

Integrated Data Networks Australia Management



INTERNET APPLICATION FORM

Part A - Service Address

Apartment: Service Address:

Connection Date Required:

Part B - Applicant Details

Company Name: ABN:

Contact Name: Contact Phone:

Contact Email:

Title: Date of Birth:

First Name: Surname: Drivers Licence Number:

Phone Number: Mobile Number:

Street Address: State: Post Code:

Postal Address: State: Post Code:

Part C - Service Selection

Please select the service(s) you are applying for: **ADSL2+** (Proceed to complete Parts D, F, G, H and I)
 VDSL (Proceed to complete Parts E, F, G, H and I)

Integrated Data Networks Australia Management Pty Ltd

3B/2 Central Avenue Moorabbin Victoria 3189 A.C.N 136 933 876

Phone: 1300 784 775 Fax: 1300 883 745 Email: connections@idnaust.com.au Web: www.idnaust.com.au

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Part D - Choose Your ADSL2+ Plan (Tick Plan Option Below)

	Data Plans	Plan Speeds + Down	Plan Speeds + Up	Minimum Monthly Charge	Maximum Monthly Charge	Cost per MB	Cost per GB	Total Contract Cost
ADSL2+ 6 month contract charges:	100 GB	Up to 24 Mbps	Up to .5 Mbps	\$ 29.99		\$ 0.00030	\$ 0.30	\$ 229.94

ADSL2+ 18 month contract charges:

	Data Plans	Plan Speeds + Down	Plan Speeds + Up	Minimum Monthly Charge	Maximum Monthly Charge	Connection Fee	Modem	Total Contract Cost
ADSL2+ 18 month contract charges:	Unlimited	Up to 24 Mbps	Up to .5 Mbps	\$ 39.99		\$ 0.00040	\$ 0.40	\$ 769.82

All Internet plans come with 1 free email address & 100mb free storage. Additional storage is available for a fee.
Prices above include GST.

Part E - Choose Your VDSL Plan (Tick Plan Option Below)

	Data Plans	Plan Speeds + Down	Plan Speeds + Up	Minimum Monthly Charge	Maximum Monthly Charge	Connection Fee	Modem	Total Contract Cost
VDSL 6 month contract charges:	Unlimited	Up to 100 Mbps	Up to 100 Mbps	\$ 59.99		\$ 99.00	Included	\$ 458.94

VDSL 18 month contract charges:

	Data Plans	Plan Speeds + Down	Plan Speeds + Up	Minimum Monthly Charge	Maximum Monthly Charge	Connection Fee	Modem	Total Contract Cost
VDSL 18 month contract charges:	Unlimited	Up to 100 Mbps	Up to 100 Mbps	\$ 49.99		\$ 69.00	Included	\$ 968.82

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Part F - Modem

A modem is required for Internet Service

The modem supplied by us is suitable for internet services. You may use your own modem so long as it is compatible with the specifications listed in the MODEM table. Modems will be delivered to the address you indicate here by registered mail via Australia Post at a charge of \$10 inc. GST.

Select Your Modem Option: Send me a modem, and I will install it myself - **Included**

ADSL: Includes one FREE In-Line Filter/Splitter. Directly connects 4 PC's and has wireless capability, to share the internet connection with firewall, NAT features and IPv6 support. All equipment comes fully configured and with over the phone installation consultancy.

VDSL: Includes one FREE In-Line Filter/Splitter. Directly connects 4 PC's and has wireless capability, to share the internet connection with firewall, NAT features and IPv6 support. All equipment comes fully configured and with over the phone installation consultancy.

Send me a Modem and install it for me - **ADSL: \$ 124.00, VDSL: \$ 149.00**

ADSL: Includes one FREE In-Line Filter/Splitter. Directly connects 4 PC's and has wireless capability, to share the internet connection with firewall, NAT features and IPv6 support. All equipment comes fully configured and with over the phone installation consultancy.

VDSL: Includes one FREE In-Line Filter/Splitter. Directly connects 4 PC's and has wireless capability, to share the internet connection with firewall, NAT features and IPv6 support. All equipment comes fully configured and with over the phone installation consultancy.

