

Standard ADSL Relocation & Naked ADSL Relocation / Conversion Form

EXISTING CUSTOMER APPLICATION



Return to:
 Fax: (08) 6315 1891
 Email: dslprov@amnet.com.au
 Mail: Amnet Provisioning, GPO Box 2541, PERTH WA 6001

SUPPORT: 1300 882 232
 Mon-Fri: 7am-9pm
 Sat-Sun-Pub: 8am-8pm

Did you know you can relocate your service online via Members Tools?

Please allow 5-10 business days for ADSL application processing, up to 21 for Naked. Orders can only begin processing from the next business day after your phone line becomes active and available for DSL provisioning. Subject to further line checks and service availability. Naked ADSL available to WA customers only.

Your Information

First Name: _____ Surname: _____
 Business Name (If applicable): _____ ABN / ACN: _____
 Phone: (____) _____ Mobile (COMPULSORY): _____ Fax: (____) _____
 Email Address: _____ NB: Contact will be made via SMS and email.
 Amnet Username: _____

Address Details

Existing ADSL installed address: _____
 Suburb: _____ State: _____ Postcode: _____
 Existing ADSL installed telephone number: (____) _____
 New ADSL installation address: _____
 Suburb: _____ State: _____ Postcode: _____

Service Details

Standard ADSL (requires active phone number) OR Naked ADSL* (active phone number optional)

Connecting a Phone Number at your new address?

NO: I don't have a number, but one was connected here previously[#] OR Number never connected here, this is a new building[#]

YES: Please connect me on the number below which is due to activate on[^]: ____/____/____

New ADSL installation telephone number: (____) _____

IMPORTANT: *Please allow up to 21 business days for application processing. Subject to further line checks and service availability. Naked ADSL available to WA customers only. # If you are connecting without an active phone number, you will need to be on site in order for a line technician to install the service. Please see Connecting Your Service on page 2 for further details. ^ Orders can only begin processing from the next business day after your phone line becomes active.

Fees

Your relocation/conversion fee is based on the timeframe from when your service was last installed. Please see below for the applicable rates:

0 – 6 months since last installation - **\$149 fee** applies 24+ months since last installation - **\$0 fee** applies
 7 – 24 months since last installation - **\$99 fee** applies Your existing contract term will not be altered by the relocation.

Please check your new ADSL number on the Amnet website to advise which plans are available.

Non-Enabled ADSL Plans*

ADSL 2+ Enabled Plans*

Plan Choice

512K/512K [#]	1.5Mb/256K [#]	8Mb/384K [#]	ADSL 2+ [^]	ADSL 2+ Enabled Plans*	
<input type="checkbox"/> \$70 50GB 18GB / 32GB	<input type="checkbox"/> \$40 11GB 4GB / 7GB	<input type="checkbox"/> \$65 20GB 7GB / 13GB	<input type="checkbox"/> \$59 20GB 7GB / 13GB	<input type="checkbox"/> \$29 25GB 9GB / 16GB	<input type="checkbox"/> \$69 300GB 120GB / 180GB
<input type="checkbox"/> \$90 100GB 40GB / 60GB	<input type="checkbox"/> \$50 100GB 40GB / 60GB	<input type="checkbox"/> \$75 120GB 40GB / 80GB	<input type="checkbox"/> \$69 50GB 20GB / 30GB	<input type="checkbox"/> \$39 100GB 40GB / 60GB	<input type="checkbox"/> \$79 380GB 150GB / 230GB
<input type="checkbox"/> \$110 200GB 80GB / 100GB	<input type="checkbox"/> \$60 140GB 60GB / 80GB	<input type="checkbox"/> \$85 180GB 60GB / 120GB	<input type="checkbox"/> \$79 80GB 30GB / 50GB	<input type="checkbox"/> \$49 200GB 80GB / 120GB	<input type="checkbox"/> \$89 430GB 170GB / 260GB
	<input type="checkbox"/> \$70 180GB 80GB / 100GB	<input type="checkbox"/> \$105 230GB 110GB / 120GB	<input type="checkbox"/> \$89 150GB 50GB / 100GB	<input type="checkbox"/> \$59 240GB 100GB / 140GB	<input type="checkbox"/> \$99 1000GB 400GB / 600GB
		<input type="checkbox"/> \$145 300GB 150GB / 150GB	<input type="checkbox"/> \$99 230GB 80GB / 150GB	Naked ADSL Customers[®] Add \$19.95 to above ADSL 2+ Enabled plans Free VoIP Number [®] - Would you like to enable your complimentary VoIP service? (Naked ADSL customers only): <input type="checkbox"/> YES <input type="checkbox"/> NO	
			<input type="checkbox"/> \$139 450GB 150GB / 300GB		

