

Standard ADSL & Naked ADSL Relocation / Conversion Form



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

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

Please allow **3-5 business days** for Standard ADSL application processing and around 10-15 business days for Naked lines. All orders are subject to further line checks and service availability checks. Naked ADSL available to WA customers only. Relocation/ conversion fee of **\$99** applies. Your existing contract term will not be altered by the relocation.

Your Information

First Name: _____ Surname: _____
Business Name: _____ Phone: (____) _____
Mobile: _____ Fax: (____) _____
Amnet Username: _____ Email: _____

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: connection in up to 3-5 business days¹ **Naked ADSL:** connection in up to 10-15 business days²

Connecting with a Phone Number? (required for Standard ADSL)

Yes: Installation number: (____) _____
My number is due to connect on: ____ / ____ / ____

No: I don't have a number, but one was here previously
 Number never connected here, this is a new building

IMPORTANT: 1. Orders can only begin processing from the day your phone number shows as active in Telstra's database. 2. Naked ADSL available to WA customers only. If connecting a Naked line without an active phone number, you will need to be on site on the date of completion in order for a line technician to install the service. Numbers cannot be ported over to Naked ADSL. If converting an existing phone line to Naked, 3rd party charges may apply for early termination. Consult your phone provider for more details.

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ADSL Plan Options (inc. GST)

Please check your new ADSL number on the Amnet website to advise which plans are available¹.

Enabled ADSL 2+	Non-enabled ADSL 2+	Naked ADSL 2+
<input type="checkbox"/> \$30 100GB	<input type="checkbox"/> \$50 100GB	<input type="checkbox"/> \$50 100GB
<input type="checkbox"/> \$40 250GB	<input type="checkbox"/> \$60 250GB	<input type="checkbox"/> \$60 250GB
<input type="checkbox"/> \$50 Unlimited ²	<input type="checkbox"/> \$70 Unlimited ²	<input type="checkbox"/> \$70 Unlimited ²

Naked Broadband gives you the same, super-fast ADSL2+ speeds as Enabled Broadband, without having to pay for a phone line.

1. All plans subject to availability, please check your number on amnet.com.au for advise on what plans are available or contact Amnet Sales on 1300 882 232 with your address details. Amnet will connect you with the fastest speed available in your area.
2. Unlimited plans have no data quota and are subject to the Fair Use Policy available at www.amnet.net.au.

Hardware Options (inc. GST)

ADSL 2+ Modem / Router

- \$149 NetComm NF4V**
NBN Ready (VDSL + Fibre), 4 Port Gigabit Ethernet,
VoIP Enabled, 2.4GHz Wireless Access Point – 802.11n¹

ADSL Filter / Splitter

- \$20** Qty: _____
Essential wherever a telephone or other device
shares a line with an ADSL connection.

Delivery address: Same as installation address

Business name: _____

Delivery contact name: _____

Delivery address: _____

Suburb: _____ State: _____ Postcode: _____

Hardware price includes delivery. 1. Requires compatible devices for connectivity. Support not provided for wireless networking.

Terms & Conditions

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

- The options selected in this application are suitable for my purposes.
- Connection of the Service is subject to further service availability checks and may take up to 3-5 business days, 10-15 business days for Naked.
- 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 apply.

- Early termination of a contracted service obtained via a promotion/ special offer will result in standard cancellation fee plus the fees/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.
- Pricing is for self-installation with free telephone 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.
- The service is only available at the premises at which you have requested the service be supplied and may not be transferable.
- Any additional installation/hardware required at your premises is your responsibility.

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- Usage limits are reset at the beginning of each billing period, you cannot 'rollover' any unused data into the next billing period 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 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 of Amnet's Customer Relationship Agreement. 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.
- You should check:
 - a) With your financial institution whether direct debiting is available from your account.
 - b) Your account details are correct
 - c) You may also be charged a fee by your financial institution.

- If you wish to cancel, stop or defer a Direct Debit payment you must notify us at least 7 days prior to the next due date to make alternative arrangements for payment.
- It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the direct debit request.
- If there are insufficient clear funds in your account to meet a debit payment:
 - a) Your service may be suspended or cancelled
 - b) You may incur fees or charges imposed or incurred by us
 - c) You may also be charged a fee by your financial institution
- You should check your account statement to verify that the amounts debited from your account are correct.
- We will keep any information in your direct debit request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.
- We reserve the right to charge interest on any amounts not paid to us by the due date. Interest will be charged from the due date until payment at a rate equal to 3% above the Bankwest Corporate Overdraft Reference Rate or such other comparable rate chosen by us most recently published before that date. You will be liable to pay to us all expenses (including reasonable legal costs and expenses and the fees of our debt recovery agents) incurred by us in relation to recovering payments due under this agreement.

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.
- Connection of the service is subject to further service availability checks and may take up to 10-15 business days except where contractors might be required.
- 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.
- 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.

Customer Declaration

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: ____ / ____ / ____