

**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 Reach ADSL2+ Service Details

<b>Choose an Easy Reach ADSL2+ Plan</b>	Easy Reach 5 Easy Reach 100	Easy Reach 60 Easy Reach 250
<b>Plan Options</b>	Power Pack (\$10 per month) Additional /29 IP Subnet (only available with Business Pack)	Business Pack (\$30 per month) None
<b>Contract Term</b>	24 months (reduced setup fee)	1 month (full setup fee)
<b>Phone Number to attach ADSL to</b>	<input type="text"/>	

Sales Rep

Promo Code

## 2. Easy Reach ADSL2+ Service Details (continued)

Street address of phone service

Suburb/town

State

Postcode

Transfer of existing ADSL service to Internode – ISP name (if applicable)

Name of holder of phone service ("lessee") as shown on your telephone bill

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. Hardware And Delivery

Router required

Residential customers: if purchasing hardware, you must opt to have your credit card automatically charged monthly in advance under "Billing Options".

Extra filters required

(1 filter is included with each router)

Quantity

(max of 3)

Type

I have my own router

Please note, Internode only provide support services for the ADSL equipment that we sell. Only select this option if you are capable of reconfiguring your existing router for use on your new Internode ADSL service.

Delivery required (\$15 freight charge applies)

I will pick up my router (from the Adelaide office)

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 delivery charge may be applied. We therefore recommend delivery to a work address.

## 4. Billing Options

Automatically charge my credit card monthly in advance

Additional fees apply for payment by credit card.  
Please read the Additional Notes on Page 3 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

## 5. Customer Authorisation

The applicant accepts and agrees to the Internode Standard Form of Agreement, ADSL Service Specifications and (if a business pack has been selected) the Business Pack Service Schedule (these documents are available online at [www.internode.com.au/sfoa](http://www.internode.com.au/sfoa)); and the Additional Notes on Page 3 of this document. The applicant also confirms that he/she is 18 years of age or older. If the applicant is a company then the signee 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 Reach 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 and (if applicable) the Business Pack Service Schedule (these documents are available at [www.internode.com.au/sfoa](http://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 Reach ADSL2+ Details

- The monthly quota on Easy Reach 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 128 kbps on Easy Reach ADSL2+; unless you select a Power Pack (this increases the excess shaping to 256 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/easyreach](http://www.internode.com.au/easyreach) for more detailed product information; as well as the additional features and benefits of the Power Pack and Business Pack options.
- If you have an alarm system or PABX attached to your ADSL number, rewiring by your security/communications company will be required if ADSL is provisioned. Please check with Internode for more information prior to placing your order, as placed orders cannot be refunded.
- If you have an existing ADSL service on the same line you are applying for your Easy Reach ADSL2+ service, and your current provider participates in the Fast Transfer ('churn') process, please enter your current ADSL provider's name in the transfer section of the order form.
- The holder of the phone account must have given their permission for ADSL to be provisioned on this line by Internode. Please ensure that this requirement has been met before submitting your order.
- Please refer to [www.internode.com.au/easyreach/transfer](http://www.internode.com.au/easyreach/transfer) for further important information on Easy Reach ADSL2+ connection options.
- Your 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.

### Hardware

- An Easy Reach ADSL2+ 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](http://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](http://www.internode.com.au/payments).

### Other Important Information

- Easy Reach ADSL2+ services are normally provisioned within 7 to 10 business days.
- Customers who select the 24 Month Contract option, and cancel their Easy Reach 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](http://www.internode.com.au/contract) for complete details.
- Please be aware that your Easy Reach ADSL2+ service will be automatically cancelled and a new service will need to be ordered by you (including a \$129 Activation fee) if your Telephone account is cancelled; or if you order an ADSL-incompatible product on the line ADSL is delivered on. Please contact our Sales department to discuss any changes to your phone service prior to making those changes.
- You will need to contact Internode if you are intending to relocate your service.
- Due to technical constraints, Easy Reach ADSL2+ is not available in all areas. There is no charge if we cannot provision the service.
- Information is current as of 11 January 2012 and is subject to change without notice. All prices quoted include GST.