

Order Form Broadband - Personal Turbo

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)

Customer Name	
Phone	Fax
Mobile	
Email	

2. Technical Contact (if appl) - 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
Email	enquiry@harrisontech.com.au		

3. Are you an existing OntheNet Customer?

YES - Go to 4 NO - Go to 5

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

Username or Account Number

PAYMENT DETAILS

5. Credit Card Details (Personal Turbo 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	X

6. Billing Details

Contact Name	
Business Name (if appl)	
Billing Address	
Suburb	Post Code

SITE SERVICE DETAILS

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

Service Number	
Street Address	
Suburb	Post Code

8. IF you currently have an Internet service on the phone number provided in 7 above, please supply name of Internet Service Provider

Current ISP (if appl)	
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SERVICE TYPE

9. Select Type of Service Required

\$99 New DSL Service - Go to 10
 \$99 Relocate OntheNet DSL to new Address or Number - Go to 11

10. What is your preferred username for this connection?
N.B. Maximum TEN characters

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

11. 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

PLAN OPTIONS

12. Select Your Preferred Plan³

tick one	Broadband ADSL Plan	Max Speed ⁵ (Download/ Upload Kbps)	Data Included ⁴ (counting inbound only)		Monthly Access Fee ¹ (Inc GST)	Contract Term ²
			Peak 7am-7pm Mon-Fri	Off-peak All other times		
	AT-F2048-G	2048/384	500MB	500MB	\$29	12 months
	AT-F2048-H		2GB	4GB	\$39	
	AT-F24000-A	24000/1000	5GB	20GB	\$49	
	AT-F24000-C		12GB	23GB	\$69	
	AT-F24000-D		15GB	30GB	\$99	

CUSTOMER PREMISES EQUIPMENT

13. Select Your DSL Hardware⁶

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

OR please supply⁷

ADSL2+ Modem/Router with 4 port Ethernet switch	\$99
ADSL2+ Modem/Router Wireless with 4 port Ethernet switch (802.11g)	\$179
x Additional DSL Inline Filters ⁶	\$15 ea
x Splitter/Filter	\$15 ea

14. 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.)

Street 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 of \$160. Change of phone line or relocation to another address is equivalent to termination and a new service. In the case of immediate service relocation, this fee may be waived.
- ADSL may not be available due to a variety of technical reasons.
- 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 dialup modem speeds during that period until the 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. Newer ADSL2+ capable CPE are recommended to obtain speeds greater than 6Mbps. It is estimated that approximately 2/3 of customer locations should experience between 6 and 14 Mbps. 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 12 months warranty.
- Maximum total package cost over 12 months with 4 port router, \$29/month plan and \$99 establishment fee is \$546. Maximum total package cost over 12 months with wireless 4 port router, \$99/month plan and \$99 establishment fee is \$1,466.

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CUSTOMER AUTHORISATION

15. Customer Declaration

YES I have read and agree to the terms and conditions as outlined on this page, accept them in full and am 18 years or older. 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 telephone service plus a single login and email mailbox only for each registered Broadband user (in the format username@onthenet.com.au). A dynamic IP address is included and fixed/static or additional IP addressing is not available. Personal plans are suited to a single or small number of users only. Refer to the OntheNet Business Broadband plans for higher requirements.
- 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 up to 14 days. Personal Plans are only available within Queensland & TURBO plans have limited coverage areas.
- 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. 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 therefore can only be accurately determined once the service has been installed and tested. Newer ADSL2+ capable CPE are recommended to obtain speeds greater than 6Mbps. It is estimated that approximately 2/3 of customer locations should experience between 6 and 14 Mbps. OntheNet does not guarantee that higher speeds will be attainable in all cases.
- e) Monthly Access Fee - OntheNet charge a monthly access fee, payable in advance by credit card only, which includes a quantity of data allocation. 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 counts data consumed by the customer - and NOT for outbound data. Data usage is viewable by each customer via the OntheNet web site.
- ii) Flatrate - operates at full speed until the included limit is reached. The included data allocations will be monthly, based on your billing anniversary date. If you exceed the included data allocation, of either time usage period, you will only be slowed to dialup modem speeds during that period, until your next billing anniversary date.
- iii) Peak hours are 7am to 7pm Mon-Fri. Off-peak hours are all other times.
- f) Limitations of Service. OntheNet accepts no responsibility for any loss incurred, or implied, due to outages or non supply of service. OntheNet does not guarantee that the highest speeds will be attainable in all cases.
- g) Impact of ADSL connection 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. ADSL2+ transfers are only available from a limited number of participating providers and typically take 3-5 business days. You must have an existing ADSL service on the phone line for an ADSL2+ transfer to be possible. Transfers are not available when changing address or the line on which an ADSL service is provided. Cancelling an ADSL2+ service with the current provider before a transfer will cause a failed transfer and require a new service. Transfer may result in downtime of the ADSL2+ service (typically between 20 minutes and 4 hours) during the transfer process. Performing a transfer does not release the subscriber from any contractual obligations, eg. early cancellation fees with their previous provider.
- 2) Support
- a) Technical support by telephone is available from OntheNet only 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 \$130 to \$180/hour depending on the technical skill required, including travel time to the customer.
- b) OntheNet provides significant technical support via the web site and email (support@onthenet.com.au).
- c) OntheNet will endeavour 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 commitment to OntheNet is as defined on the order form and is

usually twelve (12) months from start date. 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) When the customer notifies OntheNet 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. It may take up to 5 business days for the service to be fully removed.

c) Cancellation or termination of the service prior to the end of the contract term shall incur an early cancellation fee of either \$160, or, the balance of the total remaining monthly access fees for the current Term, whichever is less. Any applicable cancellation fee is due and charged at the time of termination. In the case of immediate service relocation, this fee may be waived.

d) 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.

e) Cancellation requests should be submitted by the account Authorised Representative and must include the username, service number, service address and requested cancellation date. Should this information not be received in full the cancellation is not able to be actioned.

4) Payment

a) The new 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 you authorise OntheNet to process payments to that card for all and any charges associated with this Service.

c) The billing anniversary date is monthly, based upon the start date.

d) 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. All and any charges associated with this Service must be made by way of a valid (ie with available funds) credit card to be held on file. The date on which invoices and payments are processed each month is the 12th (or the next business day). This is not your billing anniversary date.

e) Service will be disabled on accounts that reach seven (7) days past due. Service/s disabled for non-payment will be subject to a \$10.00 re-enable fee for each service. All delinquent accounts that have not been paid in full after 30 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 2 business days to effect this change.

ii) Plan - There is no cost to change from one plan to another of the same type and speed, other than the newer rates. Changes to billing and data allocation will take effect within two business days. The data/usage will be reset, the plan anniversary date will change and the remainder of the current month's access fee is forfeited.

iii) Plan Type - Changes to plan types (e.g. Personal to Business) may incur a pro-rata charge from the start date of the new plan to the end of that month, based on the monthly access fee of the new plan. This is to bring the plan into line with the common anniversary date of these plans. To change plan types 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 Personal Plans to Business 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) 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. Note that should an existing service need to be cancelled prior to the completion of the contract period a cancellation fee applies as per 3a). Customers must notify OntheNet in writing to cancel the old service once the new one is active.

v) Change of Username is possible at a once only cost of \$22 and will take effect from the next plan anniversary date.

6) Privacy Policy

a) OntheNet captures and stores 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, pricing and plans may be changed at any time. Customers will be given one month notice via the website if this occurs. OntheNet has complete discretion in assessing whether Customer has breached any of Customer's security or service obligations. OntheNet may suspend or terminate the service if the Customer breaches any of these Terms and Conditions.