

Order Form Broadband - Business

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. Company Details			
Company Name			
ABN			
2. Primary Contact (If email address is supplied below, will be used as primary method of contact for updates and notifications)			
Contact Name			
Phone		Fax	
Mobile			
Email			
3. Technical Contact (By supplying details below, the Customer authorises OntheNet to include the Technical Contact in all updates and notifications, including username and password)			
Name	HARTEC		
Phone	1300668585	Fax	0730111032
Mobile			
Email	enquiry@harrizontech.com.au		
4. Are you an existing OntheNet Customer?			
<input type="checkbox"/> YES - Go to 5		<input type="checkbox"/> NO - Go to 6	
5. OntheNet Username or Account Number (refer last invoice)			
Username or Account Number			
PAYMENT DETAILS			
6. Establishment Fee (Payment for the establishment fee and hardware ordered is required for ALL new services prior to the order being processed)			
<input type="checkbox"/> Pay on Invoice; or		<input type="checkbox"/> Pay by Credit Card	
7. Monthly Access Fees			
<input type="checkbox"/> Pay on Invoice; or		<input type="checkbox"/> Pay by Credit Card (Please debit the below credit card with monthly recurring fees and/or other service fees as incurred)	
8. Credit Card Details (if selected in 6 or 7 above)			
Card Type			
Card Number			
Expiry Date			
Cardholder Name			
Cardholder Signature	X		
9. Billing Details			
Contact Name			
Phone		Fax	
Email			
Billing Address			
Suburb		Post Code	
SITE SERVICE DETAILS			
10. Service Number (Phone number and address where DSL is required)			
Service Number			
Street Address			
Suburb		Post Code	

SERVICE TYPE						
11. Select Type of Service Required						
<input type="checkbox"/> \$99 New DSL Service - Go to 14						
<input type="checkbox"/> \$99 Relocate OntheNet DSL to new Address or Number - Go to 12						
<input type="checkbox"/> \$39 Transfer DSL from another Internet Service Provider - Go to 13						
12. Relocation of OntheNet DSL service from: (Note: cancellation of existing service must be requested in writing, will not occur automatically after relocation)						
Service Number						
Street Address						
Suburb		Post Code				
13. 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/ at least 5 working days from date of order submission)						
Date Required	/	/				
PLAN OPTIONS						
14. Select Your Preferred Plan ⁴						
tick one	Broadband ADSL Plan ²	Max Speed ² (Download/ Upload Kbps)	Data Included ¹ (Counting inbound only)	Monthly Access Fee (Inc GST)	Contract Term ³	
	A-B256-K	256/64	4GB	\$50	12 months	
	A-B256-L		20GB	\$80		
	A-B1500-N	1500/256	4GB	\$65		
	A-B1500-O		20GB	\$100		
	A-B8000-A	8000/384	4GB	\$80		
	A-B8000-B		20GB	\$130		
	A-B8000-C		80GB	\$250		
	S-B512-J	512/512	4GB	\$80		
	S-B512-K		20GB	\$130		
CUSTOMER PREMISES EQUIPMENT						
15. Select Your DSL Hardware						
<input type="checkbox"/> I have / will have appropriate DSL hardware and have checked it is compatible via the OntheNet web site.						
OR please supply ⁶						
	ADSL2+ Modem/Router with 4 port Ethernet switch				\$99	
	ADSL2+ Modem/Router Wireless with 4 port Ethernet switch (802.11g)				\$179	
	Cisco 877 ADSL2+ Router Professional Grade Network Hardware				\$990	
	x Additional DSL Inline Filters ⁶				\$15 ea	
	x Splitter/Filters				\$15 ea	
16. 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 new site address in 10.)						
Address						
Suburb		Post Code				
NOTE:						
1 Additional data consumed is charged at 5 cents/MB.						
2 All plans are payable in advance with any additional data charged in arrears.						
3 Early termination of the agreement incurs a cancellation fee equivalent to the total of the remaining monthly access fees. Change of phone line or relocation to another address is equivalent to termination and a new service.						
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- 4 ADSL may not be available due to a variety of technical reasons.
5 Each phone device sharing the service phone line needs a line filter.
6 All OntheNet supplied DSL Routers include one DSL splitter/filter; delivery and 12 months warranty.
7 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

17. Customer Declaration

YES I have read, understood and agree to the terms and conditions as outlined and accept in full. I am over 18 years of age and I am authorised to enter into this agreement on behalf of the Customer. I acknowledge that the installation or transfer of an ADSL service may impact other services on that phone line.

