



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	Excess usage fees
<input type="checkbox"/> BizADSL 256-UN	256K / 64K	\$55.00	Unlimited	N / A
<input type="checkbox"/> BizADSL 512-UN	512K / 128K	\$75.00	Unlimited	N / A
<input type="checkbox"/> BizADSL2+ (50GB)	Up to 20MB/1MB	\$90.00	25GB peak, 25GB off-peak	Shaped to 64kbps
<input type="checkbox"/> BizADSL2+ (80GB)	Up to 20MB/1MB	\$110.00	45GB peak, 45GB off-peak	Shaped to 64kbps

Note: Bundle includes 1 x domain hosting (registration not included), 5 x email addresses and 10MB of web-hosting.
Note: peak hours are from 0900 hours to 0200 hours AEST

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



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

- HTML only PHP support ASP support
 Frontpage extensions Access database

Section F: Email address details

Please fill in the email address which you would like to have on your domain

1st Email: _____

2nd Email: _____

3rd Email: _____

Section G: 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

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"/> \$170.00	0 Months

DSL Transfer (Churn)

Connection Fee	Contract Length
<input type="checkbox"/> \$50.00	No Contract
<input type="checkbox"/> \$0.00	12 months, quarterly thereafter

Invoicing fee

Fee	Invoice method
<input type="checkbox"/> \$0.00	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 I: 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	\$100.00
<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: _____