



# Easy Internet Services

*EASY, WE MAKE SURE IT IS*  
 P.O. Box 830  
 22 Sydney Street  
 Mackay QLD 4740  
 Phone: 07 4953 3331  
 Fax: 07 4953 3339

## Optus ULL ADSL2+

Application Form

### Admin Only

Date Submitted to supplier	Job Booking #
Date Auth. Entered	Date Provisioned

Rental Tariff:  Residential,  Business

Transfer	<input type="checkbox"/>
Plan Change	<input type="checkbox"/>
New Service	<input type="checkbox"/>

Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Mobile Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

Business Name: \_\_\_\_\_

DOB: \_\_\_\_\_

ADSL Phone Number: \_\_\_\_\_

This is the phone number that will be used to access the internet via ADSL

### - Installation Address -

### - Postal Address -

Address: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

City: \_\_\_\_\_

Postcode: \_\_\_\_\_

Postcode: \_\_\_\_\_

Same as installation address

Username: \_\_\_\_\_

Password: \_\_\_\_\_

### -Plan Details-

Shaped Speed: 256/256kbps

Plan Name	Peak Data	Off Peak Data	Phone	Cost per month
OBUN-RES-1	15GB	N/A	-Local and national calls to land line are FREE -Calls to Optus mobile are Free -Calls to non-Optus mobiles 39c flag fall, 37c per minute. -1300 and 13 numbers 35c untimed.	\$89.95

### -Telephony Features-

Silent Number:  Yes  no

Caller Number Display:  Block  Send

Call Waiting:  Yes  no

Caller ID:  Yes  no

Call Return:  Yes  No

Three Way Call:  Yes  no

### -Barring Options-

Bar International:  Yes  No

Bar National:  Yes  no

Bar Mobile:  Yes  No

### -Voice Mail Options-

Voicemail:  Yes  No

Divert on Busy:  Yes  No

Divert on No Answer:  Yes  No

Divert No Ans # or rings: \_\_\_\_\_

### -Losing Carrier Information- (If connecting/porting an existing phone line)

Current Biller: \_\_\_\_\_

### -Order Details-

Customer Requested Date: \_\_\_\_\_

(Must be 14 days from date of order  
submitted to WIP)(dd/mm/yyyy):

<b>Service Cancellation (any reason) within first 12 months:</b>	<b>Full 12 month Charge less months connected.</b>
No Fault Found (NFF):	\$100.00
Service Calls Requiring Site Visits with NFF	\$250.00
Churn From Optus Network	\$55.00
New Service	\$195.00
PORT IN From Telstra	\$30.00
Relocation	\$80.00
Order Withdrawal	\$195.00
Change phone number	\$50.00
Voice Mail/Select Call Accept/Caller ID (ea)	\$3.66
Business Service / Directory Listing	\$3.66

## -Current Provider-

Account Number: \_\_\_\_\_

Site Contact Details: \_\_\_\_\_

Salutation: \_\_\_\_\_

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Mobile Number (if possible): \_\_\_\_\_

Phone Number: \_\_\_\_\_

## -Customer Authorisation-

1. Telstra charge a **\$99.00** connection fee for any new service this fee is to allow for the Exchange to be enabled and our internet to be connected to your address/phone number. You will not incur this fee again unless you relocate or change details on your Telephone Account. (Easy Internet strongly advises that you contact us prior to any changes to your phone service to avoid additional charges)
2. Easy Internet Services Pty Ltd requires, notification in writing, **14days** prior to the disconnection of any service from us, failure to notify us of this change will incur a *2 week penalty of the plan you have at the time of termination.*
3. All plans are billed monthly **in advance**; there is an initial **6 month minimum contract time**. Termination prior to this 6 month period being fulfilled *will incur an additional \$66.00 termination fee* as well as *the loss of any prepaid internet/monies.*
4. Disconnection of any service after this initial 6 month period incurs *no charge* as long as item \*2 is adhered to.
5. *Changes in speed* of any connection will incur a **\$44.00** speed change request fee as line programming is required, Up/download limit changes, remaining at *the same speed* incur *no costs* other than the increase in plan costs.

### Additional Equipment (if required)

ADSL Modem/Router	Price	Tick
TP-LINK TD-8817 (single port modem/router)	\$99.00	<input type="checkbox"/>
TP-Link TD-W8960N (four port modem/router with Wi-Fi)	\$179.95	<input type="checkbox"/>
Additional Line filters/splitters	\$25.00	<input type="checkbox"/>

1. If you require a dedicated fixed line filter (this is advisable if there are more than 6 lines at the premises) this will need to be installed by a qualified Electrician and you should consult your local service agent for this.
2. Line filters are only required to be use on lines that are in use with a phone. If an outlet is being used but no phone is required the ADSL modem does not require a filter. Equally phones that operate from a Base Unit and have only AC adaptors are not required to be filtered. Failure to install a filter can result in a fault with the internet supply, and or quality of connection.
3. If onsite installation of equipment is required a Standard Call out fee of the current pricing will apply (this is not normally required in a domestic installation).

### Payment Authorisation Details

I understand and accept that I am bound by the Terms and Conditions of the Easy Internet Services – Broadband Agreement (<http://www.easynet.net.au/broadband/terms.php>). I authorise Easy Internet Services Pty Ltd to bill my nominated method of payment described hereunder each quarter or as charges arise on my ADSL Internet Account. I acknowledge that the minimum term of contract period is 6 months and that any change to the programming of that contract e.g: requesting a speed change will result in the six month minimum term commencing again. Any excess fees that may be accrued by the cancellation of a contract or breach will result in the aforementioned form of payment being used.

## -Payment Options-

Cardholders Name: \_\_\_\_\_ Card Number: \_\_\_\_\_

Expiry Date: \_\_\_\_\_

Card Type:  MC  Visa  Direct Debit

Signature of Cardholder

X \_\_\_\_\_

By signing this I assume financial responsibility for the agreement and details provided and that I am over 18 years of age.