Name			
Signature	X	Date	

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

TERMS AND CONDITIONS

- 1) The Service
a) OntheNet is providing Internet Access via DSL technology to a specified business telephone service plus a single e-mail mailbox only (in the format username@onthenet.com.au). A single static IP address is included and additional IP addressing is available at no further cost if technically justified. Additional e-mail addresses are available at cost.
b) Customer Premises Equipment (CPE) is not included but can be provided at additional cost.
c) Availability of Service – Not all telephone services in the OntheNet serviced regions are able to utilise DSL technology. Check the OntheNet web site for coverage and availability. Provisioning typically takes 14 days.
d) Speed of Services – OntheNet will regularly advertise the types of DSL services offered and the maximum speeds of these services via the web site: www.onthenet.com.au. (See Note 7).
e) Monthly Access Fee – OntheNet charge a monthly access fee payable in advance, which in most instances includes a quantity of data to be consumed. Excess usage charges for data consumed over and above the included quota per chosen plan will be charged in arrears. NB. Data is consumed when receiving emails, viewing web pages and most Internet activities. i.e. It is not limited simply to the download of specific files.
i) Data Consumption – OntheNet only charge for data consumed by the customer – and NOT for outbound data. Data usage is viewable by each customer via the OntheNet web site.
ii) Data downloads in excess of the quantity included with each price plan are charged at the regularly advertised rate on the OntheNet price list available on the website.
f) Limitations of Service. OntheNet accepts no responsibility for any loss incurred, or implied, due to outages or non supply of service. OntheNet does offer automated fallback mechanisms utilising other Internet Access technologies such as modem or ISDN. Contact OntheNet staff for details. OntheNet does not guarantee that the highest speeds will be attainable in all cases.
g) Impact of ADSL connection or ADSL transfer on other services – (a) the installation and operation of an ADSL service may cause temporary disruption in your standard telephone services or a Monitoring Service; (b) the installation and operation of a Monitoring Service may cause temporary disruption to an ADSL Service; (c) the installation and operation of an ADSL service may mean that certain telephony products will not be supplied to you on that line; (d) any provider of a Monitoring Service used by you has been notified that (i) installation and operation of an ADSL service may cause temporary disruption in the standard telephone services or a Monitoring Service received by you and (ii) installation of CPE such as central splitters and network termination devices may be required.
h) Transfers. Transfers are only available from participating providers and typically take 3-5 business days. You must have an existing ADSL service on your line for an ADSL transfer to be possible. Transfers are not available when changing address or changing the line on which an ADSL service is provided. Canceling an ADSL service before an ADSL transfer will cause a failed transfer and require a new connection. Transfer may result in downtime of the ADSL service (typically between 20 minutes and 4 hours) during the transfer process. Performing a transfer does not release the subscriber from any contractual obligations, e.g. early cancellations fees, with their previous ADSL provider.
2) Support
a) Business DSL customers of OntheNet can borrow CPE for up to 5 business days whilst sourcing replacement hardware if required, subject to availability. Technical support for hardware purchased from OntheNet is free of charge and usually replacement hardware will be readily available. This does not include free installation or delivery.
b) Technical support by telephone is available from OntheNet between the hours of 8am – 7pm Mon-Fri plus 9am to 1pm Saturdays, except Public Holidays. OntheNet staff are available to visit customer premises (during OntheNet business hours within south east Queensland) by appointment at a charge range of \$180/hour including travel time to the customer.
c) OntheNet provide significant technical support via the web site and email (support@onthenet.com.au).
d) OntheNet will endeavor to communicate outages or network interruptions via SMS and when appropriate via email or the company web site.
3) Term/Termination of Agreement
a) The minimum contract term is twelve months. Charges apply from the OntheNet start date of the service, not necessarily when the customer starts using the service or attempts to use the service. Should the start date be disputed for any reason or a line fault be identified, OntheNet must be informed of same in writing within 10 days of the said start date or no claim or billing change will be considered.
b) A new contract term applies to plan changes. The new contract end date will be either 12 months from the date of the plan change, or, the original contract end date, whichever is later.
