

Channel Partner:

Phone:

Fax:

## SOHO Broadband Internet Application

For help completing this form, please call sales on 1300 360 025 (local call)

### Section 1: Customer Details

Company Name (must be same as phone bill):

Contact Name

Street address:



Suburb/city:

State:

Postcode:

Address where service is to be installed  
(leave blank if same as above)



Suburb/city:

State:

Postcode:

Email address:

Contact 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 Home Broadband plans are available in your area.

Is the proposed ADSL number an existing broadband connection? Yes  No

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

#### Quick Transfer (Churn)

Quick 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 quickly 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 quick transfer:

### 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 no longer than 32 characters. Your username must be one word. eg. email: username@netspace.net.au, webspace: http://username.customer.netspace.net.au

Preferred Username:

Second Preference:

#### Existing Customers

If you have an existing Netspace dialup account the pro-rata unused value of that account will be credited to the ADSL account.

Existing Netspace Username:

Existing Netspace Password:

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## Section 3: Referral Details

If you have been referred to Netspace by an existing Netspace Account Holder, enter the Account Holders Netspace Email Address here.

Referrer's Detail:

If this does not apply, you can leave it blank.

## Section 4: Service Plans and Pricing

Line Speed	Plan Name	Monthly Fee	Total Monthly Downloads	Order
256K/64K	SOHO 256 (M)	\$49.95	5Gb	<input type="checkbox"/>
	SOHO 256 (XL)	\$59.95	10Gb	<input type="checkbox"/>
512K/128K	SOHO 512 (M)	\$69.95	10Gb	<input type="checkbox"/>
	SOHO 512 (XL)	\$79.95	20Gb	<input type="checkbox"/>
1500K/256K	SOHO 1500 (M)	\$99.95	10Gb	<input type="checkbox"/>
	SOHO 1500 (XL)	\$139.95	50Gb	<input type="checkbox"/>
512K/512K	SOHO SYM (M)	\$99.95	10Gb	<input type="checkbox"/>
	SOHO SYM (XL)	\$129.95	50Gb	<input type="checkbox"/>

### Flat Rate

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

To check the progress of your broadband ADSL application please refer to the broadband Status Check.

I wish to have Flat Rate disabled

## Section 5: Connection Type and Fees

Tick the connection type which applies to you:

Note: Connection pricing on 24 month contracts available for a limited time.

	CONTRACT LENGTH:				
	No Contract	6 months	12 months	18 months	24months
Have my own modem*	<input type="checkbox"/> \$149	<input type="checkbox"/> \$109	<input type="checkbox"/> \$79	<input type="checkbox"/> \$49	<input type="checkbox"/> \$30 Rebate <small>on first month [ 1 ]</small>
Standard Modem <small>ADSL Single Port Modem</small>	<input type="checkbox"/> \$259	<input type="checkbox"/> \$219	<input type="checkbox"/> \$179	<input type="checkbox"/> \$119	Limited time FREE upgrade [ 2 ] to Advanced Modem - tick box below
Advanced Modem <small>ADSL 4 Port Router</small>	<input type="checkbox"/> \$309	<input type="checkbox"/> \$269	<input type="checkbox"/> \$229	<input type="checkbox"/> \$169	<input type="checkbox"/> \$0 FREE UPGRADE
Wireless Modem <small>ADSL 4 Port Wireless Router</small>	<input type="checkbox"/> \$359	<input type="checkbox"/> \$319	<input type="checkbox"/> \$279	<input type="checkbox"/> \$219	<input type="checkbox"/> \$100
Using Quick Transfer**	<input type="checkbox"/> \$59	<input type="checkbox"/> \$0	<input type="checkbox"/> \$0	<input type="checkbox"/> \$0	<input type="checkbox"/> \$0 [ 3 ]

\*Approved modems, software and filters must only be those listed at <http://home.netspace.net.au/broadband>

\*\* Customers can only connect via Quick Transfer if they have nominated a participating broadband Provider as the current ISP in Section 1: Quick Transfer (Churn).

Note: Connection fees are a once-off, upfront payment

Default Netspace supplied modem is a NetComm NB2 ADSL Single Port Modem.

[1] If you have your own modem and connect on a 24 month contract, we will give you a \$30 credit on your first months Internet bill.

[2] 24 month connection with Netspace supplied Standard Modem \$0. Normally \$79 - FREE upgrade to Advanced Modem (Limited Time).

[3] FREE Rapid Transfer (churn) on a 24 month contract and receive a FREE Standard ADSL Modem. Alternatively bring your own modem and receive a \$30 credit on your first months Internet bill.

Free churn on all contract terms (excludes "No Contracts").

