

## Residential ADSL2+ Broadband Application

For help completing this form, please call us on the number above (local call)

### Section 1: Service Address Details

#### Name (must be same as phone bill)

#### Street Address

#### Suburb/city

#### State

#### Postcode

#### Email Address

#### Contact Phone Number

#### Mobile Phone Number

#### Fax Number

#### Proposed Broadband Phone Number

- Nominated phone number must be a Telstra line.
- Please check with a Netspace consultant to confirm if Residential broadband plans are available in your area.

Does the proposed ADSL phone number have an existing broadband connection?

Yes  No

If **Yes**, what is the account number for the service

#### Fast Churn

Fast Churn allows customers with an existing broadband connection at another broadband provider to transfer to Netspace broadband ADSL without losing the connection at their exchange, and allows for a faster change over to Netspace. In order for you to be able to quick transfer to Netspace, your existing broadband provider must also be participating in this process.

My existing broadband ADSL provider is

The transfer of the broadband service to Netspace may give rise to consequences under your contract or contracts with your current broadband Supplier (such as an early termination payout). It is your responsibility to check the terms of your contract to determine what those consequences might be.

I wish to use Fast Churn

### Section 2: Username

#### New Customers

Your username forms part of your email address and webspace. You may use any combination of numbers and/or letters, no shorter than 3 characters and longer than 32 characters, and must be one word.

Preferred Username

Second Preference

#### Existing Customers

If you are already a Netspace customer, you may retain your current Netspace username, or change to a new one when you sign up for broadband. To obtain a new username, enter the details above. To retain your existing username, enter the details below.

Existing Netspace Username

Existing Netspace Password

### Section 3: Referrer / Netspace Reseller Details

Referrer Email Address

If you have been referred by an existing Netspace account holder, please enter their Netspace email address. If this does not apply you can leave it empty.

Netspace Reseller ID

Only applies if you are being connected by an authorised Netspace reseller.

## Section 4: Service Plans and Pricing

Plan Name	Monthly Quota	Quota (peak/off peak)	Type	Monthly Cost	Order
<b>ADSL2+ Broadband Plans</b>					
ADSL2+ Super 15 Anytime <sup>±</sup>	15GB	15GB Anytime	Stand-alone	\$39.95	<input type="checkbox"/>
ADSL2+ Super 20 Anytime <sup>±</sup>	20GB	20GB Anytime	Bundled with phone	\$29.95	<input type="checkbox"/>
ADSL2+ Super 40 Anytime <sup>±</sup>	40GB	40GB Anytime	Stand-alone	\$49.95	<input type="checkbox"/>
ADSL2+ Super 50 Anytime <sup>±</sup>	50GB	50GB Anytime	Bundled with phone	\$39.95	<input type="checkbox"/>
ADSL2+ 75	75GB	30GB / 45GB	Bundled with phone	\$49.95	<input type="checkbox"/>
		Off Peak 12am to 7am	Stand-alone	\$59.95	<input type="checkbox"/>
ADSL2+ 100	100GB	40GB / 60GB	Bundled with phone	\$59.95	<input type="checkbox"/>
		Off Peak 12am to 7am	Stand-alone	\$69.95	<input type="checkbox"/>
ADSL2+ 160	160GB	40GB / 120GB	Bundled with phone	\$79.95	<input type="checkbox"/>
		Off Peak 3am to 10am	Stand-alone	\$89.95	<input type="checkbox"/>

**ADSL2+ Plan Speed** — Netspace ADSL2+ plans provide the maximum speed achievable dependent on certain physical restraints that might exist at your location. The theoretical maximum line speed for ADSL2+ plans is in excess of 20Mbps or 20000Kbps but is dependant on the distance you are from the telephone exchange, the length and quality of your copper phone line, your modem and other environmental factors. Actual speed will vary from a minimum of 1500 to a theoretical maximum in excess of 20000 Kilobits per second.

**Flat Rate** — All plans are Flat Rate. If the peak or off peak quota is exceeded during a given month, your speed will be shaped for that period only. For plans indicated as Anytime if the quota is exceeded during a given month, your speed will be shaped for the remainder of that month. Plans with off peak indicated as Midnight to 7am, peak time is 7am to midnight. Plans with off peak indicated as 3am to 7am, peak time is 10am to 3am.

