

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:

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

Street address: _____

Suburb: _____ State: _____ Postcode:

--	--	--	--

Phone (Home): () _____ Phone (Work): () _____

Fax: _____ Mobile: _____

Contact email: _____

Section B: Service address details

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

Proposed ADSL phone number: () _____

Street address: _____

Suburb: _____ State: _____ Postcode:

--	--	--	--

Broadband DSL transfer (Quick churn)

Allows customers with an existing ADSL1/ADSL2+ connection to transfer to us – quicker.

Is the proposed number an existing ADSL1/ADSL2+ connection? Yes No

My existing broadband ADSL provider is: _____

Transfer of the ADSL1/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 your contract terms to determine what those consequences might be.

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 512-UN	512K / 128K	\$59.95	Unlimited	N/A
<input type="checkbox"/>	ADSL1 1.5-10	1.5M / 256K	\$49.95	10 GB	Shaped to 64kbps
<input type="checkbox"/>	ADSL1 1.5-50	1.5M / 256K	\$59.95	50 GB	Shaped to 64kbps
<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
<input type="checkbox"/> \$0 – free! *	18 months

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.

* Termination on 18 month contract will result in a \$150 cancellation fee plus remainder of contract being payable.

Section E: Hardware & other options

Hardware will be configured and tested by Netbay staff, delivery is made via Australia Post's Express Post service with delivery fee of \$15.

<input type="checkbox"/>	(Optional) Pick up hardware from Netbay's VIC office – this will remove the delivery fee of \$15.	
<input type="checkbox"/>	Billion BiPAC 5200: Suitable for single user (Ethernet)	\$80.00
<input type="checkbox"/>	Billion BiPAC 7700N: 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: _____

I'm already a customer!

Please enter your username below; this allows us to add this new service to your current account.

Current 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

Section H: Agreement

By submitting this application:

You agree to accept service from Netbay Internet under Netbay Internet's Terms and Conditions (T&C).

Your proposed ADSL1/ADSL2+ phone number is active and belongs to the Telstra network.

You agree and understand to any possible consequences involved in an ADSL transfer order, if you are transferring from an existing provider.

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: _____