

Return to:  
Fax: (08) 9244-6096  
Email: sales@amnet.com.au  
Mail: Amnet Sales, GPO Box 2541, PERTH WA 6001

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

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

**Sales Agent:** \_\_\_\_\_ **Direct Phone:** \_\_\_\_\_ **Email:** \_\_\_\_\_

Please Note: Installation of ADSL will take up to 10 business days (unless notified) and is subject to service availability.

**Section 1: Customer Information (PLEASE COMPLETE IN BLOCK LETTERS)**

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

**Section 2: Current Service Details**

Username: _____	Disconnect Current Service: <input type="checkbox"/> ASAP or <input type="checkbox"/> (dd/mm/yy): _____ <small>Please note unless specified the ADSL service at the current location will be disconnected on day of connection at new location. The ADSL service can not be active in both locations.</small>
Current Telephone number ADSL installed: _____	Or <input type="checkbox"/> ULL (Dedicated Line)
Installed Address: _____	

**Section 3: ADSL Service Details**

ADSL Install Address ( <input type="checkbox"/> Same as Mailing Address):		
Suburb:	State:	Postcode:
Telephone number to install ADSL on: ( ) _____ - _____	<b>IMPORTANT NOTE:</b> The telephone line 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 it supports ADSL operating on the line. Failure to do so may result in service interference, unnecessary delays and charges in the 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 – <b>Who is the ADSL Provider?</b> _____		
<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. If service is able to be churned a downtime of approximately 20 minutes will be incurred plus time for you to reconfigure your router. If service is unable to be churned a downtime of up to 10 business days will be experienced, during this time a dial up access account is available with no charge from Amnet.		

**Section 4: Relocation Fees**

**Your existing contract term will be not altered by the relocation.**  
Your relocation fee is based on the timeframe from when your service was last installed please see below for the relocation 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

**Your existing contract term will be not altered by the relocation.**  
Your relocation fee is based on the timeframe from when your service was last installed please see below for the relocation rates

**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 13 37 30 or email [dslprov@amnet.com.au](mailto:dslprov@amnet.com.au) with any progress queries**

## Section 5: Monthly Plan Options

Allowances are monthly, with peak/off-peak/peering separation. Allowances reset monthly on billing period.

Peak Allowance ψ	Off-Peak Allowance	Broadband ADSL Speed / Monthly Fee (Inc GST)				
		256k / 64k#	512k / 128k#	1.5M / 256k#	512k / 512k#	ADSL 2+
1GB	1.5GB	<input type="checkbox"/> \$35	-	-	-	-
1GB	3GB	-	-	-	-	<input type="checkbox"/> \$69
2GB	3GB	-	<input type="checkbox"/> \$40	<input type="checkbox"/> \$50	-	-
3GB	4.5GB	<input type="checkbox"/> \$40	-	-	-	-
4GB	6GB	-	-	<input type="checkbox"/> \$60	-	-
5GB	10GB	-	<input type="checkbox"/> \$50	-	-	-
10GB	15GB	-	-	<input type="checkbox"/> \$70	<input type="checkbox"/> \$70	<input type="checkbox"/> \$79 (+ 5GB Off-Peak)
20GB	30GB	-	-	-	<input type="checkbox"/> \$90	-
20GB	40GB	-	-	-	-	<input type="checkbox"/> \$89
30GB	60GB	-	-	-	-	<input type="checkbox"/> \$99
40GB	60GB	-	-	-	<input type="checkbox"/> \$110	-
60GB	120GB	-	-	-	-	<input type="checkbox"/> \$139

### What are the Peak and Off-Peak times?

Peak times are from 7:01am – 12:00am Midnight; Off-Peak times are from 12:00am Morning – 7:00am, Sunday to Friday. All 24 hours of Saturday are Off-Peak.

ψ Each account has 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/fag.shtml>

All Amnet Broadband plans come with: 1x Static IP Address, 5x 50MB POP3 Email Accounts with Anti-Virus & Anti-Spam (@amnet.net.au), 20MB of Webspace (non-commercial use), Backup Dialup (Available only when ADSL is Disconnected)

# Speeds are theoretical network maximum speeds. 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.

## Section 6: Modems and Equipment Options

Equipment purchased from Amnet will typically be delivered by courier on the day, or next business day of account activation. Please note that a signature is required on receipt of goods and courier is unable to deliver to a PO Box address. Please deliver my equipment to:

Mailing Address as above |  Installation Address as above |  Other: \_\_\_\_\_

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

### Purchase Modem Outright

<input type="checkbox"/> \$0	Bring Your Own
<input type="checkbox"/> \$89	Netcomm NB7 Single Ethernet port (ADSL, ADSL2, ADSL 2+ compatible)
<input type="checkbox"/> \$199	Netcomm NB9WMAXX 4 port Ethernet, VOIP enabled, Wireless Access Point (ADSL, ADSL2, ADSL 2+ compatible) <i>Wireless connectivity requires that wireless cards are installed in computers, Amnet Support does not provide support for wireless networking</i>

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

Line Filter / Splitter - Qty: \_\_\_\_\_ \$20 ea | Line filters must be connected between the socket and all 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.
- Fees will be applied to my/our next invoice.

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)

Name: \_\_\_\_\_

Date: \_\_\_\_\_