



ADSL2+ and Telephone Bundle Application Form

Section A. Application Type (required)

please tick the box relevant to your application:

- New Telephone Number with ADSL2+ Activation
- Existing Telephone Number Port-in and ADSL2+ Activation
- Account Modification (plan, credit card or contact changes)
- Relocation of ISP Telephone Number and ADSL2+ (please note: this can only be done if the new premise is within the same Exchange)

If you are an existing ISP Customer, Please fill in your ISP Account Number:

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Section B. ADSL2+ Location Details (required)

The following information you provide here is where your ADSL2+ will be activated. Leave the Phone No. blank if you require a new Telephone Number activated.

Phone No.

Address

Suburb

State Postcode

Section C. Billing Address (required) same as above

Address

Suburb

State Postcode

Section D. Customer Details

Name (required)

Company

Organisation Type ABN ACN Other

ABN/ACN No.

Driver's License

Birth date (required)

Phone (required)

Mobile (required)

Fax

Email (required)

Section E. Credit Card Payment (required)

Card Type:

- Visa AMEX
- Mastercard Diners

Card Number:

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Name on Card

Expiry Date

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Verification Code

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By signing, I hereby request Information Service Providers Pty Ltd (ISP Alexandria), until further notice, to arrange payment of my internet account, by debiting the credit card account as described below. I acknowledge that this request may be terminated at any time by ISP or by notice in writing from myself.

Signature

Date

Section F. Referral Information

How did you hear about ISP? Please let us know who referred you, or where you saw our Advertisement.

If you were referred to us by an existing client, Please provide their account number:

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OR their email:

Section G. Agreement

By filling out and submitting this application, I declare that I have read, understood and agree to abide by ISP's Terms and Conditions at www.isp.net.au and verify that I am over 18 years of age and able to enter into a legally binding contract.

Section H. Your Control My ISP Password (required)

This is the password that you will need to use to log into http://control.atu.net.au

Password



Section I. ADSL2+ and Telephone Plans (required)

Contract Terms	12 months	24 months
New Phone Line/New Adsl 2+ Connection (CSG waived)	<input type="checkbox"/> \$99.00	<input type="checkbox"/> \$0.00
Existing Phone Line /New ADSL 2+ Connection	<input type="checkbox"/> \$99.00	<input type="checkbox"/> \$0.00
Relocation Add 12 months on top of any months left in your previous contract term.		
Relocation of ISP Phone Line and ADSL2+ Connection	<input type="checkbox"/> \$165.00	
Change of Plan		
Change my plan selected below from the next billing period	<input type="checkbox"/> \$33.00	

Section J. Purchase Modem/Router

ADSL2+ Modem/Router	
Billion BiPAC7300RA 4 Port Ethernet	<input type="checkbox"/> \$99.00
Billion BiPAC7301VGP 4 Port Ethernet, Wireless, VoIP	<input type="checkbox"/> \$220.00
Billion BiPAC7404VGOX 4 Port Ethernet, Wireless, 2x VoIP	<input type="checkbox"/> \$330.00

Section K. ADSL2+ Monthly Plans (required)

Plan	Speed	Data Allowance	Monthly Cost
ADSL2+ 32GB	Upto 20mbps/820kbps	32 GB*	<input type="checkbox"/> \$36.30
ADSL2+ 44GB	Upto 20mbps/820kbps	44 GB*	<input type="checkbox"/> \$58.30
ADSL2+ 84GB	Upto 20mbps/820kbps	84 GB*	<input type="checkbox"/> \$69.30
ADSL2+ 172GB	Upto 20mbps/820kbps	172 GB*	<input type="checkbox"/> \$91.30
Shape the connection down to 72kbps once the data allowance has been reached			
Do you want your connection shaped once the data allowance has been reached?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Static IP (for Businesses with Web or Email Servers only)			
Do you require a Static IP Address? If so add \$11.00 on top of the Monthly Cost	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

* Excess data usage is charged at \$11.00/GB

Section L. Telephone Line Rental

Telephone Line Rental – Applies to all connections		
Item	Cost	Period
Line Rental	\$29.70	Per Month
Local Call	16.5c	Fixed
National Call ⁽¹⁾	16.5c	Per Minute
Mobile ⁽¹⁾	33c	Per Minute
13/1300 Numbers	33c	Fixed

⁽¹⁾ 33c flagfall applies

Section M. Phone Line Details

Phone – Only required for Port-in of Existing Telephone Number

You will need to bundle your home phone service with Information Service Providers. You must also sign and date the Customer Authority below.

