



ADSL Application Form

Agent Use Only

Town: _____
 Agent: _____
 Sales Person: _____

WestNet Pty. Ltd. ABN: 50 086 416 908
 24 Sangiorgio Court, Osborne Park, WA 6017
 PO Box 1767, Osborne Park DC, WA 6916
 Phone: 08 6263 6300 Facsimile: 1300 554 160
 Sales: 13 19 60 Billing Department: 1300 855 006 Technical Support: 1300 786 068

New Member Details

First Name: _____ Surname: _____ Date of Birth: _____
 Business Name (if applicable): _____ ABN: _____
 Address: _____
 Suburb/Town: _____ State: _____ Post Code: _____
 Home: _____ Fax: _____
 Work: _____ Mobile: _____

Username and Password

Upgrade existing WestNet account: (Please provide your username below, then proceed to Account Options)
 Current Username: _____
 New WestNet Account:
 Preferred Username: _____ Alternate Username: _____
 Password: _____ **Please note:** Your password is the key to your account. Do not disclose it to anyone.
IMPORTANT: Your username will form the first part of your email address (username@westnet.com.au). If you would prefer all correspondence from WestNet to be delivered to another email address, please write the address here: _____

Account Options

Plan Type	Monthly Fee	Monthly Downloads	Shaping applies after the following		Free Content	Static IP
			Monthly Allowance	Peak Time		
Broadband ADSL 256k/64k						
<input type="checkbox"/> Lite	\$19.95	200 MB	Please see terms ¹		x	x
<input type="checkbox"/> Lite plus	\$29.95	Unlimited ²	500 Mb		x	x
<input type="checkbox"/> Premium	\$39.95	Unlimited ²	5 GB	5 GB	✓	✓
<input type="checkbox"/> Premium	\$49.95	Unlimited ²	14 GB	14 GB	✓	✓
<input type="checkbox"/> Premium	\$59.95	Unlimited ²	20 GB	20 GB	✓	✓
Broadband ADSL 512k/128k						
<input type="checkbox"/> Lite plus	\$39.95	Unlimited ²	1 GB		x	x
<input type="checkbox"/> Premium	\$49.95	Unlimited ²	5 GB	5 GB	✓	✓
<input type="checkbox"/> Premium	\$59.95	Unlimited ²	14 GB	14 GB	✓	✓
<input type="checkbox"/> Premium	\$69.95	Unlimited ²	20 GB	20 GB	✓	✓
<input type="checkbox"/> Premium	\$79.95	Unlimited ²	30 GB	30 GB	✓	✓
Broadband ADSL 1.5Mb/256k						
<input type="checkbox"/> Lite plus	\$49.95	Unlimited ²	1 GB		x	x
<input type="checkbox"/> Premium	\$59.95	Unlimited ²	5 GB	5 GB	✓	✓
<input type="checkbox"/> Premium	\$69.95	Unlimited ²	10 GB	10 GB	✓	✓
<input type="checkbox"/> Premium	\$89.95	Unlimited ²	20 GB	20 GB	✓	✓
<input type="checkbox"/> Premium	\$109.95	Unlimited ²	35 GB	35 GB	✓	✓
<input type="checkbox"/> Premium	\$139.95	Unlimited ²	45 GB	45 GB	✓	✓
Broadband ADSL 512k/512k						
<input type="checkbox"/> Premium	\$79.95	Unlimited ²	10 GB	10 GB	✓	✓
<input type="checkbox"/> Premium	\$99.95	Unlimited ²	30 GB	30 GB	✓	✓

Select your Excess Option for Premium Accounts

² Lite plus and Premium accounts are unlimited. Speed is reduced to 72 kbps once the Monthly Allowance is reached. Once you reach 120% of your monthly download allowance your connection will be shaped further to 33 kbps Shaping provides full access to the Internet at a reduced speed of your ADSL service. Alternatively, you can choose to pay \$10 per GB for excess downloads and access the Internet at full speed. Please note: New Members must select their excess option i.e. shaping or \$10/GB, during the sign-up process. Please note that Free Traffic (WestNet Neighbourhood) and Static IP are not available on Lite plus accounts.

- Shaped or
 \$10 per GB

Static IP Address

A Static IP Address is an optional extra not required for general Internet use.

Peak times are 7am to Midnight, 7 days a week. Off-Peak time are Midnight to 7am, 7 days a week.

ADDITIONAL

EMAIL VIRUS SCANNING - \$20.00 per year

The email antivirus service works by scanning all your incoming mail for viruses. If a virus is detected, the entire message is quarantined on WestNet's servers and a notification message is sent to you detailing the infection.

EMAIL SPAM FILTERING - \$10.00 per year

Spam can be difficult to detect; hence the prevention of spam can also be very difficult. The method we will be using does not guarantee that you will not receive any spam, but it will significantly reduce the amount of spam you receive.

¹ Any excess downloads will be charged at 10c/MB which is capped at \$49.95 for Lite 256k. Speed is reduced to 72 kbps once you have reached your monthly cap. Lite account is neither eligible for a static IP nor eligible for free traffic.

Track your ADSL Account Status online at <http://trackadsl.westnet.com.au>. A Job number and password is available on request.

