

Submit your completed and signed form to Internode by:

Post: PO Box 284 Rundle Mall Adelaide SA 5000

Email: sales@internode.com.au

Fax: 1300 848 699

1. Customer Details

Please type in your responses, answering all relevant questions. If filling in by hand, please print neatly using the spacing provided. *Required fields

Applicant (individual or company name)*

For businesses, trading name (if applicable)*

Internode client ID (if existing)

Your client ID starts with a letter

ABN (for businesses)*

ABN only mandatory for businesses

Date of birth (for individuals)*

Date of birth only mandatory for individuals

Contact name*

Email address*

Postal address*

Suburb/town*

State*

Postcode*

Telephone (business hours)*

Mobile

Fax

2. Easy Bundle ADSL2+ Service Details

Choose an Easy Bundle ADSL2+ Plan	Easy Bundle 30	Easy Bundle 60
	Easy Bundle 200	Easy Bundle 300
Plan Options	Power Pack (\$10 per month)	Business Pack (\$30 per month)
	Additional /29 IP Subnet (only available with Business Pack)	None
Contract Term	24 months (reduced setup fee)	1 month (full setup fee)

Sales Rep

Promo Code

2. Easy Bundle ADSL2+ Service Details (continued)

Telephony Options

Silent Number	Yes	No	Send your caller ID	Block	Send
VoiceMail (\$3 per month)	Yes	No	Show incoming caller ID (\$3 per month)	Yes	No

Pre-selected LD Carrier

(a \$5 per month charge applies if this is not Internode)

Street address of service

Suburb/town

State

Postcode

Username for mailbox (username@internode.on.net)

Second choice for username

Your username must start with a letter, use only lowercase letters, numbers, underscores (_) and periods (.) and be between 3 & 16 characters in length.

3. Service Order Type

Order Type 1: Convert phone to Easy Bundle ADSL2+

Phone service to convert

Account number

Current provider

Telstra

AAPT

MCI Worldcom

Primus

PowerTel

Optus (Telstra resell)

Order Type 2: Churn existing bundle

Current Service Provider

Telephone number to churn

Optus DSL Service ID
(if known)

Order Type 3: New Service Connection

Appointment Date

The appointment date must be a weekday, and at least 15 working days from today.

Appointment Time

8 am to 1 pm

1 pm to 5 pm

Please refer to www.internode.com.au/easybundle for information about setup fees.

3. Hardware And Delivery

All hardware orders will require credit card details or payment made prior to shipping. Residential customers: if purchasing hardware, you must opt to have your credit card automatically charged monthly in advance under "Billing Options".

Router required

I have my own router

Please note, Internode only provide support services for the ADSL equipment that we sell. If you will be using your own router, please ensure that you are capable of reconfiguring your existing router for use on your new Internode ADSL service.

Extra filter(s) required

Quantity

1 filter is included with each router purchased.

Maximum of 3 filters.

I will pick up my hardware from the Adelaide office

Deliver my hardware (a \$15 freight charge applies)

Business hours equipment delivery address

We'll need a suitable business hours delivery address, as the courier will require a signature upon delivery. Please enter an alternative address below, if required. If there is no-one available to sign for the delivery, a card will be left and the parcel redirected to the nearest collection depot; and an additional \$15 freight charge may be applied. We therefore recommend delivery to a work address.

5. Billing Options

Automatically charge my credit card monthly in advance

Additional fees apply for payment by credit card.
Please read the Additional Notes for more information.

Invoice me monthly in advance

Credit card type

Other

Card number

CVN/CVV

This is the last 3 digits of the number on the signature panel on the back of your card.
For AMEX, it is 4 digits on the front.

Name on card

Expiry

Please specify your email address for your tax invoice, notifications and other correspondence

6. Customer Authorisation

I accept and agree to the Internode Standard Form of Agreement, ADSL Service Specifications, Internode Ultra Service Schedule and (if a business pack has been selected) the Business Pack Service Schedule (these documents are available online at www.internode.com.au/sfoa); and the product specific information contained in this document including the Additional Notes.

