

Return to:

Fax: (08) 9244-6096

Email: sales@amnet.com.au

Mail: Amnet Provisioning, GPO Box 2541, PERTH WA 6001

**Sales Agent:**

**Direct Phone:**

**Email:**

Please Note: Installation of ADSL at new location will take up to 10 business days (unless notified). -Subject to Service Availability.

In approximately 3 business days after your application for ADSL has been approved Amnet will contact you with details for a temporary dial up service to use until your ADSL is available.

**SALES** 13-37-30 (Mon-Fri 8.30am-5pm)

**SUPPORT** 1300-88-22-32 (Mon-Fri 6am-10pm, Sat-Sun-Pub 8am-8pm)

**PLEASE COMPLETE IN BLOCK LETTERS**

**Section 1: Customer Information**

|   |          |                 |            |
|---|----------|-----------------|------------|
| Full Name (Contact):  |          |                 |            |
| Business Name:  |          | ABN (required): |            |
| Mailing Address:  |          |                 |            |
| Suburb or Town:   |          | State:          | Post Code: |
| Home Ph:  | Work Ph: | Mobile:         | Fax:       |
| Email for Installation Notifications (Must be available during the provisioning process):   |          |                 |            |
| Best contact method during the provisioning process (business hours only): <input type="checkbox"/> Email <input type="checkbox"/> SMS, <input type="checkbox"/> Fax, <b>Phone</b> ( <input type="checkbox"/> Work <input type="checkbox"/> Home <input type="checkbox"/> Mobile) |          |                 |            |

**Section 2: Username & Password**

|   |                       |   |
|---|-----------------------|---|
| Preferred Username:   | Alternative Username: | Password:   |
| Are you upgrading an existing Amnet/Arachnet Dialup Account? Username:  |                       | (Dialup Account will be cancelled on ADSL connection) |
| Your username will form the first part of your email address (ie <a href="mailto:username@amnet.net.au">username@amnet.net.au</a> ), all your correspondence from Amnet will be sent to this email address including invoices. If you wish this correspondence to be delivered to another address please enter below: |                       |   |
| The security question is used to personally identify you when you make account enquiries.<br>Security Question:<br>(Example Question 'Drivers License Number?')   |                       | Security Answer?<br>(Example Answer '1234567')        |

**Section 3: ADSL Service Details**

|   |   |           |
|---|---|-----------|
| ADSL Install Address ( <input type="checkbox"/> Same as Mailing Address):   |   |           |
| Suburb:   | State:  | Postcode: |
| Telephone number to install ADSL on:<br>(       )       -   | <b>IMPORTANT NOTE:</b> Must be a direct line-out. Some security/alarm systems may not be compatible with ADSL broadband. Other incompatible services include: ISDN, PABX, rotary or line hunt phone systems. If you have such a service associated with your chosen ADSL line, please contact the relevant phone/alarm provider to determine if they support ADSL broadband operating on the line. Failure to do so may result in service interference, and unnecessary delays and charges in resolution. |           |
| Is this telephone number <input type="checkbox"/> Active now or <input type="checkbox"/> To be connected on (dd/mm/yy):       /       /   |   |           |
| Is ADSL currently installed on this telephone number? <input type="checkbox"/> No <input type="checkbox"/> Yes – Who is the ADSL Provider?  |   |           |
| <b>IMPORTANT NOTE:</b> Do not disconnect from your current provider unless instructed to do so by Amnet Provisioning, these instructions will only be given after submission of application.<br>If service is able to be churned a downtime of up to 4 hours may be incurred plus time for you to reconfigure your router.<br>If service is unable to be churned a downtime of up to 10 business days may be experienced, during which time a free dial up access account is available from Amcom. – Local telephone call charges apply with dial up service. |   |           |

**Section 4: Establishment Fees**

Amnet gives you the option to change to any of Amnet's current plans for the term of your contract. (Change of plan fee may apply)  
If churning from another provider a \$40 discount applies\* to the non-promotional establishment fee for No Contract & 12 Month Contracts \*subject to churn eligibility

No Contract - **\$149 Establishment Fee**

12 Month Contract - **\$79 Establishment Fee** (Default Option)  
• Early Contract Termination Fee \$99

24 Month Contract - **\$0 Establishment Fee**  
• Early Contract Termination Fee \$199

**Note:** If you relocate your ADSL connection a relocation fee will apply.

**PROMOTION CODE:**

If you are signing up as part of one of Amnet's Promotion please enter the relevant promotion code:

Promotion offer discounts and items will be applied to this order during processing.  
Early termination of a contracted service obtained via a promotion/special offer will result in standard applicable charge plus the fees/costs of items/services obtained that were included free or waived as part of the promotion/offer.

## Section 5: Monthly Plan Options

Total Allowances are monthly, including Main Download and Peering Download. Allowances reset monthly on billing period.