**Bundled with Phone** — Save \$10 a month on Netspace broadband when you switch your phone service to Netspace Home Phone. See Section 11 for Netspace Home Phone plans. Bundled price applies while phone service remains with Netspace.

<sup>±</sup> — All 'Super' plans are available as Flat Rate only — there are no excess usage fees on these plans. Uploads and downloads are counted towards the monthly quota on all Super plans. Other conditions apply. Please see <http://www.netspace.net.au/terms/broadband/>

## Section 5: Connection Type and Fees

Select the contract length and modem which applies to you:

	No Contract	6 Months	12 Months	24 Months
<b>I have my own modem*</b>	<input type="checkbox"/> \$149	<input type="checkbox"/> \$99	<input type="checkbox"/> \$59	<input type="checkbox"/> \$0
<b>Standard Modem</b> ADSL2+ Single Port Ethernet Modem	<input type="checkbox"/> \$199	<input type="checkbox"/> \$149	<input type="checkbox"/> \$109	<input type="checkbox"/> \$49
<b>Wireless Modem</b> ADSL2+ 4 Port Wireless Modem Router	<input type="checkbox"/> \$299	<input type="checkbox"/> \$249	<input type="checkbox"/> \$209	<input type="checkbox"/> \$149
<b>All-in-One Modem with VoIP</b> ADSL2+ 4 Port Wireless Modem Router with VoIP	<input type="checkbox"/> \$349	<input type="checkbox"/> \$299	<input type="checkbox"/> \$259	<input type="checkbox"/> \$199

\*Approved modems, software and filters must only be those listed at <http://www.netspace.net.au/broadband/modems/> Note: Connection fees are a once-off, up-front payment. Default Netspace supplied modem is a Netgear DM111P ADSL2+ Single Port Ethernet Modem.

## Section 6: Operating System

### Windows (USB port or network card required)

- Windows Vista       Windows XP  
 Windows 2000       Windows 98 SE  
 Windows ME

### Mac OS (network card required)

- Mac OS X       Mac OS 9  
 Mac OS 8.6

## Section 7: Optional Equipment

Any equipment sharing your broadband service line, other than your broadband modem, must be connected to your telephone plug via the use of an approved filter. If you have phones or any other phone devices in different locations in your house connected to the same line, you will need to install additional filters for each of these devices.

We include one filter with all Home broadband plans where hardware is included. Subscribers supplying their own modem are required to purchase or provide a line filter.

- include \_\_\_\_\_ extra filters at \$22.50 per filter  
 include \_\_\_\_\_ splitter/filter at \$29.95

## Section 8: Shipping and Handling Charges

If you order an item from Netspace that requires shipment you will be charged one of two standard fees either \$12.50 or \$4.50.

Fee	Description of charge
\$12.50	Shipments that include a large item (regardless of the number of large items or whatever else is also shipped) will have a \$12.50 shipping and handling charge. Large items include modems or VoIP adapters (ATAs).
\$4.50	Shipments of small items that don't include a modem or ATA such as line filters will have a \$4.50 shipping and handling charge.

## Section 9: Payment Details – please select a payment option

### Credit Card

- MasterCard       Visa  
 Bankcard       American Express

Card Number

Expiry Date (mm/yy)

 

Cardholder Name

Cardholder Signature

I understand and authorise Netspace to debit the above nominated credit card with the connection fee and any additional purchases ordered on this form (such as extra line filters).

**Note** – A merchant fee of 3.0% for payments made by Diners Club and American Express will be applicable.

### Direct Debit

- Please complete the Direct Debit Request and return with your broadband ADSL application.

I understand and authorise Netspace to debit the above nominated payment option with the connection fee, the ongoing monthly payment plan and any additional purchases ordered on this form (such as extra line filters). I understand that any excess charges such as modem dialup use and excess data transfer charges (if applicable) will be debited to this nominated account.

If your line is unable to support ADSL, we will refund all monies to your account within 7 working days from the time the wholesaler advises us that your line cannot support ADSL.

