

Return to:

Fax: (08) 9244-6096

Email: sales@amcom.com.au

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

Sales Agent:

Direct Phone:

Email:

Please Note: Installing a Naked Line can take up to 21 business days (unless notified, see Section 3 for more details). *Subject to Service Availability*
If you are intending to use Amnet's VoIP service a VoIP Analogue Telephone Adapter (ATA) is required. You can purchase one by making your selection in Section 4.

IMPORTANT: A Naked includes FREE monthly access to Amnet's VoIP Plan 1 valued at \$4.95 per month. A Credit Card is required for purchase of Naked DSL Call Credits.

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: Current Service Details

Full Name (Contact):

Existing Username:

Installation Address:

Home Ph:

Work Ph:

Mobile (**Compulsory**):

Email for Installation Notifications (*Must be available during the provisioning process*):

Best contact method during the provisioning process (business hours only): Email SMS, Fax, **Phone**(WorkHomeMobile)

Section 2: ADSL & Naked Line New Service Details

Telephone number to install ADSL on:

() -

Is this telephone number Active now or To be connected on (dd/mm/yy): / /
Who is your Telephone Provider?

Section 3: Naked Line Existing Customer Connection Fees

Your existing contract term will be not altered by getting a Naked Line.

Your connection fee is based on the timeframe from when your service was last installed please see below for the rates.

- 0 – 6 months since last installation - \$149 fee applies
- 7 – 24 months since last installation - \$99 fee applies
- 25+ months since last installation - \$0 fee applies

Important Information – Must read before submitting application

- You must have an active telephone line and a direct line-out.
- During conversion to Amnet Naked line, your service will be connected to an ADSL1 1.5Mbs/256 service for approximately 21 business days. Once the Naked DSL service is completed, your service speeds will return again to ADSL2+.
- Once the change is made any security/alarm systems will no longer work therefore please double check what services you have connected to your phone line. Other incompatible services include: ISDN, PABX, rotary or line hunt phone systems.
- Please note that once the conversion to a Naked Line is complete you will not be able to use this phone line for standard voice services. As well as any other services associated with this phone number including a monitored alarm, fax, EFTPOS, Digital Pay TV. Failure to do so may result in service interference, and unnecessary delays and charges in resolution.
- Amnet supplies the Amnet VoIP service on the basis that it is not required to meet the performance standards set out in the *Telecommunications (Customer Service Guarantee) Standard 2000 (No 2) (the CSG)*, which is established by Part 5 of the *Telecommunications (Consumer Protection and Service Standards) Act 1999 (Cth) (the Act)*. Customers applying for the Naked Line service must agree to waive their rights under Part 5 of the Act and the CSG. A summary of the CSG and the rights that you will be waiving is contained in Section 5.
- Do not disconnect from your current telephone provider unless instructed to do so by Amnet Provisioning, these instructions will only be given after submission of application.
- This service will not be able to be churned.
- Please note that your phone line and ADSL service will be active up until the time of connection due to the nature of the provisioning process there is no way to accurately determine the length of the provisioning period which is why an estimate of 21 business days is given.
- **Amnet's Provisioning Department will contact you in the following intervals:**
 - **Order Confirmation** – 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 with any progress queries

Section 4: Modems and Equipment Options

Equipment purchases from Amnet will be delivered by courier on the day, or next business day of Naked Line activation. Please note that signature is required on receipt of goods and courier is unable to deliver to a PO Box address. Modems purchased with Naked Line application will be delivered pre-configured. Please deliver my equipment to:

- Installation Address
 Other:

Modem Purchase – Outright

<input type="checkbox"/> \$0	Bring Your Own
<input type="checkbox"/> \$99	Netcomm V210p ATA. 1 Phone Port VOIP Adapter with PSTN Pass-through. Please note this is a VOIP adapter only (modem not included)
<input type="checkbox"/> \$199	NetComm NB9WMAXX 4 port Ethernet, Wireless Access Point (ADSL, ADSL2, ADSL2+ compatible) with built-in Analogue Telephone Adapter (ATA) <i>Wireless connectivity requires that wireless cards are installed in computers, Amnet Support does not provide support for wireless networking</i>

Section 5: Monthly Plan Options

Allowances are monthly, with peak/off-peak/peering separation. 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[∇]
- Flat monthly fees, no excess charges

All Amnet Broadband plans come with:

- FREE 20MB Personal Webspace(non-commercial)
- FREE Email Accounts (5x 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 ^φ	Peak	Off-Peak		Total [∇]
<input type="checkbox"/>	ADSL2+	1GB	1.5GB	2.5GB	\$48.95
<input type="checkbox"/>	ADSL2+	2GB	3GB	5GB	\$58.95
<input type="checkbox"/>	ADSL2+	5GB	7.5GB	12.5GB	\$68.95
<input type="checkbox"/>	ADSL2+	10GB	15GB	25GB	\$78.95
<input type="checkbox"/>	ADSL2+	20GB	30GB	50GB	\$88.95
<input type="checkbox"/>	ADSL2+	30GB	45GB	75GB	\$108.95
<input type="checkbox"/>	ADSL2+	40GB	60GB	100GB	\$138.95

What Speeds can I expect?

Our ADSL Broadband 2+ plans will give you a more responsive and satisfying online experience with download speeds typically much faster than standard ADSL Broadband 1. The majority of our ADSL Broadband 2+ customers experience speeds in excess of 10Mbps with a small percentage experiencing speeds over 20Mbps, and up to 24Mbps.

What are the Peak and Off-Peak times?

