



### 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: \_\_\_\_\_

Company Name: \_\_\_\_\_ ABN or RBN: \_\_\_\_\_

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 Business Broadband phone number: ( ) \_\_\_\_\_

Street Address: \_\_\_\_\_

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

Is the proposed ADSL number an existing ADSL connection?  Yes  No

#### Broadband DSL transfer (Churn)

Broadband DSL Transfer allows customers with an existing ADSL connection at another broadband provider to transfer to us quicker. 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 Provider is: \_\_\_\_\_

The transfer of the ADSL 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	Shaping speed
<input type="checkbox"/> BizADSL2+ (100GB)	Up to 20mbps / 1mbps	\$89.00	100GB anytime	Shaped to 64kbps
<input type="checkbox"/> BizADSL2+ (200GB)	Up to 20mbps / 1mbps	\$130.00	200GB anytime	Shaped to 64kbps

Note: Bundle includes 1 x domain hosting (registration not included), 10 x email addresses and 10MB of web-hosting.

Please return the completed application form together with payment to:  
Netbay Internet, PO Box 280, Box Hill Victoria 3128

Office use only:

Sales Tel: 1300 733 215

Fax: 1300 733 216

[www.netbay.com.au](http://www.netbay.com.au)



### Section D: Hosted domain

You must have the domain name registered already. If not, you will need to complete a domain registration application form.

Please enter the domain you wish to host : \_\_\_\_\_

Please enter the registry key for re-delegation of domain name: \_\_\_\_\_

### Section E: Web hosting details

Please tick the extra service which applies to you

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> HTML only            | <input type="checkbox"/> PHP support     | <input type="checkbox"/> ASP support    |
| <input type="checkbox"/> Frontpage extensions | <input type="checkbox"/> Access database | <input type="checkbox"/> MySQL database |

### Section F: Email address details

Please fill in the email usernames that you would like to have on your domain

- |                              |                               |
|------------------------------|-------------------------------|
| 1 <sup>st</sup> Email: _____ | 6 <sup>th</sup> Email: _____  |
| 2 <sup>nd</sup> Email: _____ | 7 <sup>th</sup> Email: _____  |
| 3 <sup>rd</sup> Email: _____ | 8 <sup>th</sup> Email: _____  |
| 4 <sup>th</sup> Email: _____ | 9 <sup>th</sup> Email: _____  |
| 5 <sup>th</sup> Email: _____ | 10 <sup>th</sup> Email: _____ |

### Section G: VOIP plans

VOIP is an optional component. Please tick the VOIP plan to which you wish to subscribe (\$15 monthly fee applies):

Plans	Details
<input type="checkbox"/> Netbay National	<b>FREE</b> local calls, STD calls 15c/min, mobile calls 33c/min.
<input type="checkbox"/> No VOIP plan required	

- Notes
- 1) Calls are billed on a per-minute basis, exceptions stated above.
  - 2) Other IDD charges can be viewed from Netbay Internet's website – <http://www.netbay.com.au/>
  - 3) Fair use policy applies

### Section H: Connection type and fees

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

Connection Fee	Contract length
<input type="checkbox"/> \$120.00	12 months
<input type="checkbox"/> \$0	18 months

#### DSL Transfer (Churn)

Connection Fee	Contract length
<input type="checkbox"/> \$0	18 months

#### Invoicing fee

Fee	Invoice method
<input type="checkbox"/> \$0.00	Invoicing by email – <b>free!</b>
<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 I: Hardware & other options

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

<input type="checkbox"/>	Billion BiPAC 5200: Suitable for single user (Ethernet)	\$80.00
<input type="checkbox"/>	Billion BiPAC 7700N: Suitable for multiple users (USB / 4 port Ethernet / Wi-Fi)	\$150.00
<input type="checkbox"/>	FRITZ!Box Fon WLAN 7270: Suitable for multiple users (USB / 4 port Ethernet / Wi-Fi / VOIP)	\$330.00
<input type="checkbox"/>	FRITZ!Fon MT-F: DECT wireless handset to complement the FRITZ!Box 7270	\$120.00
<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 J: 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, enter your username below.

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

### Section K: Payment

#### Credit card or direct debit from bank account:

Please fill up our Direct Debit Request (DDR) form at <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

### Section L: 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: \_\_\_\_\_