

Business ADSL Autopay Application

For help completing this form, please call us on 1300 008 009 (local call)

Section 1: Contact and Service Address Details

Company Name (must be same as phone bill)

Contact Name

Street Address

Suburb/city

State

Postcode

ABN/ACN

Address where service it to be installed

(leave blank if it is the same as above)

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 Business ADSL is 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

Rapid Transfer (Churn)

Rapid Transfer 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 provider (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 Rapid Transfer

Section 2: Username

New Customers

Your username forms part of your email address. 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 / Speed	Monthly Quota	Monthly Cost	Order
512/128k			
Business ADSL 512 – 20GB	20GB	\$59.95	<input type="checkbox"/>
1500/256k			
Business ADSL 1500 – 20GB	20GB	\$69.95	<input type="checkbox"/>
Business ADSL 1500 – 40GB	40GB	\$89.95	<input type="checkbox"/>
Business ADSL 1500 – 60GB	60GB	\$109.95	<input type="checkbox"/>
Business ADSL 1500 – 100GB	100GB	\$149.95	<input type="checkbox"/>
Business ADSL 1500 – Uncapped	Unlimited	\$309.95	<input type="checkbox"/>
Up to 8000k/384k*			
Business ADSL 8000 – 20GB	20GB	\$89.95	<input type="checkbox"/>
Business ADSL 8000 – 40GB	40GB	\$109.95	<input type="checkbox"/>
Business ADSL 8000 – 60GB	60GB	\$129.95	<input type="checkbox"/>
Business ADSL 8000 – 100GB	100GB	\$169.95	<input type="checkbox"/>
Business ADSL 8000 – 150GB	150GB	\$229.95	<input type="checkbox"/>
Business ADSL 8000 – 250GB	250GB	\$279.95	<input type="checkbox"/>
Business ADSL 8000 – Uncapped	Unlimited	\$329.95	<input type="checkbox"/>
512/512k (symmetrical)			
Business ADSL Sym 512 – 20GB	20GB	\$89.95	<input type="checkbox"/>
Business ADSL Sym 512 – 40GB	40GB	\$109.95	<input type="checkbox"/>
Business ADSL Sym 512 – 60GB	60GB	\$129.95	<input type="checkbox"/>

* Maximum line speed for 8000 plans is dependant on distance from telephone exchange, quality of your phone line and equipment.

Flat Rate — All plans are designed as Flat Rate by default. You can opt to have the Flat Rate option disabled, in which case in the event of excess usage the connection will not be shaped and excess usage charges of 0.99c per megabyte will apply.

Disable Flat Rate

Section 5: Connection Type and Fees - select the contract length and modem which applies to you

	No Contract	6 Months	12 Months	24 Months
I have my own modem*	<input type="checkbox"/> \$149	<input type="checkbox"/> \$99	<input type="checkbox"/> \$59	<input type="checkbox"/> \$0
Standard Modem ADSL2+ Single Port Ethernet Modem	<input type="checkbox"/> \$199	<input type="checkbox"/> \$149	<input type="checkbox"/> \$109	<input type="checkbox"/> \$49
Wireless Modem ADSL2+ 4 Port Wireless Modem Router	<input type="checkbox"/> \$299	<input type="checkbox"/> \$249	<input type="checkbox"/> \$209	<input type="checkbox"/> \$149
All-in-One Modem with VoIP ADSL2+ 4 Port Wireless Modem Router with VoIP	<input type="checkbox"/> \$349	<input type="checkbox"/> \$299	<input type="checkbox"/> \$259	<input type="checkbox"/> \$199
Using Rapid Transfer** Prices indicate customer providing their own modem	<input type="checkbox"/> \$39	<input type="checkbox"/> \$0	<input type="checkbox"/> \$0	<input type="checkbox"/> \$0 ^[1]

*Approved modems, software and filters must only be those listed at <http://www.netspace.net.au/broadband/modems/> ** Customers can only connect via Rapid Transfer if they have nominated a participating broadband provider as the current ISP in Section 1: Rapid Transfer (Churn). Note: Connection fees are a once-off, up-front payment. Default Netspace supplied modem is a Netgear DM111P ADSL2+ Single Port Ethernet Modem. [1] FREE Rapid Transfer (churn) on a 24 month contract and receive a FREE Standard ADSL Modem. Free churn on all 6,12 and 24 month contracts.

Section 6: 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 Busines ADSL 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

I wish to use a static IP

include _____ splitter/filter at \$29.95

Section 7: 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 8: 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 9: Additional Contacts

If you would like us to add additional contacts to your account please complete the following details. Additional contacts can call in for service on your behalf.

Title	First Name	Last Name	Mobile Number	Email Address
Owner / Director				
Technical Contact / IT Manager				
Accounts Department				
Support Staff				
Channel Partner / External IT				

Section 10: Customer 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; (e) the following specific terms and conditions relating to Netspace Uncapped Business ADSL plans apply; (a) Business hours are defined as 8AM to 6PM, 7 days per week; (b) outside of business hours download speed is limited to 1Mbps and certain traffic types (e.g. streaming video) will be individually limited. The following traffic types shall not be used; Peer to Peer (P2P), file sharing applications, Usenet/Newsgroup or similar applications that are broadcast to multiple users or recipients.

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 Sitaline.
- 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: Phone Plan
Business Reward
Monthly Cost
\$34.95
line rental

UNTIMED CALLS
Local (per call)

15¢
TIMED CALLS
National (per minute)

12¢
Minimum call cost 22¢
which includes flag fall and first minute.
Per second charging thereafter.

International (top 40 destinations per minute)

15¢
Minimum call cost 25¢
which includes flag fall and first minute.
Per second charging thereafter.

Mobile (per minute)

20¢
Minimum call cost 30¢
which includes flag fall and first minute.
Per second charging thereafter.

Flag Fall
10¢
Order

**Phone number to be transferred to
Netspace Phone service**

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Calls to 13 and 1300 numbers, charged at 30¢ per call. Features such as Line Hunt, Multiple Number Service, Faxstream Duet, Silent Number, Caller ID and Voicemail charged extra. Timed calls are billed per second. A one-minute minimum applies. Flag fall applies to all timed calls (national, international and mobile calls). Business customers require an ABN to apply.

Section 12: 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