Order Form: NakedExtreme ADSL2+

Please complete this form and either fax it to 1300 396 633, or post it to Internode Pty Ltd, PO Box 284, Rundle Mall, SA 5000.
Alternatively you can sign up online and obtain further information at **www.internode.on.net/adsl.**

1. Customer Details

Applicant (Individual or Company Name):

For Businesses, Trading Name (if applicable):

Internode Client ID (if existing): | Driver's License Number or ABN: | For Individuals, Date of Birth: __/__/____

Contact Name:

Email Address:

Postal Address:

Suburb / Town: | State: | Postcode:

Telephone (Business Hours): | Mobile: | Fax:

2. ADSL Details

NakedExtreme ADSL2+ Plan:

$79 Setup & 24 Month Contract: ☐ OR $129 Setup & 1 Month Contract: ☐

Street address of ADSL:

Suburb / Town: | State: | Postcode:

Username for mailbox (username@internode.on.net): | Second choice for username:

3. Service Order Type

☐ Convert Phone to NakedExtreme ADSL2+ Connection: Phone Service to Convert:

☐ NakedExtreme ADSL2+ New Service Connection: Appointment Date: __/__/____

The appointment date must be a weekday, and at least 15 working days from today. ☐ 8am to 1pm *or* ☐ 1pm to 5pm

4. Hardware

ADSL Router required: ☐ Type: Delivery Required: ☐ *($15 freight charge applies)*

VoIP Dial Plan (if applicable): ☐ Standard (failover to phone line) ☐ VoIP only (no phone line)

Additional 6 IP addresses required: ☐
***Business ADSL plans only**. $20/month charge applies.*

5. Billing Options

Automatically charge my Credit Card monthly in advance: ☐ *OR* Invoice me monthly in advance: ☐

Credit Card type: Expiry: __/__

Card number:

Name on Card:

If you would prefer your tax invoice & other correspondence to be sent to a different email address, please specify below:

6. Customer Authorisation

The applicant accepts and agrees to be bound by the Internode Standard Form of Agreement, ADSL Service Specifications and Naked ADSL Service Schedule (these documents are available online at **www.internode.on.net/sfoa**); and the Additional Notes on Page 2 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: Date: __/__/____

Sales Rep: Promo Code:

Additional Notes

When you apply for an Internode NakedExtreme 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 (and the holder of the telephone account in the case of a Conversion) accept and agree to be bound by the Internode Standard Form of Agreement, ADSL Service Specifications and Naked ADSL Service Schedule (these documents are available at **www.internode.on.net/sfoa**). Please call us if you would like any help interpreting these documents.

NakedExtreme ADSL2+ Service Details

- No excess download charges apply to any Home or SOHO ADSL plan. However, Home and SOHO ADSL plan speeds may be shaped once the monthly download quota is reached – see **www.internode.on.net/adsl** for further information.
- Internode Business ADSL plans include Priority Business Support and a defined Service Level Agreement (SLA). No shaping is applied to any Business ADSL plan. However, excess download charges of $5 per Gbyte (calculated at 0.5 cents per Mbyte) will apply once the monthly download quota is reached – see **www.internode.on.net/business** for further information.
- NakedExtreme ADSL2+ customers may also choose to use an Internode NodePhone2 service. This is a fully featured voice over IP telephony service that can both make calls to, and receive calls from, the public switched telephone network. However it is not a 'standard telephone service' and while it is of a high availability design, it should not be relied upon for emergency communications (for example if you or any other resident have a serious medical condition). Please note that NodePhone requires AC electrical power at your premises to operate. Porting of an existing telephone number into NodePhone is not currently available.
- 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.on.net/nakedextreme/transfer** for further important information on NakedExtreme ADSL2+ connection options.

Order Type 1 : Convert Service Connections

- You will permanently lose your current phone number as part of the conversion of your phone service to Internode NakedExtreme ADSL2+. Even if your NakedExtreme ADSL2+ service is subsequently converted back to a traditional phone service, you will almost certainly be assigned a different phone number.
- When a phone service is changed to Internode NakedExtreme ADSL2+ it will no longer support any 'traditional' analog / voice services including telephones (except via VoIP) and any service that requires an analog modem connection, such as monitored alarm, eftpos machine, fax, dialup modem, pay TV modem, etc.
- The conversion process will not proceed if you have an ADSL service on your phone service that is delivered via Spectrum Sharing Service (SSS) – this includes Internode Extreme ADSL2+ services. You can however convert a phone service that has no ADSL; and you can convert a phone service that has ADSL derived from a Telstra DSLAM.

Order Type 2 : New Service Connections

- You accept all responsibility for arranging, paying for and maintaining all cable required from the network boundary point, to the point where you wish to use the service. Billing of the service will commence within seven days of it being installed to the network boundary point, regardless of whether you have arranged any required additional cabling or not.
- You will be required to provide technicians with access to your premises, for the purposes of installing the Internode NakedExtreme ADSL2+ service. In most houses, the installation technician will either upgrade an existing telephone point; re-use a spare telephone point; or install a new telephone point for NakedExtreme ADSL2+. You agree that the type and location of the telephone point is at the installation technician's discretion.
- However in apartments, business premises and any other location with a Main Distribution Frame, you may need to arrange additional in-building cabling (at your expense) to bring the NakedExtreme ADSL2+ service from the Main Distribution Frame to your required location.

Hardware and Additional IP Addresses

- 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.on.net/adsl** for details - or alternatively source your own hardware. Internode sell and support a range of Billion and Cisco ADSL firewall routers; and provide fully configured hardware with 24 months fast replacement warranty. **Note that residential customers need to select Credit Card as the initial payment method if purchasing hardware from Internode.**
- Additional IP addresses can be requested for a Business ADSL service only. A monthly charge of $20 applies for an additional 6 IP addresses (via a /29 framed route) on a Business ADSL service. If you require more than 6 IP addresses, please contact Internode Sales.
- 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. 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 will be applied. We therefore recommend delivery to a work address, if this is more convenient (please document below if required):

Business Hours Equipment Delivery Address (if different to address specified on page one of this form):

Attention: |__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|

Address: |__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|

Suburb: |__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__| State: |__|__|__| Postcode: |__|__|__|__|

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. Billing will begin within 7 days of the service being provisioned by our carrier, or earlier if you have registered a successful login.
- Broadband services are non-refundable, however no charges apply until the service is confirmed as deliverable by our carrier.
- Full details on our payment options and credit card surcharges are available at **www.internode.on.net/payments**.

Other Important Information

- NakedExtreme ADSL2+ services are normally provisioned within 10 to 20 days - you can check the status of your order online at **www.internode.on.net**.
- Customers who select the 24 Month Contract option, and cancel their NakedExtreme 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.on.net/contract** for complete details.
- Due to technical constraints, NakedExtreme ADSL2+ is not available in all areas. There is no charge if we cannot provision NakedExtreme ADSL2+.
- Information is current as of 12/11/2009 and is subject to change without notice. All prices quoted include GST.

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