

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
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Street address: _____

Suburb: _____ State: _____ Postcode:

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

Fax: _____ Mobile: _____

Contact email: _____

Section B: Service address details

Nominated phone number must be a Telstra phone service.

Proposed ADSL phone number: (_____) _____

Street address: _____

Suburb: _____ State: _____ Postcode:

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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	Monthly fee	Monthly usage
<input type="checkbox"/>	ADSL2+ The Super Unlimited Bundle	\$39.95	Unlimited
<input type="checkbox"/>	ADSL2+ 100GB Anytime	\$39.95	100GB anytime
<input type="checkbox"/>	ADSL2+ The Unlimited	\$59.95	Unlimited

Notes:

1. Shaping of downstream speed to 256kbps applies after quota has been exceeded in specified time period.
2. Plans do not come with free VOIP. Additional monthly charge of \$11 if VOIP is required for non-bundled plans
3. Free local call VOIP bundled together with The Super Unlimited Bundle at an additional \$10 per month
4. All plans require an active Telstra PSTN line service, further details can be found at Telstra's website www.telstra.com.au

Section D: Marketing

How did you hear of us?

- | | |
|--|---|
| <input type="checkbox"/> Internet search | Which search engine? (e.g. Google, Yahoo) _____ |
| <input type="checkbox"/> A friend / family member | If they are a Netbay user, let us know who! _____ |
| <input type="checkbox"/> Saw your ad on a magazine | Which magazine? (e.g. Melon, Wai Wai etc) _____ |
| <input type="checkbox"/> I found you on a website | Which website? (e.g. Whirlpool, Facebook) _____ |
| <input type="checkbox"/> Netbay poster or flyer | |

Section E: 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"/> No VOIP plan required	

Note

- 1) Calls are billed on a per-minute basis, exceptions stated above. All call rates can be viewed at <http://www.netbay.com.au/adsl2.php>
- 2) Fair use policy applies.
- 3) All ADSL2+ plans do not come with a free VOIP plan – a monthly surcharge of \$11 will be applied if a plan is selected for non-bundles
- 4) An additional monthly fee of \$35 is applied for bundled plans.

Section F: 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

ADSL transfer (Quick 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.

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

Section G: 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"/>	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 H: 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 username: _____

Section I: Payment via Direct Debit from credit card/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 J: Agreement

By submitting this application:

- You agree to accept service from Netbay Internet under Netbay Internet's Terms and Conditions (T&C). The T&C is available online at www.netbay.com.au/termsconditions.php and via hardcopy upon request – please call 1300 733 215 if you need one.
- You agree that it is the customer's responsibility to check for periodical changes on the T&C via www.netbay.com.au/termsconditions.php
- 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 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 your nominated credit card.

Tick this if you do not want email updates for technical and marketing-related news.

Customer signature: _____

Date: _____