

Plan Change Form Broadband - Personal

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CUSTOMER INFORMATION			
I. Customer Details			
Business Name (if appl)			
Customer Name/ Authorised Representative			
Phone		Fax	
Mobile			
Email			

SERVICE DETAILS	
2. Details of the Current DSL Service for which this plan change is required.	
Phone Number	
Username	
Current Plan	

CREDIT CARD DETAILS	
3. Personal Broadband Plans are payable by Credit Card ONLY - Please provide credit card details with this request, if not already existing on your account or should you wish to update same.	
Card Type	
Card Number	
Expiry Date	/
Cardholder Name	
Cardholder Signature	X

PLAN OPTIONS					
4. Select Your New Plan					
tick one	Broadband ADSL Plan	Max Speed (Download/ Upload Kbps)	Data Included (counting inbound only)		Monthly Access Fee (Inc GST)
			Peak 7am-7pm Mon-Fri	Off-peak All other times	
	A-F256-C	256/64	1GB	1GB	\$29
	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

EFFECTIVE DATE
5. Please select an effective date for this plan change - one option MUST be selected below.
<input type="checkbox"/> IMMEDIATELY - the plan change will be processed upon receipt of this form, taking effect within 1-5 days.
Note : • Select this option if you are currently shaped and wish to be unshaped. • The data/usage will be reset, the billing anniversary date will change and the remainder of the current month's access fee will be forfeited. • Any data consumed on the day the plan change is effected will count towards the new plan.
OR:
<input type="checkbox"/> NEXT BILLING ANNIVERSARY DATE - the plan change will take effect on your next billing anniversary date.
Note: • If a change to the speed of the Service applies, the speed change will be processed upon receipt of this form, taking effect within 1-5 days. Billing and data allocation changes will take effect from the next billing anniversary date.

- NOTE:**
1. Personal Broadband Plans are available in Queensland only and ADSL2+ speeds may not be available in all locations.
 2. If you select a plan with a different Max Speed to your current DSL plan a once off \$39 Speed Change Fee will be charged to your credit card with your next monthly access fee payment.
 3. The change of plan does not affect the contract term for the service, unless converting from a Business Plan or Private Link Plan where a new Contract Term applies from the date of the change.
 4. 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 the next billing anniversary date.
 5. 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.

CUSTOMER AUTHORISATION			
6. 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.			
Name			
Signature	X	Date	

Please print and sign the Customer Authorisation and Credit Card section (if applicable) and fax or post this page to OntheNet.