c) When the customer notifies OntheNet that they wish to cancel the service, the prepaid monthly access fee for that month is not refundable. Cancellation must be in writing five (5) full business days before required. The service shall be disabled at the date requested, however it may take up to 5 business days for the service to be fully removed.
d) Cancellation or termination of the service prior to the contract end date shall incur an early cancellation fee equal to the total of the remaining monthly access fees, due and payable upon cancellation. Any excess data consumption fees together with any applicable cancellation fee will be charged, and is due immediately.
e) If the customer wishes to cancel the service at the end of their current billing period, the cancellation request must be received in writing by OntheNet no less than 5 full business days prior to the billing anniversary date, otherwise the next billing period will commence and another month's access fee will apply.
f) Cancellation requests should be submitted by the account Authorised Representative and must include the username, service number, service address and required cancellation date. Should this information not be received in full the cancellation is not able to be actioned.
4) Payment
a) The new connection or transfer connection establishment fees and hardware purchased shall be invoiced and payable at the time of ordering. The ordering process cannot proceed without prior payment of these fees. Should the service not be able to be provisioned, and no hardware be supplied, there shall be no charges.
b) By providing credit card details, OntheNet is authorised to process payments as described in the terms and conditions.
c) You must advise us immediately of any changes to your credit card details. Should your credit card be declined and payment unable to be processed we will email you advising of the same. You must contact us and rectify within 7 days to ensure no disruption to your service.
d) Service may be interrupted or disabled on accounts that reach 15 days past due. Cheques returned for any reason are subject to a \$20.00 fee. Service/s interrupted or disabled for non-payment are subject to a \$10.00 re-enable fee for each service in addition to full payment of the balance due on the account. All delinquent accounts that have not been paid in full after 60 days will be sent to a collection agency. At this time OntheNet will terminate the service. Should this occur and a reconnection is subsequently required, a fee of 25% of the overdue amount in question is payable, together with the OntheNet re-enable fee and new service establishment fee. OntheNet also reserves the right to recover the outstanding payment through legal action.
5) Additional Fees:
a) Change of Service:
i) Speed – A once off fee of \$39 applies to change the speed of the service. Note it can take approximately 10 business days to effect this change.
ii) Plan – There is no cost to change from one plan to another of the same speed, other than the newer rates and data allocation that will take effect from the start of the next calendar month.
iii) Plan Type – To change plan types (e.g. to a Personal Plan or a Premium Business) requires a new application form, as the Terms and Conditions are quite different. Any prepaid monthly access fee for the superseded plan is forfeited. There is no charge to change from Business to Personal Plans. If a speed change is also required this will be charged at the standard rate. Changing to plans with a different underlying technology (e.g. Premium Business in certain coverage areas or SHDSL) will incur a new establishment fee if a new connection is required.
iv) IP Address Configuration – Any additional IP addressing or significant changes after the initial installation may be charged \$65.
v) Location – To relocate the service to a different address (or phone line) is effectively a new installation, as the services often overlap, and the complete provisioning process is invoked in its entirety. Availability of service at the new location MUST be checked and at least 20 business days allowed for provisioning. The setup fee of \$99 will apply.
b) Failsafe modem and ISDN service is a custom quoted solution involving additional CPE and configuration. OntheNet will charge to supply & configure this service plus on site consultancy at the rates in the price list.
a) OntheNet capture and store on their private network, details about the customers, their services and usage. This information is not and will not be shared with any other company or individual unless advised to do so by the customer in writing or demanded by legal authorities. This provision of information extends to web authors, systems integrators and other technical representatives.
b) Note that even OntheNet (technical) staff cannot access connectivity services passwords and can only provide a replacement password following written application by the customer.
c) OntheNet may have to provide phone number and address detail to Telstra to provision a DSL service but does not identify the customer by name.
7) Updates to these Terms and Conditions are posted to the company's web site at www.onthenet.com.au. These Terms and Conditions may be changed at any time. Customers will be given one months notice via the website if this occurs.