

## Section A: Customer details

In cases where you need to contact Netbay Internet, or where we need to contact you, we will need to confirm your identity.

First name: \_\_\_\_\_ Last name: \_\_\_\_\_ Date of birth: \_\_\_\_\_

Street address: \_\_\_\_\_

Suburb: \_\_\_\_\_ State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Phone (Home): ( ) \_\_\_\_\_ Phone (Work): ( ) \_\_\_\_\_

Fax: \_\_\_\_\_ Mobile: \_\_\_\_\_

Contact email: \_\_\_\_\_

Current username (for existing Netbay customers): \_\_\_\_\_

## Section B: Service address details

Nominated phone number must be a Telstra line. Please check with a Netbay Internet consultant to confirm.

Proposed DSL phone number: ( ) \_\_\_\_\_

Street address: \_\_\_\_\_

Suburb: \_\_\_\_\_ State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Is the proposed number an existing ADSL/ADSL2+ connection?  Yes  No

### Broadband DSL Transfer (Churn)

Broadband DSL Transfer allows customers with an existing ADSL/ADSL2+ connection from another broadband provider to transfer to Netbay Internet Xtreme DSL without losing the connection at their exchange, and allows for a faster change over to us. In order for you to be able to transfer to Netbay Internet, your existing broadband provider must also be participating in this process.

My existing broadband ADSL/ADSL2+ provider is: \_\_\_\_\_

The transfer of the ADSL/ADSL2+ service to Netbay Internet may give rise to consequences under your contract or contracts with your current broadband supplier (such as an early termination payout). It is your responsibility to check the terms of your contract to determine what those consequences might be.

Customer signature: \_\_\_\_\_

## Section C: Plans and Pricing

(Please tick the plan to which you wish to subscribe)

|                          | Plan                | Speed              | Monthly fee    | Monthly Usage | Excess usage fees    |
|--------------------------|---------------------|--------------------|----------------|---------------|----------------------|
| <input type="checkbox"/> | ADSL1 256-Basic     | 256K / 64K         | \$29.95        | 500MB         | \$0.10 per MB        |
| <input type="checkbox"/> | ADSL1 256-UN        | 256K / 64K         | \$39.95        | Unlimited     | N/A                  |
| <input type="checkbox"/> | ADSL1 512-Basic     | 512K / 128K        | \$39.95        | 1 GB          | \$0.10 per MB        |
| <input type="checkbox"/> | ADSL1 512-UN        | 512K / 128K        | \$59.95        | Unlimited     | N/A                  |
| <input type="checkbox"/> | ADSL1 1.5-10        | 1.5M / 256K        | \$49.95        | 10 GB         | \$0.10 per MB        |
| <input type="checkbox"/> | <b>ADSL1 1.5-50</b> | <b>1.5M / 256K</b> | <b>\$59.95</b> | <b>50 GB</b>  | <b>\$0.10 per MB</b> |
| <input type="checkbox"/> | ADSL1 8MB-10        | up to 8M / 384K    | \$79.95        | 10 GB         | \$0.10 per MB        |
| <input type="checkbox"/> | ADSL1 8MB-30        | up to 8M / 384K    | \$99.95        | 30 GB         | \$0.10 per MB        |

## Section D: Connection type and invoicing fees

Please tick the connection type that you would like to sign up for.

### New Connection

|                          | Connection fee | Contract length       |
|--------------------------|----------------|-----------------------|
| <input type="checkbox"/> | \$99           | 6 months              |
| <input type="checkbox"/> | \$150          | 0 month - no contract |

### DSL Transfer (Churn)

|                          | Connection fee | Contract length       |
|--------------------------|----------------|-----------------------|
| <input type="checkbox"/> | \$50           | 0 month - no contract |
| <input type="checkbox"/> | \$0 – free!    | 18 months             |

### Invoicing fee

|                          | Fee              | Invoice method             |
|--------------------------|------------------|----------------------------|
| <input type="checkbox"/> | \$0 – free!      | Invoicing by email – free! |
| <input type="checkbox"/> | \$3.30 per month | Invoicing by hardcopy mail |

Note: Termination of service should be done in written notice (email, fax or post) 30 days prior to next billing cycle.

## Section E: Hardware & other options

A delivery fee of \$15 applies to hardware purchase(s).

|                          |  |          |
|--------------------------|--|----------|
| <input type="checkbox"/> | Dynalink RTA1320: Suitable for up to 2 users (USB / Ethernet)                                | \$80.00  |
| <input type="checkbox"/> | Dynalink RTA1025W: Suitable for up to 254 users (USB / 4 ports Ethernet / Wireless)          | \$150.00 |
| <input type="checkbox"/> | Additional line filter   | \$15.00  |
| <input type="checkbox"/> | Engineer onsite installation during business hours ( <i>per hour base, minimum 1 hour</i> )  | \$120.00 |
| <input type="checkbox"/> | Engineer onsite installation outside business hours ( <i>per hour base, minimum 1 hour</i> ) | \$220.00 |

## Section F: Account details

Your username is used for authentication on your internet access. You may use any combination of numbers and/or letters in lowercase, no shorter than six (6) characters, and no longer than thirty (30) characters. Please do not include symbols.

### New customer

Preferred username: \_\_\_\_\_ Second preference: \_\_\_\_\_

Password is case sensitive, and is to be a minimum of eight (8) and maximum of twelve (12) characters in length.

Password: \_\_\_\_\_

### Existing customer

To retain your existing email address and username, please enter your username below.

Existing Netbay Internet username: \_\_\_\_\_

**Section G: Payment****Credit card or direct debit from bank account:**

Please fill up our Direct Debit Request (DDR) form (<http://www.netbay.com.au/download/ddr.pdf>) and send it in together with this application form.

\*Note that **Part B (Schedule)** of the DDR form should be left blank.

**All required paperwork should be mailed to:**

Netbay Internet Pty Ltd  
PO Box 280  
Box Hill, Victoria 3128

**Should you have any questions, please contact us at:**

Tel: 1300 733 215  
Email: [info@netbay.com.au](mailto:info@netbay.com.au)

**Section H: Agreement**

By submitting this application, you agree to accept service from Netbay Internet under our Terms and Conditions (T&C). Your proposed ADSL/ADSL2+ phone number is active and belongs to the Telstra network. You accept full liability to pay all charges incurred in using this Internet service and authorise Netbay Internet to debit the above nominated credit card.

**\*If you need a hardcopy of the T&C, please contact us at 1300 733 215 and it will be arranged.**

**Note that It is your responsibility to check for changes to the T&C on the Netbay Internet website periodically, as the T&C will be updated on an ad-hoc basis.**

Tick this to receive periodical updates (both technical and marketing) via email.

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_