



## RES ADSL2+ Application – Residential

Dealer Number:

### Applicants Details (Please use block letters)

Title:	Given Name:	Surname:	
<b>Address:</b>	Unit: <small>(Specify Floor Level)</small>	Street No:	Street Name:
Suburb:			P/code:
Postal Address: (if different than above)		Suburb:	P/code:
Phone:	Mobile:	Fax:	
Drivers License Number / ID:		DOB:	

### Login Details (must be lower case)

Username:	Password:
Primary Email Address: <b>@yourhub.com.au</b>	Email address for billing: (if different from primary)

### Select Plan 20000/1000 Standalone

✓	Plan	Download	Data	Contract	Price
	DSL2+ Pak 1	Unlimited <sup>1</sup>	5GB	No Contract	\$59.95 per month
	DSL2+ Pak 2	Unlimited <sup>1</sup>	15GB	No Contract	\$ 69.95 per month
	DSL2+ Pak 3	Unlimited <sup>1</sup>	25GB	No Contract	\$ 79.95 per month
	DSL2+ Pak 4	Unlimited <sup>1</sup>	50GB	No Contract	\$ 99.95 per month
	DSL2+ Pak 5	Unlimited <sup>1</sup>	100GB	No Contract	\$119.95 per month
	DSL2+ Pak 6	Unlimited <sup>1</sup>	150GB	No Contract	\$149.95 per month

### Select Plan 20000/1000 Data & Telephony

	DSL2+ Pak T1 - 10GB	Unlimited <sup>1</sup>	10GB	12 mths	\$ 89.95 per month
	DSL2+ Pak T2 - 25GB	Unlimited <sup>1</sup>	25GB	12 mths	\$ 99.95 per month
	DSL2+ Pak T3 - 50GB	Unlimited <sup>1</sup>	50GB	12 mths	\$109.95 per month
	DSL2+ Pak T4 - 100GB	Unlimited <sup>1</sup>	100GB	12mths	\$129.95 per month
	DSL2+ Pak T5 - 150GB	Unlimited <sup>1</sup>	150GB	12mths	\$149.95 per month

### Advanced Additional Features

<input type="checkbox"/>	Email Virus Scanning	\$24.00 Per Year	<input type="checkbox"/>	Email Spam Filtering	\$12.00 Per Year (Tick if required)
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### Bundling

<input type="checkbox"/>	Bundle with Youtalk Broadband Phone	<input type="checkbox"/>	Port an existing number (Complete porting authority form)	<input type="checkbox"/>	I require a Local Number (DID)
Choose a broadband phone plan:		(See details for Broadband Phone Plans on our website <a href="http://www.yourhub.com.au">www.yourhub.com.au</a> or contact our friendly staff.)			
<input type="checkbox"/>	Youtalk Intro Pak (Free)	<input type="checkbox"/>	Youtalk Plus Pak (\$10.00 pm)	<input type="checkbox"/>	Youtalk Max Pak (\$10.00 pm)
<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	Youtalk Loyal Pak (\$10.00 pm)

### Service Details

Service Type:	<input type="checkbox"/> New Service	<input type="checkbox"/> Existing Service
ADSL2+ Line Number: (If existing service)	(This is the phone number you wish to have the ADSL2+ service connected to)	
ADSL Install Address:	( <input type="checkbox"/> Tick if the same as above)	
Address:		
Suburb / Town:	State:	Postcode:

The applicant accepts and agrees to be bound by the Yourhub Standard Form of Agreement (SFOA) and ADSL2+ Service Specifications (these documents are available online at [www.yourhub.com.au/files](http://www.yourhub.com.au/files)); 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.

Head Office: 601 - 603 Flinders Street Townsville Qld, 4810 P O Box 3537 Hermit Park Qld 4812  
Phone: (07) 4728 4568, Fax: (07) 4724 1888, Email: [info@yourhub.com.au](mailto:info@yourhub.com.au), Website: [www.yourhub.com.au](http://www.yourhub.com.au)



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

**Payment Details**

**METHOD:** (Tick a box below)  Direct Debit  Credit Card  3 Months in Advance (Security Bond of \$100.00)

Credit Card Details	Card type	Card Number	Expiry date	Name on Card
	M/C			
	VISA			
	Ezi Debit			

I hereby authorise Internet Solutions Pty Ltd to bill my credit card for all charges owing to my account.  
 Signature: ..... Date: .....

