

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: _____

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 ADSL phone number: (_____)

Street address: _____

Suburb: _____ State: _____ Postcode: _____

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

Broadband DSL transfer (Churn)

Broadband DSL Transfer allows customers with an existing ADSL1/ADSL2+ connection from another broadband provider to transfer to us – quicker.

My existing broadband ADSL2+ provider is: _____

Transfer of the 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 | Monthly fee | Monthly usage | Excess usage fees |
|--------------------------|----------------------------|----------------|----------------------------|-------------------------|
| <input type="checkbox"/> | ADSL2+ 40GB Anytime | \$39.95 | 40GB anytime | Shaped to 64kbps |
| <input type="checkbox"/> | ADSL2+ 100GB Ultimate | \$49.95 | 30GB peak / 70GB off-peak | Shaped to 64kbps |
| <input type="checkbox"/> | ADSL2+ 200GB Xtreme | \$59.95 | 50GB peak / 150GB off-peak | Shaped to 64kbps |

Note:

1. Peak hours are from 0900 hours to 0100hrs AEST
2. Shaping of speed to 64kbps applies after quota has been exceeded in specified time period.
3. The 40GB Anytime plan does not come with complimentary VOIP – an additional monthly charge of \$11 is added if a VOIP service is required.

Section D: VOIP plans

VOIP is a free bundled option with ADSL2+ services. please tick the VOIP plan to which you wish to subscribe:

| Plans | Details |
|--|--|
| <input type="checkbox"/> Netbay National | FREE local calls, STD calls 15c/min, mobile calls 33c/min. |
| <input type="checkbox"/> Netbay World | Local calls 15c/call, STD calls 15c/min, mobile calls 33c/min. International calls 20c/call untimed anytime to 21 countries. |
| <input type="checkbox"/> No VOIP plan required | |

- Notes
- 1) Calls are billed on a per-minute basis, exceptions stated above.
 - 2) Countries for 20c/call on VOIP World include Canada, China, France, Germany, Greece, Hong Kong, Ireland, Israel, Italy, Malaysia, Netherlands, New Zealand, Norway, Portugal, Singapore, Spain, Sweden, Switzerland, Taiwan, UK and USA.
 - 3) Other IDD charges can be viewed from Netbay Internet's website – <http://www.netbay.com.au/>
 - 4) Fair use policy applies
 - 5) The 40GB Anytime plan does not come with a free VOIP plan – a monthly surcharge of \$11 will be applied if a plan is selected.

Section E: 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 |

ADSL 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 |
| <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 F: 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"/> Dynalink RTA1046VW: Suitable for up to 254 users (USB / 4 ports Ethernet / Wireless / VOIP) | \$220.00 |
| <input type="checkbox"/> Linksys SPA3102 VOIP gateway | \$120.00 |
| <input type="checkbox"/> Refurbished Linksys SPA3102 VOIP gateway (locked to Netbay and Engin networks) | \$50.00 |
| <input type="checkbox"/> Additional line filter | \$15.00 |

Section G: 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.

Existing Netbay Internet username: _____

Section H: 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 VIC 3128

Should you have any questions, please contact us at:

Tel: 1300 733 215
Email: info@netbay.com.au

Section I: 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 www.netbay.com.au, as the T&C will be updated on a periodical basis.

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

Customer signature: _____

Date: _____