



ABN 31 003 434 277

15 Stawell Road, HORSHAM VIC 3400

PO Box 1096, HORSHAM VIC 3402

Tel: 5381 2244 Fax: 5381 2344

Please fax or mail completed form as per details above...

OziISP ADSL 2+ Application

OziISP ADSL2+ Internet

OziISP are pleased to be able to offer High Speed Shaped ADSL2+ plans.

Our Shaped plans give you the flexibility to choose the desired amount of Data required, without the worry and hassle of excess charges. If you exceed your monthly allowance your internet speed will simply be reduced for the rest of the billing cycle.

Users may change between Standard & Peak / Off Peak Plans at no charge.

Standard Plans

Monthly Included Data	Plan Speed	Shaped Speed	Price inc GST
5 GB Shaped	20 Mbps Down /800 Kbps Up	128 Kbps Down / 64 Kbps Up	\$39.95
10 GB Shaped	20 Mbps Down /800 Kbps Up	128 Kbps Down / 64 Kbps Up	\$44.95
15 GB Shaped	20 Mbps Down /800 Kbps Up	128 Kbps Down / 64 Kbps Up	\$49.95
25 GB Shaped	20 Mbps Down /800 Kbps Up	128 Kbps Down / 64 Kbps Up	\$59.95
40 GB Shaped	20 Mbps Down /800 Kbps Up	128 Kbps Down / 64 Kbps Up	\$79.95
60 GB Shaped	20 Mbps Down /800 Kbps Up	128 Kbps Down / 64 Kbps Up	\$99.95
80 GB Shaped	20 Mbps Down /800 Kbps Up	128 Kbps Down / 64 Kbps Up	\$119.95

Peak / Off Peak Plans

Monthly Included Data		Plan Speed	Shaped Speed	Price inc GST
Peak	Off Peak			
5 GB Shaped	10 Shaped	20 Mbps Down /800 Kbps Up	128 Kbps Down / 64 Kbps Up	\$46.95
10 GB Shaped	15 Shaped	20 Mbps Down /800 Kbps Up	128 Kbps Down / 64 Kbps Up	\$52.95
15 GB Shaped	20 Shaped	20 Mbps Down /800 Kbps Up	128 Kbps Down / 64 Kbps Up	\$59.95
25 GB Shaped	25 Shaped	20 Mbps Down /800 Kbps Up	128 Kbps Down / 64 Kbps Up	\$69.95
40 GB Shaped	40 Shaped	20 Mbps Down /800 Kbps Up	128 Kbps Down / 64 Kbps Up	\$89.95

Peak time is defined as anything downloaded between 12:00 to 23:59:59. Off Peak time is defined as anything downloaded between 0:00 to 11:59:59.

It is a condition of these plans that the customer must have their entire home phone service, including long distance preselected to OziISP. **Monthly line rental \$29.95. Minimum monthly bundled cost of \$69.90.**



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ADSL2+ and Home Phone Activation Options

Type of Activation	Description	Time Frame	Cost
Churn of Service	Transfer of Service from Optus Retail or an affiliated Carriage Service Provider	2 to 5 business days	\$54.95
Upgrade	Upgrade from OzISP ADSL1 Internet	8 to 14 business days	\$74.95
New Connection# * [waive CSG]	Transfer Phone Service from Telstra or a Telstra Wholesale Customer or create New Phone Service where infrastructure is in place	8 to 14 business days	\$99.00
New Connection# [with CSG]	Transfer Phone Service from Telstra or a Telstra Wholesale Customer or create New Phone Service where infrastructure is in place	8 to 14 business days [CSG credits may apply]	\$169.95
Relocation	Relocate existing service	8 to 14 business days	\$89.95

New Connection prices are for where there is an existing serviceable, physical line to the premises.

* Customers wishing to waive their Customer Service Guarantee (CSG) for a New OzISP Internet Phone Activation receive a Discount on their Activation Fees. Please note this waiver only refers to the installation, it does not waive any of your ongoing CSG rights.

Miscellaneous Charges

Description	Charge
Order Reschedule Fee [Change date of install prior to point of no return]	\$19.95 [Once off]
Cancellation [Prior to point of no return]	\$10.00 [Once off]
Cancellation [After point of no return but prior to activation date]	\$77.00 [Once off]
Cancellation [After activation date]	\$24.95 Per Month for Remainder of Minimum Service Period
Reversal Charge [If illegally ported]	\$89.95 [Once off]
Business Directory Listing Fee	\$4.00 [Monthly]
Customer retains rental Telstra Handset	\$89.95 [Once off]
Make Changes to Calling Number Display [CND] function	\$19.95 [Per Change]



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ADSL2+ Hardware

New users can purchase approved ADSL2+ Modem/Routers from OziISP, or may purchase equipment elsewhere. If users wish to buy their own Modem/Router, there is no guarantee that we will support that device, or that it will be compatible. Existing users may use their current Modem/Router, however they must ensure it is ADSL2/2+ capable to obtain higher Down/Up speeds. In the case where the Modem/Router is not ADSL2/2+ capable, it is advised that the user purchase a new Modem/Router.

An ADSL2+ Filter is a device which is used when you want to use phones & faxes on the same landline as the ADSL2/2+. A Micro Filter can be used wherever a telephone or fax is plugged into the wall socket by itself. A Splitter Filter is used when you want to have a phone or fax plugged into the same socket as the line to Modem. Users can purchase ADSL2+ Filters and Splitters from OziISP. Filters can be installed by the user. New users must ensure that if they have a hard-wired monitored alarm system, an ADSL2+ central splitter is installed by a qualified technician. It may also be necessary to use ADSL2+ Micro and/or Splitter Filters in addition to a central splitter.

'Existing users with old ADSL filters may be required to upgrade to ADSL2+ filters to obtain the best possible speed and to reduce the possibility of drop-outs.

Equipment Pricing

Description	Price
Netcomm NB6PLUS4 ADSL2+ 4-Port Modem/Router [1 Splitter Filter Included]	\$99.00
Netcomm NB6PLUS4W ADSL2+ 4-Port Wireless Modem/Router [1 Splitter Filter Included]	\$148.50
PCI Ethernet Network Interface Card	\$39.95
Dynalink In-line ADSL Microfilter/Splitter	\$16.50
Dynalink ADSL Central Splitter	\$35.00



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OzISP Home Phone Rates

Line Rental \$29.95 per month

Service

Local Calls
13/1300 Calls
Directory Assistance Calls
Community Calls
National Calls
Mobile Calls (all Networks)
Radio Paging (016)
Dial-Up Packet Network (0192, 0195, 0198)
Premium Rate Numbers (190)
Diverted Calls
Three Way Calls

* \$0.25 flag fall per call also applies

Cost

\$0.19 per call
\$0.19 per call
\$0.75 per call
\$0.10 per minute
\$0.10 per minute*
\$0.29 per minute*
\$0.35 per call
\$0.35 per call
as charged by the premium service provider
standard call rates apply
standard call rates apply

Value Added Services

Service

Call Waiting / Call Return / Three Way Call
Call Divert
Silent Number
Calling Number Display Sending
Caller ID
Selective Call Accept
Voicemail

Cost

FREE
FREE
FREE
FREE
\$4.95 per month
\$4.95 per month
\$4.95 per month



"Oi Oi Oi!!!"

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OzISP ADSL 2+ Application

Customer Authority to change Telephone Company for Local and Long Distance and Broadband

Name:in full

Address: D.O.B:/...../.....

City: State: Postcode:

Telephone: Fax: Mobile:

ADSL Telephone: @ozisp.xdsl2.net

Must be the telephone number to be used for your ADSL.

Preferred Email Address:@ozisp.com.au / @wimmera.com.au

Secondary Preferred Email Address:@ozisp.com.au / @wimmera.com.au

Password:

Preferred E-mail address Rules:

Must contain only lowercase letters or numbers and must start with a letter. (No spaces or other characters allowed, 12 characters maximum, minimum of 4). Please choose a 2nd preference to be used in the event that your 1st preference is unavailable.

Password Rules:

Must be at least 6 characters and use at least 3 of the following four types : Lowercase characters [a-z], Uppercase Characters [A-Z], Numeric Characters [0-9], Special characters [+-()%^ etc..]

ADSL/Telephony Service Details

Address:

City: State: Postcode:

ADSL Service Number:

Current Telephone Provider Details

Current Provider:

Account Number:



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Connection Options

Activation Options

Please select your required service activation type:

- Churn of Service \$54.95
- Upgrade \$74.95
- New Connection [waive CSG] \$99.00
- New Connection [with CSG] \$169.95
- Relocation \$89.95

ADSL2+ Plan Options

Please select your required plan :

Standard Plans

- 5 GB Shaped \$39.95
- 10 GB Shaped \$44.95
- 15 GB Shaped \$49.95
- 25 GB Shaped \$59.95
- 40 GB Shaped \$79.95
- 60 GB Shaped \$99.95
- 80 GB Shaped \$119.95

Peak / Off Peak Plans

- | Peak | Off Peak | |
|--------------|-----------|----------------------------------|
| 5 GB Shaped | 10 Shaped | \$46.95 <input type="checkbox"/> |
| 10 GB Shaped | 15 Shaped | \$52.95 <input type="checkbox"/> |
| 15 GB Shaped | 20 Shaped | \$59.95 <input type="checkbox"/> |
| 25 GB Shaped | 25 Shaped | \$69.95 <input type="checkbox"/> |
| 40 GB Shaped | 40 Shaped | \$89.95 <input type="checkbox"/> |

Equipment Options

Please select your required equipment for your connection:

- Netcomm NB6PLUS4 ADSL2+ 4-Port Modem/Router [1 Splitter Filter Included] \$99.00
- Netcomm NB6PLUS4W ADSL2+ 4-Port Wireless Modem/Router [1 Splitter Filter Included] \$148.50
- PCI Ethernet Network Interface Card \$39.95
- Dynalink In-line ADSL Microfilter/Splitter \$16.50
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Telephony Service Options

Do you want to be listed in the White Pages?
 Do you want your Calling Number Display blocked?

Yes No
 Yes No

VAS* Option (Free)	Yes	No
Call Waiting		
3 Way Call		
Call Return		
Call Divert		

VAS* Option (Cost)	\$/mth	Yes	No
Voice Mail	\$4.95		
Caller ID Receive	\$4.95		
Selective Call Accept	\$4.95		
Bus - White Pages Listing#	\$4.95		

Number of rings before diverting to voicemail [5 - 8]

* Value Added Service

#Automatically selected for Business customers

Total Service Cost

Please enter the total cost of your application, based on the connection options you have selected.

TOTAL:



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ADSL2+ ULL Porting Authority

I hereby certify that as the lessee of the above services, or as an authorised representative (where applicable) that I have authority and request to port, acquire a new service, churn my telephone and/or broadband service or select a long distance provider. I acknowledge that the services will be carried over the networks of OziISPLtd and Singapore Telecommunications Ltd (Optus).

I further certify and understand the following:

1. I will relinquish any contractual rights with my current service provider, including, but not limited to discount plans.
2. Some functions and facilities that are available through your current service provider may not be available from your new service provider.
3. When porting your service from your current telephone or broadband (DSL) provider to your new service provider this may result in finalisation of your account for those services and though you have the right to Port your service, you are aware that there may be early termination charges and porting fees.
4. Queries in relation to faults or service provision must be directed to your current service provider until the transfer is affected.
5. This Customer Authorisation is valid for 30 days from the date of signing, for a ULLS Port, however I understand that if needed I authorise the Authority to be automatically extended by a further 30 days. An authorisation for change of Long Distance Pre-Selection is valid for 30 days, however I understand that if needed I authorise the Authority to be automatically extended by a further 60 days. A Local Call Churn and Broadband Churn authority is valid for 30 days.
6. A Local Call Churn can take up to 40 business days to become effective.

Customer Service Guarantee (CSG) Waiver

To apply for this specific type of ADSL2 service it includes the requirement for you to also use OziISP/Optus to provide you with telephone line rental and local call services. For OziISP to be able to do this at the low charges we have offered requires you to waive various rights that are specified in the Telecommunications Act. These rights, known collectively as "The Customer Service Guarantee" can be found on the Australian Communication Authority's website (http://www.acma.gov.au/ACMAINTER.65672:STANDARD::pc=PC_2017).



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You will see that Part 5 of the Telecommunications (Customer Service Guarantee) Standard 2000 (no 2) allows OzISP to propose that you waive the protections and rights provided under the Customer Service Guarantee (CSG). You are not obliged to agree to the waiver. OzISP is offering significantly lower installation costs for the included telephone service, but is only able to do so on the basis that it is not required to meet the performance standards set out in the Customer Service Guarantee.

In agreeing to this document you agree to waive your protections and rights under the CSG.

Do you accept the CSG Waiver? Yes No

Signature:

Date:/...../.....

Full Name:

Agreement

I have read, or had the opportunity to read, and fully understand the ADSL2+ Terms and Conditions and Acceptable Use Policy as displayed through the home page www.ozisp.com.au on or before the date of this application and agree to abide by them:

Client Signature: x..... **Date:**/...../.....

Upon receipt of your application and appropriate payment, your application will be processed as soon as possible. Normal setup time is 5-7 working days. Monthly Subscription Accounts will automatically be debited to your credit card on the 1st of each month. However if payment is declined by the credit card issuer for any reason access to your account may cease. A reconnection fee will apply. Fees will apply to change plans or if account is cancelled within first 24 months.