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## Section 6: Operating System

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

- Windows 98 SE     
  Windows 2000     
  Windows ME     
  Windows XP

### Mac OS (Network card required)

- Mac OS 8.6     
  Mac OS 9     
  Mac OS X/10

## 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.

SOHO ADSL plans come with the option of a static IP. If you wish to have a static IP with your connection, please tick the box below.

- include \_\_\_\_\_ extra filter(s) at \$22.50 per filter (optional)  
 include \_\_\_\_\_ splitter/filter(s) at \$29.95 (optional)  
 I wish to use a static IP

## Section 8: Payment Details (Please select a payment option).

### Direct Debit

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

I understand and authorised 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.

### Credit card details

- Bankcard       Visa  
 Mastercard       American Express

Card number:

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Expiry date (mm/yy):

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Charge amount:

Cardholder name:

Cardholder signature:

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## Section 9: Agreement

You acknowledge that: (a) the installation and operation of broadband 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 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.

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

Customer signature:

Date:

### Additional information

- IP Addresses are dynamically allocated. An optical Static IP Address can be obtained.
- Domain name and Web Site hosting can be purchased separately.
- Multiple concurrent Broadband log-ins to a single account:
  - (a) Permitted for all Flat Rate plans until allowed usage per month is reached, after which access speed limits and single log-in limit applies
  - (b) permitted for customers who have switched off Flat Rate functionality on their account (multiple log-ins and full access speeds apply for the entire month)
  - (c) data downloads by multiple concurrent log-ins are aggregated for charging purposes.
- Netspace provides a dialup account for modem access when travelling away from your ADSL connection point or if your ADSL connection is down. Maximum user sessions of 4 hours are applicable and downloads count towards monthly limits. Connecting via the dialup account is not possible when logged on via the ADSL network.
- Allowance is based on data received to the service. Uploads are free of charge. For a list of sites which qualify as free traffic, visit <http://sfoa.netspace.net.au/adsl/downloads/>
- 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.
- 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.

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## Additional Business Services

All services on this form are optional. Tick all boxes that apply to products and services you wish to purchase.

### Section 1: Domain names & hosting

#### New domains

Requested domain name:

ACN/ABN:

Tick this box if you want Netspace to register the domain on your behalf. Conditions below:

- ACN/ABN must be supplied. The domain name must be a direct derivative of your registered trading name or company name.
- Domains should be in the format **mycompany.com.au** etc.
- Netspace cannot guarantee that a name will be accepted by the issuing authority, and will contact you if there are any problems with your application. Do not print business stationery with your domain name until it has been approved by the Domain Licensing Authority.

#### Domain re-delegation

Current domain name:

Registry/domain key:

#### Web and domain hosting

I would like Netspace to host my website:

(a) bundled with Webserver (\$110 pa)  
Webserver:

OR

(b) without a Webserver (\$220 pa)

#### Optional

Mailserver IP:

Webserver IP:

### Section 2: Web hosting services

#### Virtual Hosting

A once off set-up fee of \$55 is applicable on all web servers

#### Lite webserver

- 10Mb storage \$213pa  
(does not include access to CGI-bin, Telnet access, Anonymous FTP or linking of multiple domains)

#### Premium Web/ FTP servers

- 25Mb storage \$525pa
- 100Mb storage \$1050pa
- 250Mb storage \$1575pa

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### Section 3: Payment details for domain registration

#### Credit card details

Bankcard

Visa

Mastercard

American Express

Card number:

Expiry date (mm/yy):

CCV number:

Charge amount:

Cardholder name:

Cardholder signature:

Netspace will use the credit card information to pay the domain registration fee to the relevant registrar on your behalf. Domain registration will appear on your card under the name of the domain registrar. Netspace does not charge any administration fees for this service.

Channel Partner:

Phone:

Fax:

## Direct Debit Service Agreement: Details

**1. Debiting Details:**

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 Pty Ltd, Level 1, 683 Burke Road, Camberwell, VIC 3124

Please 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 its 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; and
  - 2. Fees and charges of \$15.00 may apply.
- 8. All Customer records and account details will be kept private and confidential to 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

Customer's Authority

Name of Customer(s) giving the DDR

I / We

Authorise you (Name of Debit User - APCA User ID Number)

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

Signature

If a joint bank account please include BOTH signatures.

Channel Partner:

Phone:

Fax:

## Account Details - Details of 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

Date / /

Signature

Date / /

If a joint bank account please include BOTH signatures.

## Important Netspace Information: Please complete

### Existing Netspace Customers

Netspace User Name:

Broadband Phone No.:

### New Netspace Customers

Preferred Netspace User Name:

Proposed Broadband Phone Number:

Are you:  updating direct debit details, or  
 switching from credit card



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