ADSL Service Details

ADSL line number*: () _____ * This is the phone number of the line you wish to upgrade to ADSL. The telephone line must be a direct line. Incompatible line services include Analogue NT1, OnRamp (2, 10, 20, 30), Call diversion Number Only, Customer Loop

Metering, Easy Call Multiple Number, Homezip, InContact, MessageBank Virtual, OnRamp (ISDN), Ported Number, Satellite Services and Siteline. **The ADSL line number must not have a current ADSL service attached to it unless transferring from another ISP.**

ADSL install address: (Tick if same as above.)

Address: _____

Suburb/Town: _____ State: _____ Post Code: _____

Contract & Hardware Options

Hardware

Please select one option

	Free Line Filter	Fee
<input type="checkbox"/> USB/Ethernet Modem (NB3)	✓	\$79
<input type="checkbox"/> USB/Ethernet Modem (NB1300)	✓	\$99
<input type="checkbox"/> Ethernet Router (4 port switch)	✓	\$119
<input type="checkbox"/> Wireless Ethernet Router (4 port switch)	✓	\$229
<input type="checkbox"/> Own Modem	x	\$0

ADSL Service Connection*

All new services attract a connection fee.

	Fee
Connection Fee	\$99
*Various other fees and charges may apply see full Terms and Conditions for details.	
<input type="checkbox"/> Additional Line Filters* - Indicate how many you require	\$19/each
*Line filters are required to allow ADSL and telephone/fax calls to share one line	
<input type="checkbox"/> ADSL Splitter - <input type="checkbox"/> POTS or <input type="checkbox"/> Alarm	\$37/each

Additional Questions

Do you have a monitored alarm system associated with the ADSL line number which you have nominated on the first page of this application? Yes No

If you have a monitored alarm system, it is recommended you contact your security company to enquire as to whether you require a Central Splitter/Filter installed by an Austel-approved technician to allow your ADSL and alarm to function correctly.

Do you have a phone system (eg. Key Telephone System or PABX) associated with the ADSL line number which you have nominated on the first page of this application? Yes No

If you have a phone system, it is recommended you contact WestNet to enquire as to whether your ADSL service will function correctly.

How did you hear about WestNet (eg: Radio advert, friend, existing WestNet member etc.): _____

WestNet will notify you when your account has been set up.

SMS

Email

SMS & Email

Mobile Number: _____

Email Address: _____

Please select your preferred method of contact.

Payment Details

You must select one option below.

CREDIT CARD - Please enter details

Credit Card Members: Please note that your signature constitutes sufficient authority to WestNet Pty Ltd to initiate a transaction every 1, 3, 6 or 12 months (depending on the plan you have chosen above) with the above Credit Card Company for payment of any monies outstanding and due by you.



Name on Card: _____

Card Number:

Expiry Date: /

Signature: _____ Date: _____

DIRECT DEBIT - Please complete separate Direct Debit Form.

Declaration

I/We understand:

- the ADSL plan, connection and hardware option I/we have selected.
- that if I/we connect to the Internet on this ADSL account via a normal modem, while there is no current ADSL outages, I/we will incur an additional \$1.10 per hour to my/our WestNet account.
- that prices quoted are for self-installation with phone support.
- that plan changes and cancellations must be advised in writing to WestNet prior to the end of any billing period (calendar month) and will become effective as of the 1st of the following month.
- that suspension of ADSL accounts is not available and if I/we cancel this ADSL account and then reconnect at a later date, a new connection fee will be incurred.
- that a minimum of 5 working days is required for service connection to be completed (unless otherwise notified) and that connection time also depends on port availability.
- that each ADSL account is only for use at the premises as indicated on this application and that each account is not transportable unless moving premises.
- that if I/we wish to downgrade ADSL download speed to 256k within first 6 months will have to pay \$49 speed downgrade fee. Other speed changes will incur a \$19.95 speed change.
- that if I/we cancel our ADSL service within the first 6 months of connection with the Company, we will incur a \$55 early cancellation fee. The early cancellation fee of \$55 also applies in the following scenarios:
 - If the ADSL service was transferred to WestNet using the ADSL Transfer Process and subsequently cancelled within the 6-month period from the date of transfer.
 - If the customer is moving premises or changes the telephone line of the service within the first 6 months. Please note that a \$99 connection fee will also apply in this case.
- that if I/we are transferring from dial up to ADSL service and I/we am/are not the current account holder, that a WestNet Change of Ownership form must be completed and returned with this application.
- all services provided by WestNet must be paid in advance except by written agreement with WestNet management. If an account is not in credit, the account may be disconnected at the discretion of WestNet.
- that all accounts must be paid by credit card or direct debit except where there is a prior written agreement with WestNet Management.
- WestNet will always aim to provide the best and most reliable service possible, but cannot be responsible for any loss of service, regardless of whose fault it is.
- that each user is responsible for the usage on their account. Passwords and usernames must not be shared. Any breach of this condition will lead to immediate termination of the account without refund.
- the account will not be used for any illegal or anti-social purposes, including obscene, abusive, fraudulent, threatening or otherwise unacceptable messages or usage.
- In the event that the client's account remains unpaid for a period of 60 days or more, WestNet reserve the right to disconnect the client's service. Fees which result in the re-activation of the account will be payable by the client.
- I/We have read and understood WestNet's General Terms and Conditions and ADSL Terms and Conditions (as displayed at <http://www.westnet.com.au/products/signup/terms/general.shtm> and <http://www.westnet.com.au/products/signup/terms/adsl.shtm> or as sent to me/us by WestNet at my/our request) and agree to abide by them. I/We also verify being over the age of 18.

Member Name: _____ Signature: _____ Date: _____