## Section 10: ADSL Agreement

You acknowledge that: (a) the installation and operation of broadband service may cause temporary disruption in your standard telephone services or monitoring service; (b) the installation and operation of a monitoring service may cause temporary disruption to a broadband service; (c) the installation and operation of a broadband service may mean that certain telephony products designated as incompatible products will not be supplied to you using the same telephone line; (d) any provider of a monitoring service used by you has been notified that: (i) installation and operation of a broadband service may cause temporary disruption in the standard telephone services or a monitoring service received by you; and (ii) installation of equipment such as central splitters and network termination devices may be required.

**Bundled Discount** – A bundled discount applied only while customers continue to have a Netspace Home Phone service combined with a Netspace broadband service. If the Netspace Home Phone service is discontinued the stand-alone monthly broadband fee will apply.

By submitting this application, you agree to accept service from Netspace under our Standard Form of Agreement at <http://www.netspace.net.au/sfoa>

Drivers Licence Number (if applicable)

Date of Birth

Customer signature

Date

Fax your completed application and supporting documentation to the fax number at the top of this page

### Additional information

- Upgrades and Downgrades of plans and line speeds can be done via the Netspace website. Login to MyNetspace at <https://my.netspace.net.au> with your Netspace username and password (charges apply for changes in line speeds).
- Relocation/Number changes – please contact a sales consultant before moving (charges apply).
- If the customer decides to alter their application after we have commenced processing it, but before acknowledgement of the order from our wholesaler, a \$35 administration fee will apply.
- Broadband applications which are cancelled after processing has commenced, but before the order has been lodged with the wholesaler will attract a cancellation fee of \$70. Cancellation requests received after the order has been lodged with the wholesaler will be subject to standard cancellation fees and conditions.
- The commencement date is the day the service is connected.
- Payment by credit card or direct debit only. Connection fee and first month subscription is charged on application (this is refunded within 7 working days if your application is unsuccessful). Monthly charges are withdrawn from the nominated account ten (10) days prior to the anniversary date.
- Telephone line must be a direct line. Incompatible services as advised by wholesaler include Analogue NT1, Call Diversion Number only, Customer Loop Metering, Easy Call Multiple Number, Homezip, InContact, MessageBank Virtual, OnRamp, Ported Number, Satellite Services and Siteline.
- Ownership of the modem transfers to the customer at the conclusion of the initial contract if the account is up to date with all payments.
- Your anniversary date is the date your account is activated. It is also the date your account will renew. Your monthly data transfer allowance starts each month from this date.

## Section 11: Home Phone Plans

	<b>Lite #</b>	<b>Value50 ±</b>	<b>Value120 ±</b>
<b>Monthly Cost</b>	<b>\$29.95</b> line rental	<b>\$59.95</b> includes line rental	<b>\$79.95</b> includes line rental
<b>Included Call Credit</b>	—	<b>\$50.00</b>	<b>\$120.00</b>
<b>Local</b> per call	<b>25¢</b>	<b>22¢</b>	<b>22¢</b>
<b>National</b> per minute	<b>25¢</b> <b>\$3.37 Call Cap</b> up to 2 hours Includes flag fall	<b>26¢</b> <b>\$3.37 Call Cap</b> up to 2 hours Includes flag fall	<b>26¢</b> <b>\$3.37 Call Cap</b> up to 2 hours Includes flag fall
<b>International</b> top 40 destinations per minute	<b>25¢</b> <b>\$3.37 Call Cap</b> up to 30 minutes Includes flag fall	<b>25¢</b> <b>\$3.37 Call Cap</b> up to 30 minutes Includes flag fall	<b>25¢</b> <b>\$3.37 Call Cap</b> up to 30 minutes Includes flag fall
<b>Mobile</b> per minute	<b>39¢</b> <b>\$3.37 Call Cap</b> up to 10 minutes Includes flag fall	<b>39¢</b> <b>\$3.37 Call Cap</b> up to 10 minutes Includes flag fall	<b>39¢</b> <b>\$3.37 Call Cap</b> up to 10 minutes Includes flag fall
<b>Flag Fall</b>	<b>39¢</b>	<b>39¢</b>	<b>39¢</b>

Order




Phone number for Netspace Phone service

(      )

# Lite Plan has a minimum monthly call spend of \$10. Local, national, international and mobile calls count towards this amount but others including 13 and 1300 numbers, premium call services, directory assistance and operator assisted calls do not.