Peak times are from 6:01am – 12:00am Midnight; Off-Peak times are from 12:00am Morning – 6:00am.

[∇] Each account has a separate Peering Allowance which is double the plans Peak 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>

You will receive the maximum download speed supported on your line up to 24Mbps/1M(ADSL2+ Modem Req). 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.

^φ Only available in Amnet Enabled Exchanges. You will receive the maximum download speed supported on your line up to 24Mbps/1M(ADSL2+ Modem Req) as applicable.

Section 6: Declaration

Naked Line Terms and Conditions:

By authorizing Amnet to change your telephone line to a Naked Line you are agreeing to the following terms and conditions of service in addition those in Amnet's CRA. Where there is any inconsistency between the CRA and the following terms and conditions then the latter takes precedence.

- To apply for a Naked Line you must have an active telephone line.
- You must be the lessee of the active telephone line.
- A Credit Card is required for purchase of all Naked DSL Call Credits.
- Changing an active telephone service to a Naked Line entails disconnecting the telephone service and any services on that line (e.g. ADSL, monitored alarm, fax, EFTPOS, Digital Pay TV). Apart from loss of service you may also incur cancellation fees. It is your responsibility to check with your telephone, broadband and other service providers before applying for a naked Line service.
- Amnet VoIP service does not support Local Number Portability (LNP). By changing an active telephone line to a Naked Line you will lose your current telephone number. You will be provided with a new number for your Amnet VoIP service.
- Amnet VoIP service numbers are exclusively associated with Amnet VoIP services and cannot be transferred to any other telephone service provider.
- Amnet VoIP service does not support pre-selection or use of override codes. It is not possible to make calls from your Amnet VoIP service using any other telephone service provider.
- An Amnet VoIP service can be used to make (000) emergency calls but the emergency services will not be provided with any location information. In the event of an emergency call you will need to identify your location.
- Your ability to initiate and sustain calls, including emergency calls, using your Amnet VoIP service is effected by a number of factors outside Amnet's control and we cannot, therefore, guarantee that the service will always be operational. In particular the service will not be able to be used in event of a power failure or some types of problems with the internet access that you are using whether Amnet or some other internet access provider. You will need to make additional arrangements if you need to be able to make telephone calls in such circumstances.
- Use of an Amnet VoIP service will count as internet use on the internet access you are using and will incur charges, if any, associated with usage of that access. The Acceptable Use Policy or equivalent applicable to the internet access will also apply. For example if you have an Amnet capped broadband plan and use of your Amnet VoIP service via your Amnet internet access that usage will count towards your cap and you will be obliged to comply with the terms of Amnet's Customer Relationship Agreement.
- Should you have no credit on your pre-paid VoIP service you will still be able to make calls to other Amnet VoIP customers. However, you will not be able to make calls to other numbers until you have recharged.

Should you wish to cancel your Naked Line service you will need to provide 30 days notice to Amnet. Furthermore you will need to contact a telephone provider should you wish to reconnect your telephone line, please note that there may be lengthy delays in arranging this.

Section 6: Declaration (Continued)

Naked Line Terms and Conditions:

Customer Service Guarantee Waiver for the Amnet VoIP service

Please read the following paragraphs carefully. They contain information affecting your rights.

Introduction

1. Part 5 of the Telecommunications (Customer Service Guarantee) Standard 2000 (No 2) (the CSG) allows Amnet to propose that you waive the protections and rights provided for under the CSG.

2. The CSG contains performance standards, which carriage service providers such as Amnet are required to fulfil (unless the customer has waived these performance standards). A complete version of the CSG and an explanation of its terms are available on the Australian Communication and Media Authority's website (www.acma.gov.au).

3. The Amnet VoIP service provides significantly lower call costs in comparison to a normal telephone service provided over the public switched telephone network. Amnet is only able to provide this service on the basis that it is not required to meet the CSG's performance standards. So that Amnet may continue to offer this service, it requires that all Amnet VoIP customers waive their rights under, and in respect of the CSG.

4. The protections and rights you are waiving are:

(a) The provision of written information

The CSG requires carriage service providers to at least every two years give written information to each customer about:

- the performance standards that apply to supply of specified services;
- the obligations of the provider under those standards;
- the customer's entitlements to damages under the Act for contravention of the performance standards; and
- on request, provide information to the customer about a performance standard.

(b) Guaranteed maximum service connection periods

The CSG provides timeframes within which connection to services should occur.

(c) Guaranteed maximum fault rectification periods

The CSG provides timeframes within which rectification of service faults should occur.

(d) Making and changing appointments

The CSG requires carriage service providers to:

- make appointments with customers at times that are convenient for the customer;
- make appointments with customers that are either for a particular time of the day or to nominate a five hour period during which the appointment will occur; and
- change appointments by giving at least 24 hours notice or by obtaining the agreement of the customer to the change.

If you waive your rights under the CSG you will not be able to claim compensation from Amnet for any failure to meet the prescribed performance standards in relation to the supply of the Amnet VoIP service.

5. This waiver will take effect when you return it to Amnet via email. If you do not provide a CSG waiver, Amnet reserves its rights not to provide the Amnet VoIP service to you.

Material Terms:

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 21 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.
- 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 the Naked DSL Declaration and Material Terms, and confirm that I/we are over the age of 18 and will be noted as the authorized account signatory. I understand that by sending this waiver to Amnet as part of my application for the Amnet Naked Line service, I am agreeing to waive all protections and rights under the Customer Service Guarantee with respect to the provision of the Amnet VoIP service by Amnet to me.

Signature:

(Form will not be accepted without proper signature)

Name:

Date: