

Business Grade SHDSL Application Form



Westnet Contact Details

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Agent Code

Please complete this form and fax it back to 1300 554 160

New Member Details

First Name

Last Name

Business Name

ABN

Address

Suburb / Town

State

Postcode

Daytime Phone Number

Mobile Phone Number

After Hours Phone Number

Fax Number

Would you like to be notified by fax when Westnet receives your application? Yes No

Correspondence Email Address

Your username will form the first part of your email address (username@westnet.com.au). If you would prefer all correspondence from Westnet to be delivered to a different email address from the one that will be created, please write that email address you would like to use in the box provided.

Username and Password

Fill out this section if you are an existing Westnet account holder

Current Username

Current Password

Fill out this section if you are applying for a new Westnet Account

Preferred Username (must be between 4 and 20 characters)

Alternate Username (used if your preferred username is taken)

Password (please take note of your password for future reference)

Please Note: Passwords must contain at least one (1) letter, one (1) number, be from 6 to 32 characters long and contain no spaces. Your password is the key to your account. Do not disclose it to anyone.

SHDSL Service Details

Only fill out one of the New Data Line, Existing Data Line or PowerTel Churn sections below and on the next page

SHDSL Line Number for a New Data Line

Westnet can provision a completely new line into your building for your DSL. Please provide a telephone number entering your building as this line will be used to establish your distance from the exchange. This line WILL NOT be used for your DSL connection. Speeds and limitations are subject to availability.

SHDSL Service Details - Continued

SHDSL Line Number for an Existing Data Line

Please note that this line will be used purely as a data line. You will not be able to operate any other services using this line. If you have a DSL service already installed on this line you will need to have it removed before submitting the application. This line WILL be used for your DSL connection.

PowerTel Churn FNN (From existing PowerTel CP)

Is this a change of Address or Relocation? Yes No

Address - (leave blank if same as above)

Suburb / Town

State

Postcode

Account Options

Plan Type	Peak	Off Peak	Fee / Month
<input type="checkbox"/> 512kbps/512kbps	4GB	4GB	\$305.00
<input type="checkbox"/> 512kbps/512kbps	8GB	8GB	\$340.00
<input type="checkbox"/> 512kbps/512kbps	15GB	15GB	\$400.00
<input type="checkbox"/> 1024kbps/1024kbps	4GB	4GB	\$365.00
<input type="checkbox"/> 1024kbps/1024kbps	8GB	8GB	\$395.00
<input type="checkbox"/> 1024kbps/1024kbps	15GB	15GB	\$455.00
<input type="checkbox"/> 1536kbps/1536kbps*	4GB	4GB	\$450.00
<input type="checkbox"/> 1536kbps/1536kbps*	8GB	8GB	\$480.00
<input type="checkbox"/> 1536kbps/1536kbps*	15GB	15GB	\$535.00
<input type="checkbox"/> 2048kbps/2048kbps	4GB	4GB	\$505.00
<input type="checkbox"/> 2048kbps/2048kbps	8GB	8GB	\$535.00
<input type="checkbox"/> 2048kbps/2048kbps	15GB	15GB	\$600.00
<input type="checkbox"/> 2048kbps/2048kbps	30GB	30GB	\$680.00

Service Level Agreement

- 99.9% service availability target
- 1 hour fault response target
- 4 hour fault restoration target
- Scheduled Outage Email Notifications

Unlimited Free Traffic within the Westnet Neighbourhood

Business Grade Westnet SHDSL customers have premium speed access to such resources as PIPE and WAIX.

Terms

Any excess downloads will be charged at \$10/GB.

Peak times are 7am to Midnight, 7 days a week.
Off-Peak times are Midnight to 7am, 7 days a week.

*Certain speeds and limitations are subject to both PowerTel and extended networks and geographical location

SHDSL Service Connection (prices include GST)

ADSL Hardware

Modem Type	Price
<input type="checkbox"/> Managed Open Networks 531r SHDSL Router (Limited Stock)	\$699.00
<input type="checkbox"/> Managed Cisco 878 SHDSL Router	\$1499.00

Connection Fee and Support Option

Connection Type	Price
Metro	\$350
Regional	\$510
<input type="checkbox"/> 24/7 Monthly Support Option	\$70.00 / month

Router Management - choose one option

Westnet / PowerTel Managed (recommended) - No Fee

Self Managed - \$179 surcharge

Own Hardware

It is strongly recommended that the management of this router is handled by Westnet / PowerTel. Our technicians can access the router remotely which helps us determine and quickly fix any faults if they occur. There is no additional fee for a managed router.

You will be responsible for the management of the router. The Westnet Technical Support team will not support the configuration of your router. Support is greatly reduced on this option as Westnet will only be responsible for ensuring that the link is operational and accepts no responsibility to provide technical support to connect your network or any devices to the link.

SHDSL Service Connection - Continued

Router Configuration - You will be assigned one static IP address and must select one of the following configurations

- NAT'ed Config Additional Configuration Attached

LAN Network IP Default is 192.168.1.0

LAN Subnet Mask Default is 255.255.255.0

LAN Gateway IP Default is 192.168.1.1

- Routed Config An additional subnet 4 will be assigned. One live IP will be used for the gateway IP and the other will be for your own device (router/firewall etc.)

Additional Questions

Technical Contact Name

Technical Contact Number

Technical Contact Email Address

Site Contact Name

Site Contact Number

Site Contact Email Address

How did you hear about Westnet?

- Tick this box if you would like to be contacted about web hosting

Declaration

I/We understand:

the Business Grade DSL plan, contract and hardware I/we have selected; a 12 month minimum term applies; that if I/we cancel this Business Grade DSL service within the first 12 months of connection with WestNet, I/we will pay for the remainder of the contract period, which will be a pro-rated amount starting from the day the service is terminated; that if I/we connect to the Internet on this Business Grade DSL account via a normal modem, while there is no current Business Grade DSL outages, I/we will incur an additional fee of \$1.10 per hour to my/our WestNet account; that prices quoted include jumpering, minor cabling and end to end testing; that plan changes and cancellations must be advised in writing to WestNet prior to the end of any billing period (calendar month) and will become effective as of the 1st of the following month; that suspension of Business Grade DSL accounts is not available; that a minimum of 21 working days is required for service connection to be completed (unless otherwise notified) and that connection time also depends on port availability; that each Business Grade DSL account is only for use at the premises as indicated on this application and that each account is not transferable unless moving premises; all services provided by WestNet must be paid in advance except by written agreement with WestNet management. If an account is not in credit, the account may be disconnected at the discretion of WestNet; that each user is responsible for the usage on their accounts. Passwords and usernames must not be shared. Any breach of this condition will lead to immediate termination of the account without refund; the account will not be used for illegal or anti-social purposes, including obscene, abusive, fraudulent, threatening or otherwise unacceptable behaviour; in the event that the account remains unpaid for a period of 60 days or more, WestNet reserve the right to disconnect the Business Grade DSL service. Fees which result in the re-activation or early termination of the account will be payable by the client; I/We have read and understood WestNet's Customer Relationship Agreement (as displayed at <http://www.westnet.com.au/products/business/broadband/signup/> or as sent to me/us by WestNet at my/our request)

Member Name

Signature

Date - (DD/MM/YYYY)

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