



FAMILY ADSL Broadband Application

Dealer Number:

Applicants Details (Please use block letters)

Company/Business Name (if applicable)					
Title:	Given Name:		Surname:		
Street Address:			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: @yourhub.com.au		Email address for billing: (if different from primary)

Select Plan 1500/256

<input checked="" type="checkbox"/>	Plan	Download	Data Usage	Contract	Price
<input type="checkbox"/>	Family Pak 1 - 5GB	Unlimited ¹	5GB	12mths	\$45.95 per month
<input type="checkbox"/>	Family Pak 2 - 10GB	Unlimited ¹	10GB	12mths	\$49.95 per month

Select Plan 8mbps/ 384

<input type="checkbox"/>	Family Pak 1 – 5GB	Unlimited ¹	5GB	12mths	\$55.95 per month
<input type="checkbox"/>	Family Pak 1 – 15GB	Unlimited ¹	15GB	12mths	\$59.95 per month
<input type="checkbox"/>	Family Pak 1 – 25GB	Unlimited ¹	25GB	12mths	\$69.95 per month
<input type="checkbox"/>	Family Pak 1 – 50GB	Unlimited ¹	50GB	12mths	\$89.95 per month
<input type="checkbox"/>	Family Pak 1 – 100GB	Unlimited ¹	100GB	12mths	\$115.95 per month
<input type="checkbox"/>	Family Pak 1 – 150GB	Unlimited ¹	150GB	12mths	\$139.95 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)
--------------------------	----------------------	------------------	--------------------------	----------------------	-------------------------------------

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 www.yourhub.com.au 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"/>	Youtalk Loyal Pak (\$10.00 pm)

Service Details

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

The applicant accepts and agrees to be bound by the Yourhub Standard Form of Agreement (SFOA) and ADSL Service Specifications (these documents are available online at 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.

Signature:

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



O 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: _____

O Additional Information

Application:	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 ADSL Service Specifications (these documents are available at www.yourhub.com.au/files). Please call us if you would like any help interpreting these documents.
Customer Details:	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
Connection:	A connection charge of \$110.00 applies to all new services where no ADSL connection is provided to the required service number.
Churn:	If you have an existing ADSL service on the same line you are applying for your Yourhub Broadband service, and your current provider's ADSL service is included in the Fast Transfer ('Churn') process, you may be eligible to have the Yourhub Broadband service enabled in less time and at lower cost than a standard new connection. Churn: \$66.00
Peak/Off Peak Time:	12:00 to 23:59:59 (Midday - Midnight) Off Peak Time: 0:00 to 11:59:59 (Midnight – Midday where applicable)
Contract:	Standalone packages are subject to a month by month rolling contract only with a minimum 30 days notice of cancellation, A cancellation fee of \$150.00 applies to all non contract plans 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.
Bundling:	When bundling Yourhub Broadband services with Yourhub's broadband phone you will save \$9.95 per month on any chosen plan.
Provisioning:	Yourhub ADSL services are normally provisioned within 7 to 10 days. The holder of the phone account must have given their permission for ADSL to be provisioned on this line by Yourhub. Please ensure that this requirement has been met before submitting your order.
Download:	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 (64/64k) until the anniversary date of your connection.
Billing Information:	Tax invoices/statements are available 24/7 via your account login at www.yourhub.com.au/custdata . 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 within 7 days of the service being provisioned by our carrier, or earlier if you have registered a successful login. 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.
Relocating:	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.

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 \$129 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 09/07/2011 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 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):
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