± Value50 and Value120 Plan: local, national, international and mobile calls are included in the call credit (\$50 for Value50 and \$120 for Value120). The following call types are not included in the call credit allowance and will be charged in addition at their applicable rates: Calls to 13 and 1300 numbers, calls to premium services (e.g. 1900 services), directory assistance and operator assisted calls. Unused credit is forfeited at the end of each month.

Business line customers add \$5 per month to applicable monthly line rental.

Calls are billed per second. A one-minute minimum applies. Flag fall applies to timed calls (national, international and mobile calls).

## Section 12: Home Phone Services Agreement

You are choosing to transfer your telephone line rental, local, long distance and calls to mobiles to Netspace which may give rise to consequences under your contract with your current supplier, such as an early termination payment. It is your responsibility to check the terms of your contract to determine what those consequences might be. You agree to accept services from Netspace under our Standard Form of Agreement at <http://www.netspace.net.au/sfoa> and you give these acknowledgements to both us and our wholesale providers. It is your responsibility to ensure that all of the information you have given us is accurate. You will be responsible for all charges relating to telephone calls made from the number that you have provided. Alterations or cancellation of your order as a result of supplying incorrect details will attract a fee of \$35.

### Customer Service Guarantee Waiver

This is a discounted telephone service offered by Netspace Online Systems and we are only able to offer this service to customers who waive their rights under the normal Customer Service Guarantee. A copy of the Customer Service Guarantee can be found on the ACMA website.

I

(print name)

agree to waive these rights. I also agree to the Terms and Conditions and to the Netspace Standard Form of Agreement.

Signature

Date

## Direct Debit Service Agreement

### Direct Debiting Details

- 1 Maximum to be debited: As per the Netspace Standard Form of Agreement (including excess if applicable). Frequency of Debit: As per the Netspace Standard Form of Agreement. First payment date: Upon activation of Account. Final payment date: Until further notice.
- 2 The customer will be advised 14 days in advance of any changes to the Direct Debit arrangements
- 3 For all matters relating to the Direct Debit arrangements, including any disputes that may occur, the customer will need to:
  - a) Call Netspace accounts on 1300 360 025; and /or
  - b) Send written correspondence to  
Netspace Online Systems, Level 1, 683 Burke Road,  
Camberwell, VIC 3124Please allow 3 working days for the amendments to take affect.
- 4 The customer should be aware that:
  - a) Direct debiting through BECS is not available on all accounts; and,
  - b) Account details should be checked against a recent statement form their Financial Institution,

If you are in any doubt, you should check with your Ledger Financial Institution before completing the drawing authority.

- 5 It is the Customers responsibility to ensure sufficient cleared funds are in the nominated debiting account when the payments are to be drawn.
- 6 If the due date for payment falls on a non-working day or public holiday, the payment will be processed on the next working day. If the Customer is in any doubt, please refer to the Point 3 for further clarifications.
- 7 For returned unpaid transactions, the following procedures or policy will apply:
  1. The customer will be contacted by phone or email;
  2. Fees and charges of \$15.00 may apply.
- 8 All Customer records and account details will be kept private and confidential and will be disclosed only at the request of the Customer or Financial Institution in connection with a claim made to an alleged incorrect or wrongful debit.

### Customer Authority

Name of Customer(s) giving the DDR

Authorise YOU (name of debit user – APCS User ID Number)

**Netspace Online Systems Pty Ltd – 207019**

To arrange for funds to be debited from my/our account at the financial institution identified below through the Bulk Electronic Clearing System (BECS). This authorisation is to remain in force in accordance with the terms described in the Netspace Standard Form of Agreement.

Signature

Date

Signature

Date

**If a joint bank account please include BOTH signatures**

## Account Details – please provide details for the account to be debited

Name of the Financial Institution

Account Name

BSB Number

Account Number

## Declaration

I / We Authorise the following:

1. The Debit User to verify the details of the above mentioned account with my/our Financial Institution
2. The Financial Institution to release information allowing the Debit User to verify the above mentioned account details
3. That you debit my/our account in accordance with the Netspace Standard Form of Agreement

Signature

Signature

Date

Date

If a joint bank account please include **BOTH** signatures

## Important Information: Please complete

### Existing Netspace Customers

Netspace User Name

Broadband Phone Number

### New Netspace Customers

Preferred Netspace User Name

Proposed Broadband Phone Number

### Payment Details

- switching from credit card
- updating direct debit details