I would like my Long Distance Provider to be Information Service Providers (default) AAPT Telstra
 *Choosing a long distance provider other than Information Service Providers will incur an additional fee of \$11 per month. If none selected then the long distance provider will default to Information Service Providers

I have an existing phone service that I wish to transfer to Information Service Providers (fill out details below)

Name on the account	<input type="text"/>	Silent Unlisted Number \$3.30/mo	<input type="checkbox"/>	Call Waiting	<input type="checkbox"/>
Phone No.	<input type="text"/>	Caller ID \$6.60/mo	<input type="checkbox"/>	Call Divert/Forward	<input type="checkbox"/>
Current Provider	<input type="text"/>	Selective Call Features \$3.30/mo	<input type="checkbox"/>	Call Return	<input type="checkbox"/>
TWA (Telstra Wholesale Account) No.	<input type="text"/>	Voicemail \$6.60/mo	<input type="checkbox"/>	Three way call	<input type="checkbox"/>
		Barr Info Calls	<input type="checkbox"/>	Barr Mobile	<input type="checkbox"/>



Section N. Customer Authorisation (required)

Customer Authority – Must be filled out by all types of connections

I give up all previous contractual rights with my current telephone service provider (e.g. Discount plans, charity concessions).

When porting my telephone service number from my current telephone service provider, the account to which this service is associated with may result in finalisation.

Although I have the right to port my Service Number, there may be costs and obligations associated with the Port which may include early termination fees and Porting fees with my current telephone service provider.

I will contact my current telephone service provider in relation to providing services and fault assistance until the transfer of my telephone service to Information Service Providers is completed.

This Customer Authorisation is valid for 30 days upon completion of this signup for a ULLS Port, however I understand that if needed, I authorise the Authority to be automatically extended by a further 30 days. An authorisation to change of Long Distance Pre-Selection is valid for 30 days, however I understand that if needed, I authorise the Authority to be automatically extended by a further 60 days. A Local Call Churn and Broadband Authority is valid for 30 days.

A local call Churn can take up to 40 business days to become effective.

- I am over 18 years of age & have legal rights to the services I am about to provision.
- I have read & agree to the terms and conditions on the Information Service Providers website located at <http://isp.net.au/terms-conditions>
- If any of the information I have provided is incorrect which inevitably ceases the order to go through, then I acknowledge that a fee of up to \$330 will be payable.
- ISP Provisioning may give me two appointment dates, I understand that I or an adult must be present the whole day on those given dates, otherwise a service fee applies.
- I understand that I can not change the appointment dates, during the last 6 working days leading up to the appointment.
- If I missed all or any of the appointments, I understand that ISP will charge me a service fee (\$99) per appointment missed. Then ISP will arrange other dates.
- If I want to withdraw my application, and it has passed the Point of No Return. Then ISP will charge me \$330 Application Cancellation Fee.
- I understand if I wish to cancel my account before the end of the contract, an early termination of \$330 will be charged or Contract Payout, which ever is lesser.

By signing this form you have read and agree to the Customer Authorisation as outlined above.

Name

Signature

Date



Section O.

Important Information

- If you are moving premises, a relocation only applies if we are able to relocate your existing ISP telephone number to where you are moving to. If not, then you must request for a Termination. An early termination fee may apply.
- For the purpose of calculation, 1GB = 1000MB
- Unused data can not be rolled into a second month.
- You may have Unlimited computers on your home or business network.
- Customers with contracts who wishes to terminate either or all bundled services within the contract period are required to pay out the contract. When part of the bundle (i.e. Telephony or ADSL2+) is terminated or churned away, it will terminate the other.
- Roughly around 5 working days after you have submitted the order, ISP Provisioning will contact you to give you an appointment date (two dates for MDU/New Connections) for the technician(s) to attend your premise. You or an adult must be present on the date(s) given.

Section P. Your Comments

Comments

If you have any special notes or comments please enter them here.