of the agreement incurs a cancellation fee. Change of phone line or relocation to another address is equivalent to termination and a new service. The cancellation fee (if appl) may be credited if immediate relocation occurs.
- Personal Broadband Plans are available in Queensland only. ADSL may not be available due to a variety of technical reasons.
- ADSL2+ speeds are not available in all locations.
- Total data downloads in excess of either the peak or off-peak quantities, counting from your last billing anniversary date, will result in the slowing of the service to a speed of 128Kbps during that period until your next billing anniversary date.
- With the higher speeds, the actual speed depends on the customer line quality and distance, internal building wiring, as well as the CPE used. The speed can therefore only be accurately determined once the service has been installed and tested. It is estimated that approximately 2/3 of customer locations should experience at least 6Mbps. Newer ADSL2+ capable CPE are recommended to obtain speeds greater than 6Mbps. OntheNet does not guarantee that higher speeds will be attainable in all cases.
- Each phone device sharing the service phone line needs a line filter.
- All OntheNet supplied DSL Modems include one DSL splitter/filter, delivery and manufacturer's warranty.
- Maximum total package cost over 12 months with 4 port router, \$29/mth plan and \$99 establishment fee is \$546. Maximum total package cost over 12 months with wireless 4 port router, \$99/mth plan and \$99 establishment fee is \$1,586.

## CUSTOMER AUTHORISATION

### 16. 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 18 years or older and enter into this agreement as the Customer, or on behalf of the Customer as their Authorised Representative. I acknowledge that the installation or transfer of an ADSL service may impact other services on that phone line.

Name			
Signature		Date	
	X		

Please print and sign the Customer Authorisation and Credit Card section and fax or post both pages to OntheNet