**Additional Information**

<b>Application:</b>	When you apply for an Yourhub Broadband services, you should be aware of certain obligations and conditions once the order form is received by Yourhub. 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 Yourhub Standard Form of Agreement and ADSL2+ Service Specifications (these documents are available at <a href="http://www.yourhub.com.au/files">www.yourhub.com.au/files</a> ). Please call us if you would like any help interpreting these documents.
<b>Customer Details:</b>	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 and (if applicable) Driver's License Number. Your mobile number may also be used to alert you of your order status via SMS
<b>Connection:</b>	A connection charge of \$150.00 applies to ADSL2+ Standalone plans, or \$199.00 applies to ADSL2+ & Telephony plans for all new services to the MDF only or \$280.00 if a tech is required to the premises.
<b>Upgrades</b>	Upgrading from an existing ADSL1 to ADSL 2+ service is \$180.00.
<b>Churn:</b>	If you have an existing ADSL2+ service on the same line you are applying for your Yourhub ADSL2+ service, and your current provider's ADSL2+ service is included in the Fast Transfer ('Churn') process, you may be eligible to have the Yourhub ADSL2+ service enabled in less time and at lower cost than a standard new connection. Churn: \$180.00
<b>Peak/Off Peak Time:</b>	12:00 to 23:59:59 (Midday - Midnight) Off Peak Time: 0:00 to 11:59:59 (Midnight - Midday)
<b>Contract:</b>	ADSL2+ Standalone packages are subject to month by month rolling contract only with a minimum 30 days notice of cancellation. A cancellation fee of \$99.00 applies or ADSL2+ & Telephony plans \$250.00 for telephony services and a further \$99.00 for data services and are payable at the time of cancellation. When bundling Yourhub Broadband services with other Yourhub services a 2 year contract applies. An early termination fee is payable equal to 50% of the remaining term.
<b>Bundling:</b>	When bundling Yourhub Broadband services with Yourhub's broadband phone you will save \$9.95 per month on any chosen plan.
<b>Provisioning:</b>	Yourhub ADSL services are normally provisioned within 14 working days. The holder of the phone account must have given their permission for ADSL to be provisioned on this line by Yourhub where it is an existing service. Please ensure that this requirement has been met before submitting your order.
<b>Download:</b>	Shaping is your safe guard each month from incurring excess usage charges on your monthly internet connection. Once you reach your monthly data usage limit peak and /or off peak it will be limited or shaped to a lower speed (128/64k) until the anniversary date of your connection.
<b>Billing Information:</b>	Tax invoices/statements are available 24/7 via your account login at <a href="http://www.yourhub.com.au/custdata">www.yourhub.com.au/custdata</a> . Posting of paper invoices is available but discouraged for environmental reasons, and if requested will attract a \$2.00 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 upon the service being provisioned by our carrier. Credit card surcharge: Payments via Visa or MasterCard incur a 2% surcharge per transaction. There are no surcharges Direct Debit, Direct Credit, Cheque, Money Order or Cash.
<b>Relocating:</b>	You will need to contact Yourhub if you are intending to relocate your service. We strongly advise that you contact our Sales department to discuss any pending changes to your phone service prior to making those changes. Due to technical constraints, not all Broadband services are available in all areas. There is no charge if we cannot provision the service however you may be liable to cancellation charges.

**Telephony Charges**

<b>Call Rates:</b>	Where the telephone service is included the following call rates apply. <ul style="list-style-type: none"> <li>Local Calls: 20c</li> <li>National Calls: 22c p/min with flagfall: 22c</li> <li>Mobile: 34c p/min with flagfall: 34c</li> <li>International Calls: Visit <a href="http://www.yourhub.com.au">www.yourhub.com.au</a> for rates.</li> <li>Directory Assist: \$1.00</li> </ul> All timed calls charged in 30 sec increments
<b>Line Rental:</b>	Line rental is not included in the displayed ADSSL2+ & Telephony plan prices. An additional \$40.00 line rental charged monthly applies to all ADSL2+ & Telephony plans.
<b>Added Services:</b>	The listed services below are available options on the Yourhub telephone services. Call Return: Free, Three Way Call: Free, Call Waiting: Free, Call Divert: Free, Silent Number: Free, Call Number Display: Free Voicemail: \$6.00, Caller ID: \$6.00, Select Call Accept: \$6.00

**Note:** Please be aware that your Yourhub Broadband service will be automatically cancelled by Telstra and a new service will need to be ordered by you (including a \$199 Activation fee) if your Telephone account is cancelled; or if you order an ADSL-incompatible product on the line ADSL is delivered on.  
 \*Information is current as of 06/04/2010 and is subject to change without notice. All prices quoted include GST.

**Hardware**  
 Yourhub Broadband service requires an ADSL modem or router at your premises to function. You can purchase an ADSL router through us - please refer to [www.yourhub.com.au/hardware](http://www.yourhub.com.au/hardware) for details - or alternatively source your own hardware. Yourhub sell and support a range of Netcom 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. 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 \$25 delivery charge will be applied. We therefore recommend delivery to a work address, if this is more convenient (please document below if required):

**Head Office:** 601 - 603 Flinders Street Townsville Qld, 4810 **P O Box** 3537 Hermit Park Qld 4812  
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**Business Hours Equipment Delivery Address** (if different to address specified on page one of this form):

Attention: ..... Product Required: .....