Section 9 of the Telecommunications (Customer Service Guarantee) Standard 2011 ("CSG Standard") allows us to arrange with you to connect your Easy Bundle telephone service in a period that is longer than the guaranteed maximum connection period allowed under the CSG Standard. By agreeing to this arrangement you will receive a significant service benefit which is significantly lower national telephone call prices than we would otherwise be able to offer. As a result of this arrangement your Easy Bundle telephone service will be connected after the end of the guaranteed maximum connection period allowed under the CSG Standard. All other protections and rights under Part 5 of the Telecommunications (Consumer Protection and Service Standards) Act 1999 still apply in relation to your Easy Bundle telephone service. I agree that Internode may connect my Easy Bundle telephone service in a period that is longer than the guaranteed maximum connection period allowed under the CSG Standard.

If the applicant is a company then the person signing this form warrants that he/she is authorised to execute this agreement on behalf of the company.

Signature

X

Date

Print form

Additional Notes

When you apply for an Easy Bundle ADSL2+ Service, you should be aware of certain obligations and conditions once the order form is received by Internode.

Firstly, please be aware that when you sign the application form you are signing to say that you accept and agree to be bound by the Internode Standard Form of Agreement, ADSL Service Specifications, Internode Ultra Service Schedule and (if applicable) the Business Pack Service Schedule (these documents are available at www.internode.com.au/sfoa). Please call us if you would like any help interpreting these documents.

Customer Details

- Please complete all information contained in Section 1. This information will be used for the purposes of supplying you with the service, to administer your account with us and if necessary, to transfer you from your existing supplier.
- For your security and privacy, it is important that you provide all the information we request. We will use it to verify your identity when dealing with you over the phone. The requested information for registered businesses includes your Australian Business Number (ABN), and for individuals includes your date of birth.
- Your mobile number will be used to alert you of your order status via SMS.

Easy Bundle ADSL2+ Service Details

- The monthly quota on Easy Bundle ADSL2+ services is counted as the sum of your downloads plus your uploads; unless you select a Power Pack or a Business Pack in which case it is counted as the download amount only. Excess traffic (beyond your monthly quota) is shaped to 256 kbps on Easy Bundle ADSL2+; unless you select a Power Pack (this increases the excess shaping to 512 kbps); or a Business Pack (no shaping is applied – instead excess traffic is charged as 0.5 cents per MB downloaded). Please refer to www.internode.com.au/easybundle for more detailed product information; as well as the additional features and benefits of the Power Pack and Business Pack options.
- Single location only – Easy Bundle ADSL2+ plans are designed to allow one concurrent router login on one specific physical line (you can of course have multiple users sharing this connection). A financial penalty of \$1 per hour per additional login may be applied in the case of concurrent logins on different physical lines. Further information is available in the Account Application Notes section at www.internode.com.au/easybundle/plans.
- Several important specific conditions apply to the telephony component of the Easy Bundle ADSL2+ service:
 - ‘Priority Assist’ is not available. Priority Assist is for people who may be reliant on a telephone service because of a serious medical condition – we do not recommend Easy Bundle ADSL2+ in these circumstances.
 - Calls to Premium Rate services – starting with the prefix ‘190’ - are not available.
 - If you request that charges from third parties are applied to your telephone account – including, but not limited to, reverse charge calls, carrier over-ride calls, and enhanced telephone directory listings – then Internode reserve the right to charge an additional \$5 service fee per transaction.
- Your Internode username must consist of lowercase letters, numbers, underscores (_) and periods (.) only. It must begin with a letter, and be between 3 and 16 characters in length.
- Please refer to www.internode.com.au/easybundle/transfer for further important information on Easy Bundle ADSL2+ connection options.

Order Type 1 : Convert Service Connections

- **It is a requirement that you must be the telephone account holder of the service to be converted to Easy Bundle ADSL2+. By submitting your order you warrant to us that this requirement has been met.**
- We will attempt to ‘port’ your existing telephone service to Easy Bundle ADSL2+. Some restrictions on porting of numbers into and out of Easy Bundle ADSL2+ apply – if we cannot port your existing number then we will contact you, and you can elect to proceed with a new telephone number; or cancel without penalty.
- Certain legacy analog telephony features (known as ‘complex services’) such as Faxstream, Line Hunt & Indial may also cause the conversion process to fail, and these features must first be removed from the line..

Order Type 2 : Churn Existing Telephone + ADSL Service

- This process can be used if you already have a combined Telephone + ADSL service from another provider that uses the Optus DSLAM network. Please check carefully any existing contractual commitments that you may have, and obtain the ‘Optus DSL Service ID’ from your current provider.
- If you currently have an ADSL only service, then we only require the Optus DSL Service ID that is associated with your current service.

Order Type 3 : New Service Connections

- **Your selected appointment date must be a weekday, and at least 15 working days from today.**
- You will be required to provide technicians with access to your premises, for the purposes of installing the Easy Bundle ADSL2+ service.
- In residential premises, the installation technician will either upgrade an existing telephone point; re-use a spare telephone point; or install a new telephone point for Easy Bundle ADSL2+. You agree that the type and location of the telephone point is at the installation technician's discretion.
- In business premises and Multiple Dwelling Units, you may need to arrange additional in-building cabling (at your expense) to bring the Easy Bundle ADSL2+ service from the Main Distribution Frame to your required location.
- A new telephone number will be allocated to you, and you agree to waive your CSG installation rebate by signing up for Easy Bundle ADSL2+.

Hardware

- An ADSL service requires an ADSL modem or router at your premises to function. You can purchase an ADSL router through us – please refer to www.internode.com.au/hardware for details – or alternatively source your own hardware. Internode sell and support a range of NetComm, Billion, Cisco and Fritz!Box firewall routers; and include one splitter/filter with each purchase.
- If you have ordered hardware, please ensure that you have provided a suitable daytime delivery address, as the courier will require a signature upon delivery.

Billing Information

- Tax invoices and other notifications are sent to your Internode email address, unless you have supplied an alternative email address. Please refer to the configuration sheet (supplied when your service is activated) for details of your Internode email address. Posting of paper invoices is available but discouraged for environmental reasons, and if requested will attract a \$1.50 surcharge per invoice.
- As per the Standard Form of Agreement, payment is required in advance. You will be required to pay the setup fee and any equipment costs (if applicable) and the first monthly fee upon provisioning of your service.
- Internode broadband services are non-refundable, however no charges apply until the service is confirmed as deliverable by our carrier.
- Billing will begin within 7 days of the service being provisioned by our carrier, or earlier if you have registered a successful login.
- The following credit card surcharges apply - payments via Visa or Mastercard incur a \$0.99 surcharge per transaction; and payments using American Express or Diners Card incur a surcharge of 2.5% of the transaction value. There are no surcharges for BPay, Direct Debit, Direct Credit, Cheque, Money Order, Cash or EFTPOS. Full details on our payment options are available at www.internode.com.au/payments.

Other Important Information

- Easy Bundle ADSL2+ services are normally provisioned within 10 to 20 business days - you can check the status of your order online at www.internode.com.au.
- Customers who select the 24 Month Contract option, and cancel their Easy Bundle ADSL2+ service with Internode prior to the end of the first twenty four months from the activation date, are liable to pay an early cancellation charge. This early cancellation charge is \$120 during the first 12 months; and \$65 during the second twelve months. Please refer to www.internode.com.au/contract for complete details.
- Due to technical constraints, Easy Bundle ADSL2+ is not available in all areas. There is no charge if we cannot provision your Easy Bundle ADSL2+ service.
- Information is current as of 3 April 2012 and is subject to change without notice. All prices quoted include GST.