I have my own compatible modem/router - **ADSL: \$ 50.00, VDSL: \$ 50.00**

An ADSL2+, PPPoE compatible modem/router is required for all internet and VoIP services to achieve optimal IDNAUST ADSL2+ speeds and connectivity. Please note we do not offer technical support for third party modems.

Where should we send your modem?

Street Address:

State:

Postal Code:

Part G - Account User Name and Password

If upgrading an existing service or connecting a new IDNAM Service nominate your account Username:

Your Username will also be the first part of your new email address for a new IDNAM internet service.

Please enter a password for your account:

Password must be 6 to 8 characters and contain letters and numbers.

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Part H - Direct Debit Services Agreement

Select a Payment Option and enter your Credit Card or Bank Account information:

Credit Card

Card Type: AMEX Diners Club
 MasterCard Visa

Card Number:

Expiry Date (MM/YY): Verification Code:

Name on Card:

Note: For security purposes you are required to provide the verification code. The 3 digit number is located on the signature panel on the back of your Visa, MasterCard or Diners Club card. On American Express, the 4 digit number is located on the front of the card above the credit card number.

Bank Account

I/We request Integrated Data Networks Australia Management Pty Ltd (ACBN 136 933 876) to draw money from my/our account held with:

Name of Financial Institution Branch:

BSB: -

Account Number:

Account Name:

Part I - Agreement and Authorization

By checking this box, I declare that I have read, understand and agree to abide by Integrated Data Networks Australia Management's Terms and Conditions as included and referred to herein and overleaf, and verify that I am over 18 years of age and able to enter into a legally binding contract.

Your Signature is accepted when you have indicated your agreement by using the checkboxes above.

TERMS

Plan prices for all Services are based on email/electronic tax invoicing to you. (See Section C)

- A rebate of \$3.50 per tax invoice has been applied to all Service plan prices listed. If no email address is listed on your account with us the Rebate will be removed and the \$3.50 will be reapplied to the plan tax invoice for that billing cycle.
- All monthly contracts incur a once off \$50 Connection Fee. The Connection Fee applies to each Monthly service ordered separately or with a different requested connection date.
- These Terms are in conjunction with and, in the case of conflict, prevail over the Terms & Conditions in our Standard Form of Agreement attached at the end of this Service Application Form.

All Internet plans come with 1 free email address & 100mb free storage. Additional storage is available for a fee.

Download speeds may be up to 20 megabits per second. Makes and models of modems/routers supplied are subject to availability. Your tax invoice and all correspondence for all IDNAM Services will be sent to the email address we supply you with as part of your IDNAM internet service. 1GB (Gigabyte) = 1000 MB (Megabyte). Unused usage quota is forfeited each month. Speed will be slowed to speeds indicated in the table for the period in which the monthly usage quota has been reached. Uploads are counted in your monthly data limit. Minimum total cost for ADSL2+ plans over contract term calculated as: (ADSL2+ contract term) x \$(ADSL2+ monthly access fee) + setup (where applicable) + modem & delivery fee (if required). Early termination fees apply and are calculated as the remaining months of the contract term multiplied by the minimum monthly contract cost, IDNAM

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supplied Modem/router will be delivered to the Service address provided unless other arrangements are made by the customer with Us. Unlimited plan speeds may be slowed where data volumes may affect Our ability to provide Services to the building. IDNAM do not monitor your internet activity and you indemnify Us for all use associated with your Service. IDNAM reserve the right to add or remove any website from the In-Line Filter list without prior notice to you.