### Why Choose Amnet?

- No bundling with your phone line or VOIP
- Amnet doesn't count uploads
- Bonus 200% Peering Allowance<sup>‡</sup>
- Flat monthly fees, no excess charges

### All Amnet Broadband plans come with:

- FREE 100MB Personal Webspace
- FREE Email Accounts (20x 50MB)
- FREE Anti-spam & Anti-virus (on email accounts)
- FREE Static IP Address (valued up to \$60 per year)
- FREE Backup Dialup (Available only if ADSL is Disconnected)

| Speed #                          | Download Allowance |                   |                    | Price             |
|----------------------------------|--------------------|-------------------|--------------------|-------------------|
| Speed <sup>φ</sup>               | Main Allowance     | Peering Allowance | Total <sup>‡</sup> | Per Month inc GST |
| <input type="checkbox"/> 512/512 | 10GB               | 20GB              | <b>30GB</b>        | \$79              |
| <input type="checkbox"/> ADSL1   | 10GB               | 20GB              | <b>30GB</b>        | \$99              |
| <input type="checkbox"/> ADSL1   | 20GB               | 40GB              | <b>60GB</b>        | \$109             |
| <input type="checkbox"/> ADSL1   | 30GB               | 60GB              | <b>90GB</b>        | \$129             |
| <input type="checkbox"/> ADSL1   | 50GB               | 100GB             | <b>150GB</b>       | \$159             |
| <input type="checkbox"/> ADSL1   | 130GB              | 260GB             | <b>390GB</b>       | \$299             |
| <input type="checkbox"/> ADSL1   | 220GB              | 440GB             | <b>660GB</b>       | \$599             |

### φ What Speeds can I expect?

Our ADSL1 Broadband Plans offer speeds up to 8Mbps/384Kbs. Our 512/512 plan offers speeds up to 512Kbs/512Kbs (downstream/upstream). You will receive the maximum download speed supported on your line. Actual speeds may be less due to a number of factors including network configuration, line quality & length, exchange type, member premises interference, traffic and hardware and software. All plans will be restricted to 64Kbps once Download Allowance or Peering Allowance limit is reached.

<sup>‡</sup> Each account has a separate Peering Allowance which is double the plans Main Allowance eg 10GB plan has a 20G Peering Allowance.

Peering Allowance is WAIX in WA & PIPE in SA. Find out about WAIX at <http://www.waia.asn.au/waix/index.shtml> and PIPE at <http://www.pipenetworks.com/Peering/faq.shtml>

## Section 6: Modems and Equipment Options

Equipment purchases from Amnet will be delivered by courier on the day, or next business day of account activation. Please deliver my equipment to:

- Mailing Address  
 Installation Address  
 Other:

Modems - Modems purchased with account application will be delivered pre-configured.

### Purchase Modem Outright

- \$0 Bring Your Own
- \$89 Netcomm NB6  
Single Ethernet port, USB (ADSL, ADSL2, ADSL 2+ compatible)
- \$199 Netcomm NB9WMAXX  
4 port Ethernet, VOIP enabled, Wireless Access Point (ADSL, ADSL2, ADSL 2+ compatible)  
*Wireless connectivity requires that wireless cards are installed in computers, Amnet Support does not provide support for wireless networking*

Filter / Splitters - Line Filters are required at all telephone outlets with telephone equipment connected.

Line Filter / Splitter - Qty:      \$20 ea      Line filters must be placed between wall socket and phones. Line Filter / Splitter delivers 1 filtered phone socket (for telephone) and 1 un-filtered (for modem) phone socket.

## Section 7: Declaration

By submitting this application (I/We) understand and agree to the following Material Terms:

- The options I/we have selected.
- Connection of the service is subject to further service availability checks and may take up to 10 business days.
- You can cancel this order without penalty before the Service Commencement Date. However any cancellation after this date may incur Contract Break Fees.
- If you choose to cancel the Service at any time after the Service Commencement Date, you can do so in writing by providing 30 days notice. If cancellation is after expiry of the contract period you will be liable for any outstanding charges up to and including the 30 day notice period. If cancellation is prior to expiry of the contract period Contract Break fees may also apply.
- If the Service is moved to another telephone number or location, or any changes are made to the underlying telephone service, this may result in disconnection, and reconnection fees may apply.
- Pricing is for self-installation with phone support.
- Amnet will advise you of the Service Commencement Date of your connection, and the full terms and conditions of our Customer Relationship Agreement will come into effect on this date.
- Our Customer Relationship Agreement is available from our offices, or online at [www.amnet.com.au](http://www.amnet.com.au).
- The service is only available at the premises at which you have requested the service be supplied and is not transferable.
- Any additional installation/hardware required at your premises is your responsibility.