*Allowances are with peak/off-peak separation, plus peering and are reset monthly on date of billing. Pricing includes GST. Administration fee of \$25 applies to ADSL 1 speed changes, \$19 fee applies when changing to a plan of lesser value (excluding speed changes). ADSL 2+ Enabled and Non-Enabled plans are subject to availability. Please check your number on the Amnet website to advise which plans are available. Further checks will apply.
[#]Speeds are theoretical network maximum. Actual speeds may be less due to several factors including (but not limited to) network traffic/configuration, line quality and length, exchange type, interference on end-user premises, hardware and software issues. [^]ADSL 2+ Non-Enabled plans are subject to availability. Regional/greater metro Perth and Adelaide customers please note an \$11 surcharge applies. Please contact the Amnet Provisioning team for more details. [®] Naked ADSL requires an active Telstra phone line and can take up to 21 business days to complete. Available only on ADSL 2+ Enabled exchanges for an additional monthly charge of \$19.95. A temporary ADSL 1 service will be provided during the relocation/conversion to Naked ADSL. [®]This account is for a VoIP in-dial service only. Call charges are not included and a valid credit card number is required for this pre-paid service. A VoIP adaptor is required to use this service (not included).
 VoIP services are not compatible with services such as faxes, monitored alarms, Foxtel etc. This service is subject to the Customer Service Guarantee waiver (see overleaf). Available to Naked line customers only.

ADSL Modems

- \$89 NetComm NB6**
ADSL2+ Single Port Ethernet/USB Router
- \$119 NetComm NB6Plus4W**
ADSL2+, 4 Port Ethernet Router, Wireless Access Point – 802.11g*
- \$199 NetComm NB9WMAXn**
ADSL2+, 4 Port Ethernet, VoIP Enabled, Wireless Access Point – 802.11n*
- \$20 ADSL Filter / Splitter[#]** Qty: _____

VoIP Adaptor (no modem included)

- \$99 NetComm V210P ATA**
Single Port VoIP Adaptor with PSTN pass-through

Ethernet Over Power Adaptor

- \$125 NetComm NP204 (Special Offer – Normally \$149)**
200Mbps HomePlug Ethernet Twin Pack

*Requires compatible devices for wireless connectivity. Amnet does not provide support for wireless networking. # ADSL Filter / Splitters are required at all phone sockets which have telephone equipment connected. Filters must be placed between wall socket and phones/faxes, delivering 1 filtered phone socket and 1 unfiltered modem socket. Not required for Naked ADSL connections. **Note:** Amnet's VoIP service requires an Analogue Telephone Adaptor (ATA) or a VoIP Enabled modem.

Delivery address Same as installation address New address (please state below)

Address: _____

Suburb: _____ State: _____ Postcode: _____

Customer Service Guarantee Waiver for the Amnet VoIP Service (Naked Line Customers)

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

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 services 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 specific 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.
 6. You agree to notify Amnet immediately, in writing or by calling the Amnet customer support line, if your VoIP Device is stolen or if you become aware at any time that your Service is being stolen or fraudulently used. When you call or write, you must provide your account number and a detailed description of the circumstances of the Device theft or fraudulent use of Service. Failure to do so in a timely manner may result in the termination of your Service and additional charges to you. Until such time as Amnet receives notice of the theft or fraudulent use, you will be liable for all use of the Service using a Device stolen from you and any and all stolen Service or fraudulent use of the Service.

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

- The options selected in this application are suitable for my purposes.
- Connection of the services 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.
- Early termination of a contracted service obtained via a promotion/special offer will result in standard applicable charge plus the fee/costs of items/services obtained that were included free or waived as part of the promotion/offer.
- 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.
- 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.
- 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.

- 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 authorised the particular use of the service by another person and you will continue to be liable for the changes 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.

Naked Line Terms and Conditions:

By authorising 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 be eligible for an ADSL 2+ connection. Your telephone line must connect directly back to an Amnet-Enabled main exchange and not utilise technology such as RIM or Pair Gain.
- Installation costs associated with the Naked Line connection (including but not limited to new lead-in cabling, internal cabling and associated labour charges) are your responsibility.
- Any charges associated with setting up an active telephone service (including but not limited to connection, disconnection, call out charges and cabling) are your responsibility.
- 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 can be used to make (000) emergency calls but emergency services will not be provided with any location information. In the event of an emergency call you will need to identify your location.

I/We have read, understood, and agree to Amnet's Customer Relationship Agreement (CRA) and confirm that I/We are over the age of 18 and will be noted as the authorised account signatory.

Signature: _____

Signed by: _____ Date Signed: ____ / ____ / ____