Download speeds may be up to 20 megabits per second. Makes and models of modems/routers supplied are subject to availability. Your tax invoice and all correspondence for all IDNAM Services will be sent to the email address we supply you with as part of your IDNAM internet service. 1GB (Gigabyte) = 1000 MB (Megabyte). Unused usage quota is forfeited each month. Speed will be slowed to speeds indicated in the table for the period in which the monthly usage quota has been reached. Uploads are counted in your monthly data limit. Minimum total cost for ADSL2+ plans over contract term calculated as: (ADSL2+ contract term) x \$(ADSL2+ monthly access fee) + setup (where applicable) + modem & delivery fee (if required). Early termination fees apply and are calculated as the remaining months of the contract term multiplied by the minimum monthly contract cost, IDNAM supplied Modem/router will be delivered to the Service address provided unless other arrangements are made by the customer with Us. Unlimited plan speeds may be slowed where data volumes may affect Our ability to provide Services to the ALT building. IDNAM do not monitor your internet activity and you indemnify Us for all use associated with your Service. IDNAM reserve the right to add or remove any website from the In-Line Filter list without prior notice to you.

1. How to Contact Us / Enquiries: Direct all enquiries to us, rather than to your financial institution. These should be made at least 7 working days prior to the next scheduled drawing date. You may contact us as follows: P: 1300 784 775 F: 1300 883 745 E: connections@idnaust.com.au W: www.idnaust.com.au

2. Initial terms of the arrangement: In terms of the Direct Debit Request arrangements made between Us and signed by you, we undertake to periodically debit your nominated account for the agreed amount.

3. Our commitment to you: Where you have a Service or Combined Services with Us that does not include variable/unknown charges, We will not change the amount or frequency of drawing arrangements without your prior approval. A change by Us or you in the type or number of services We supply you is deemed by you to be consent to alter these payment arrangements. Where you have a service with Us that does include variable or charges known only after consumption, the amount and frequency of the drawing arrangements will be as per the terms and conditions of your service agreement with Us. This may require drawing at various times in the month and different amounts each month to cover the charges you have incurred. We will not disclose your details except where necessary to IDNAM's financial institution and for the purposes of conducting direct debits with your financial institution and lawfully running it's business.

4. Your commitment to Us. It is your responsibility to: Ensure your nominated account can accept direct debits. Ensure there are sufficient funds available in the nominated account to meet each direct debit drawing. Advise Us if the nominated account is transferred or closed, or the account details change, or you intend to change the nominated account for direct debits. Arrange an alternative payment method acceptable to Us if We cancel the drawing arrangements. Ensure that all account holders on the nominated financial institution account sign the Direct Debit Authorisation. If your drawing is returned or dishonoured by your financial institution, We may re-draw on your account after four (4) business days, or contact you to arrange alternate payment. Any transaction fees payable by Us in respect of the above may be added to your account. We reserve the right to cancel drawing arrangements if drawings are dishonoured by your financial institution. Your drawing arrangements are also governed by the Terms and Conditions that apply to your Account with Us.

5. Changes to the arrangement: If you want to make changes to the drawing arrangements, contact Us. These changes may include: Deferring the drawing; or Altering the schedule; or Stopping an individual debit; or Suspending the DDR; or Cancelling the DDR completely. If you wish to alter the drawing arrangements for your next direct debit, please contact IDNAM at least 7 days prior to the due date of your Direct Debit drawing for your service.

6. Drawing arrangements: The first drawing under this Direct Debit arrangement will occur on the date nominated on the Direct Debit Request. For monthly recurring charges, We will draw from your account held at your nominated financial institution normally 14 days after the issue date of your monthly Tax Invoice for any service you purchase from Us. If any drawing falls due on a nonbusiness day, it will be debited to your account on the next business day following the scheduled drawing date. Subject to section 3 of this DDR We will give you at least 14 days notice in writing, by e-mail or by phone when changes to the initial terms of the arrangements are made. This notice will state the new amount, frequency, next drawing date and any other change to the initial terms.

7. Disputes: If you believe that a drawing has been initiated incorrectly We encourage you to take the matter up directly with Us. If you do not receive a satisfactory response from Us contact your financial institution who will respond to you with an answer to your claim: within 5 business days (for claims lodged within 12 months of the dispute drawing); OR within 30 business days (for claims lodged more than 12 months after the disputed drawing) You will receive a refund of the drawing amount if We cannot substantiate the reason for the drawing. Note: Your financial institution will ask you to contact Us to resolve your disputed drawing prior to involving them.

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