- That usage limits are reset at the beginning of each billing period, you cannot 'rollover' any unused data into the next billing period, so as to increase your download limit.
- You may not re-supply the services to any other end user.
- You are liable for all charges whether or not you authorized the particular use of the service by another person and you will continue to be liable for the charges if you allow another person to occupy your premises or use the service.
- All Services provided by Amnet are paid in advance. If your account is not sufficiently in credit on the due date, your Service may be suspended or cancelled and we reserve the right to charge interest on any amounts not paid to us by the due date.
- If Amnet suspends or cancels the Service due to non-payment or breach of our Customer Relationship Agreement, you may be liable for Contract Break Fees. You may also incur fees to reactivate the service.
- The service will not be used or be allowed to be used for any illegal or anti-social purposes, or any other breach Amnet's Terms & Conditions of Service. Any breach of these terms may result in cancellation of the Service.
- Amnet will aim to provide the best service possible, but cannot be responsible for any loss of service, data or goods regardless of whose fault it is.
- Early termination of a contracted service obtained via a promotion/special offer will result in standard applicable charge plus the fees/costs of items/services obtained that were included free or waived as part of the promotion/offer.

I/We have read, understood, and agree to Amnet's CRA and confirm that I/we are over the age of 18 and will be noted as the authorized account signatory.

Signature:

(Form will not be accepted without proper signature)

Date:

Name:

## Provisioning Process

### Amnet's Provisioning Department will contact you in the following intervals:

**Order Confirmation** – Temporary Dialup Details (Up to 3 business days after receipt of Application)

**ETA** - Estimated Time of Installation Completion (Next business day after Order Confirmation)

**Completion** - Advise Settings, Arrange Hardware Delivery (If Applicable) (By COB on ETA unless delayed)

Please check your email regularly for updates. All contact phone calls are only made between 8:30am & 5pm Mon-Fri.

**Please call (08) 9244-6594 or email [dslprov@amcom.com.au](mailto:dslprov@amcom.com.au) with any progress queries**

## Section 8: Payment Details

### Payments are ONLY accepted by Direct Debit to Credit Card or Bank Account

**Please take my payments**  Monthly(Default)  Quarterly  Half Yearly  Annually N/A if linked to parent account. Payments are taken in advance.

**Initial Payment** – Payment method will be debited on day of connection

- Establishment Fee (See Section 4 for charges)
- Hardware Purchases (See Section 6 for charges)
- First Access Fee (Charged Monthly, Quarterly or Annually In Advance) (See Section 5 for charges)

**Ongoing Payments** - Debited on the closest business day of anniversary of connection

- Access Fee (Charged Monthly, Quarterly, Half Yearly or Annually In Advance) (See Section 5 for charges)
- If Applicable - Excess Charges, Cancellation Fees,

### Credit Card Payment Option

Visa  MasterCard  AMEX  Diners

Card Number: - - - - - Expiry Date: /

Name on Card:

I authorize Amnet to collect payment of my future Amnet bills for the account as applied for on this form, when due, by direct debit from the above card. By signing this direct debit from credit card account authority you acknowledge having read and understood the terms and conditions governing the direct debit arrangements between you and Amnet.

Signature: (Form will not be accepted without proper signature)

Date:

### Direct Debit Savings or Cheque Account Payment Option

BSB Number: - Account Number:

Bank: Account Name:

I authorize Amnet to collect payment of my future Amnet bills for the account as applied for on this form, when due, by direct debit from the above account. By signing this direct debit from savings/cheque account authority you acknowledge having read and understood the terms and conditions governing the direct debit arrangements between you and Amnet.

Signature: (Form will not be accepted without proper signature)

Date:

### Link to Parent/Existing Account Payment Option (Existing Customers Only)

Account will be added to existing payment structure and billed on the same billing date as the parent account

Account Number (As found on top right hand corner of Invoices):

Parent Account(Existing) Username: (If Applicable)

I, as an authorized account holders signatory, hereby give authority for Amnet to charge my existing account with the charges indicated on this form

Signature: (Form will not be accepted without proper signature)

Date:

Name:

### Direct Debit Terms & Conditions

- You should check:
  - a) With your financial institution whether direct debiting is available from your account.
  - b) Your account details are correct by checking them against a current account statement/credit card.
  - c) If any charge or fee applies for Direct Debit payments
- If you wish to cancel, stop or defer a Direct Debit payment you must notify us at least 7 days prior to the next due date.
- It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the direct debit request.
- If there are insufficient clear funds in your account to meet a debit payment:
  - a) Your service may be suspended or cancelled
  - b) You may incur fees or charges imposed or incurred by us.
  - c) You may also be charged a fee by your financial institution.
- You should check your account statement to verify that the amounts debited from your account are correct.
- We will keep any information in your direct debit request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorized use, modification, reproduction or disclosure of that information.
- We reserve the right to charge interest on any amounts not paid to us by the due date.
- Interest will be charged from the due date until payment at a rate equal to 3% above the Commonwealth Bank Corporate Overdraft Reference Rate or such other comparable rate chosen by us most recently published before that date. You will be liable to pay to us all expenses (including reasonable legal costs and expenses and the fees of our debt recovery agents) incurred by us in relation to recovering payments due under this agreement.