Address: .....

Suburb: ..... Qty: .....

State: ..... Postcode: .....

**Fax Application to: (07) 4724 1888 or Post to P O Box 3537 Hermit Park Qld 4812**

<b>ADSL2+ TELEPHONY Order Information</b> (Required for all ADSL2+ & Telephony Plans)	
Phone Number: (FNN)	
Order Type: (New / Port / Internal Churn)	
Ordered Services: (Data / Voice / Data & Voice)	
CRD:	
Cutover Time:	
Waive CSG:	
Losing Carrier: (i.e. Telstra)	
Losing Carrier Account Number:	
<b>Address Information:</b>	
Site contact:	
Site contact Ph:	
Multi Dwelling Unit (MDU) :	
Address Number:	
Street_number:	
Street_name:	
Street_type:	
Suburb:	
State:	
Postcode:	
<b>Telephony Information:</b>	
Tariff Group:	
Long Distance Pre select:	<b>OPTUS</b>
Silent Number: (Yes/No)	
Caller Number Display Required: (Yes/No)	
Voicemail Required: (Yes/No) <b>(\$6.00 pm)</b>	
Voicemail Divert N/A Rings: (Yes/No)	
Voicemail Divert N/A: (Yes/No)	
Voicemail Divert Busy Required: (Yes/No)	
Call Waiting Required: (Yes/No)	
Caller ID Required: (Yes/No) <b>(\$6.00 pm)</b>	
Call Return Required: (Yes/No)	
Three Way Call Required: (Yes/No)	



Selective Call Accept Required: (Yes/No) ( <b>\$6.00 pm</b> )	
Call Divert All Required: (Yes/No)	
Suspend All: (Yes/No)	
Bar International Required: (Yes/No)	
Bar National Required: (Yes/No)	
Bar Mobile Required: (Yes/No)	
Bar Info Call Required: (Yes/No)	

**Customer Authority to change Telephone Company for Local and / or Long Distance Calls & Connect Service**

**Customer Information (Required for all ADSL2+ & Telephony Plans)**

<input type="checkbox"/> New Account	<input type="checkbox"/> Existing Account	Account Number:	
FIRST NAME		SURNAME	
BUSINESS NAME		ABN	ACN
ADDRESS			
SUBURB		STATE	POSTCODE
PHONE NUMBER	MOBILE PHONE NUMBER	EMAIL ADDRESS	

**Service to be Transferred**

PHONE NUMBER	CURRENT PROVIDER	ACCOUNT NUMBER
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**Change your LONG DISTANCE/ CALLS TO MOBILES / INTERNATIONAL CALLS to the following provider**

PHONE NUMBER	<input type="checkbox"/> Yourhub <input type="checkbox"/> Optus
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**Change/Connect your BROADBAND to the following provider**

<input type="checkbox"/> Yourhub
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**OPTIONS AVAILABLE (Please tick and initial appropriate box)**

<input type="checkbox"/> Port In /Transfer	<input type="checkbox"/> Order NEW Bundle (WAIVE CSG)	<input type="checkbox"/> Order NEW DSL Service (WAIVE CSG)
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**CUSTOMER REQUIRED DATE**

	This is the date which you would like your services transferred <b>NOTE:</b> where the nominated date is earlier than the minimum required time, the CRD will automatically be reset to the minimum specified time.
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**PLEASE READ AND SIGN BELOW TO FACILITATE THIS REQUEST:**

I / We hereby certify that as the lessee of the above service(s), or as an authorised representative, that I / We authorise and request to port, acquire new services, churn my telephone and / or broadband service or to select a long distance carrier. I acknowledge that the services will be carried over the networks of Internet Solutions Pty Ltd and Singapore Telecommunications (Optus). I further certify and understand the following

1. I will relinquish and contractual rights with my current provider
2. Some functions and features available through your current provider may not be available with us
3. When porting your service from your current telephone and /or broadband provider to your new 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 and porting fees.
4. Queries in relation to faults and service provision must be directed to your current service provider until the service is transferred
5. In relation to my long distance provider, I understand that if it is left blank, it will default to Internet Solutions Pty Ltd and Singapore Telecommunications (Optus)
6. This customer authorisation is valid for a period of 30 days from the date of signing for a ULLS port, however I understand that it needed I authorise the Authority to be extended automatically for another 30 days. An authorisation to change of Long Distance pre-selection is valid for 30 days, however I understand that if need I authorise the authority to be extended to 60days. A local call churn is valid for 30 days.
7. A local call churn can take upto 40 days to become effective.

Signed: \_\_\_\_\_ Print Name: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/20\_\_\_\_



OFFICE USE ONLY		
<input type="checkbox"/> Lodged with M2	<input type="checkbox"/> Entered to Waverider	Agent Number: