

# ADSL BROADBAND HEAVY Application Form




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Applicant Details			
Title	First Name	Surname	
Company Name and ABN Number			
Address (Physical location for ADSL – Po Box not accepted)		Suburb	State Postcode
Your Dealer		ID/Drivers License	Date of Birth
Phone Number (Line to receive ADSL)	Phone Number - Work		Fax Number
Username (8 characters Max. Will be your email address)		Username Option 2 (If first username is unavailable)	Password (8 to 16 characters)
Professional Installation required? (1 port only – No Network)		Router or modem required?	
<input type="checkbox"/> Yes (\$220* Conditions Apply) <input type="checkbox"/> No		<input type="checkbox"/> Single Port ADSL Wireless! \$133* <input type="checkbox"/> Single Port ADSL \$85*	

ADSL Broadband Package Details				Email SPAM and VIRUS Filter Included at no charge
Plan	Activation Fee	Monthly Charge	Monthly Download (MB)	Please Tick
ADSL - 256	\$99	\$60	35GB Cap **	<input type="checkbox"/> 6mth
ADSL - 512	\$99	\$80	35GB Cap **	<input type="checkbox"/> 6mth
ADSL - 1500	\$99	\$105	35GB Cap **	<input type="checkbox"/> 6mth
ADSL - 8000	\$99	\$155	35GB Cap **	<input type="checkbox"/> 6mth

**Conditions**

\* Priced subject to change without further notice. Professional Installation outside the Metropolitan area of Coffs Harbour will incur further charges.  
 \*\* Subject to Cap of 35GB after which connection will be Limited to 64kbps. Extra data available at \$10.00 per 1 Gigabyte on negotiation.

Payment Method – Credit Card Only	
By signing this authorization for payment –  I acknowledge the receipt of and agree to abide by the CONDITIONS OF USE and the UNACCEPTABLE USAGE POLICY. Please visit <a href="http://www.hot.net.au/pages/conditions1.html">www.hot.net.au/pages/conditions1.html</a>  I hereby authorize Harbour Of Technology to debit my credit card with the amount of subscription fees and additional charges every period unless advised by me in writing.	<input type="checkbox"/> Visa  <input type="checkbox"/> MasterCard  <input type="checkbox"/> Bankcard 
	Name on Card
	Name of Applicant
	Card Number <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
	Expiry Date <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Verification Number <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Last 3 digits on the BACK of the credit card	
Signature	

**Signature**

I/We have read and understood the terms and conditions on the following pages and agree to abide by them. I/We also verify being over the age of 18

Signature	Print Name	Date
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## ► Conditions

- An initial 6 month minimum contract applies to these services.
- Payments may only be made via credit card.
- ADSL services are non-refundable [\*1].
- Excess Data will incur GST charges.
- Excess Data is calculated and charged at midnight on the 1<sup>st</sup> of every month.

## ► Features

- Always-available connection - Connect anytime, no busy signals, dedicated connection to the Internet.
- Use your phone concurrently - Telephone line can place and receive calls concurrently - no second line needed!
- Dynamic IP address - Supports PPPoA client software or a PPPoE / PPPoA compatible firewall device.
- All Operating Systems Welcome - If it supports PPPoA.
- Bring your own ADSL device - Choose the device that suits your needs - bring your own or buy one from us at a competitive [1] rate - see our pricelist for details.
- Use anytime - No Peak/Off-peak time limitations on when you can use your service [2] No regional surcharge - Same access prices for any area we cover, metro or regional.
- 5 MB Web space included (for personal use only) [5]

## ► Limitations

- No resale of bandwidth. Unused Data is not transferable.
- Static IP addresses are available for an additional \$11 per month.

Conditions may change - If service conditions are changed in the future, customers will be permitted to cease using the service (outside the contract period) without penalty if the new conditions are not accepted.

## Notes

You are required to read and agree to this document and the Harbour Of Technology (HOT) Terms and Conditions document before you apply for a DSL service through us. These documents are available on request and we encourage you to call us if you have any questions prior to lodging your order.

1. Customers wishing to terminate their ADSL service with HOT prior to the end of the first six billing months are liable to pay any balance outstanding on the full contract price (in addition to any outstanding excess charges and Activation fee plus an \$99 disconnection fee).

Once the ADSL order form is lodged with HOT, barring a Carrier service application rejection (only), the customer is liable for the charges for the term of the contract, including Activation fee and disconnection fee, if a request is made to terminate the ADSL service with HOT prior to the end of the first contract date.

30 Days prior written notice is required to terminate ADSL Services, otherwise contract will self-renew at the end of the twelve(12) month period.

Any requested plan changes to an ADSL service will take effect at the start of the next billing period. HOT services are non-refundable.

2. Some ADSL providers provide different usage allocations for different time bands. We let you use your connection whenever you want without penalty.

3. Single mailbox, virus filter, spam filter and parental controls are provided with the service.

4. Webspace activation is via a written request to [support@HOT.net.au](mailto:support@HOT.net.au)

### Please be aware that if you:

- **Change the name of Lessee of the telephone service you have ordered your DSL service on, or**
- **Change phone number, or**
- **Change service location (even if taking the same telephone number with you), or**
- **Change pre-selected phone carrier service or if Telstra disconnect your phone service (usually due to non-payment of Telstra bill),**

Then Telstra will also disconnect your HOT DSL service and you will need to reorder the service by submitting us another application form.

New service charges and another Activation Fee will apply from the time the new service is provisioned. In the case of changing line, location or phone carrier, a new DSL service may not be deliverable or a waiting period may apply. (Please call HOT for more information).

The above cases are not an all-encompassing list of events in which this may occur. Call HOT for more information. An existing, active Telstra owned or leased telephone line is required before an HOT DSL service can be ordered.

# ADSL Broadband Service Options

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## Service Change Options

SERVICE CHANGE	\$55 per change	Charged if the customer wishes to vary the ADSL line speed. (No charge to change plans within a given speed; any plan changes requested take effect at start of next billing period) Please email <a href="mailto:sales@hot.net.au">sales@hot.net.au</a> to request changes.
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## ADSL Customer Premises Equipment

**You will need an ADSL modem or router at your premises.  
We sell and support the models below:**

Single Port ADSL	\$85	1 port Router/Modem/Firewall with Ethernet and USB
Four Port Wireless	\$160	4 port Router/Modem/Firewall with Wireless Capability

**For minimal compatibility and configuration issues,  
we recommend the Netcomm NB6 series.**

## Optional Customer Premises Equipment

EMM1100	\$15	NetComm EMM1100 ADSL line filter. A filter is needed for each phone or group of phones sharing the ADSL line. Note that one filter is provided free with each ADSL modem/router purchased from HOT.
C10	\$30	C10 ADSL inline filter splits the single line into separate PSTN and ADSL lines.

## Optional Customer Premises Installation

ADSL-INST	\$220	Onsite Installation Service - includes: - Deploy ADSL Hardware in location. - Test and confirm operation. - Max 1.0 hr onsite; thereafter \$150/hr or part thereof. This service is not available in all areas, please check with HOT first.
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Information is current as of 21/05/2007, and is subject to change without notice.  
All prices quoted include GST.