

## Residential Broadband ADSL Internet Application

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

### Section 1: Service Address Details

Name (must be same as phone bill):

Street address:

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 Residential 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:

### 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 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 rapid 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 longer than 32 characters, and must be one word. e.g.. email: username@netspace.net.au  
webspace: http://username.customer.netspace.net.au

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: 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

Speed	Plan Name	Monthly Fee	Total Monthly Downloads	Peak	Off Peak	Order
256K/64K	256 Lite Starter*	\$19.95	0MB	N/A	N/A	<input type="checkbox"/>
	256 Starter*	\$29.95	300MB	N/A	N/A	<input type="checkbox"/>
	256 Extreme	\$39.95	20GB	10GB	10GB	<input type="checkbox"/>
512K/128K	512 Lite	\$39.95	2GB	1GB	1GB	<input type="checkbox"/>
	512 Active	\$49.95	30GB	15GB	15GB	<input type="checkbox"/>
	512 Extreme	\$59.95	50GB	25GB	25GB	<input type="checkbox"/>
1500K/256K	1500 Lite	\$59.95	10GB	5GB	5GB	<input type="checkbox"/>
	1500 Active	\$79.95	40GB	20GB	20GB	<input type="checkbox"/>
	1500 Extreme	\$99.95	60GB	30GB	30GB	<input type="checkbox"/>

\*24 month connection offers not available on 256 Lite Starter or 256 Starter Plans.  
**Starter Plans** — Excess usage is charged at 15c/MB to a maximum excess bill of \$49.95, after which shaping is imposed. Free sites, flat rate option and data blocks are not available on the Starter Plans. Downgrades to Starter Plans are not permitted.  
**Flat Rate** — All plans (excluding the 256 Lite Starter and 256 Starter Plans) are Flat Rate. If the Peak or Off-Peak download quota is exceeded during a given month, your speed will be shaped for that period only. Peak time is from 7am to Midnight – 7 days per week. Off-peak time is Midnight to 7am. Allowance is based on data received to the service. Uploads are free of charge. To check the progress of your broadband ADSL application please refer to the Broadband Status Check on the Netspace homepage - <http://www.netspace.net.au>

## Section 5: Connection Type and Fees

Tick the connection type which applies to you:

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

### CONTRACT LENGTH:

	No Contract	6 months	12 months	18 months	24 months
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 on first month [1]
Standard Modem <small>ADSL Single Port Modem</small>	<input type="checkbox"/> \$259	<input type="checkbox"/> \$219	<input type="checkbox"/> \$179	<input type="checkbox"/> \$119	<input type="checkbox"/> \$0 [2]
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"/> \$50
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 Rapid 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://www.netspace.net.au/broadband>  
 \*\* 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 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. This offer is not available on the Starter Plans. [2] 24 month connection offer with Netspace supplied Standard Modem \$0 (Normally \$79). This offer is not available on the Starter Plans. [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 6,12,18 and 24 month contracts.

## 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

## 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.

- include \_\_\_\_\_ extra filters at \$22.50 per filter (optional)  
 include \_\_\_\_\_ splitter/filter at \$29.95 (optional)

## 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:

Expiry date (mm/yy):

 

Charge amount:

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).

## 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 an broadband service; (c) the installation and operation of an 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://www.netspace.net.au/sfoa/>

Drivers Licence Number:   
(if applicable)

Date of Birth:

Customer signature:

Date:

### Ready to connect?

Fax your completed application and supporting documentation to:  
**1300 301 518**

#### Additional information

- Upgrades and Downgrades of plans and line speeds can be done via Netspace website. Login to MyNetspace at <http://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, an Administration fee of \$35 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 Siteline.
- 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.