



NBN INTERNET Application – Residential

Dealer Number:

0 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:	

0 Login Details (must be lower case)

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

0 NBN Light - 12/1Mbps

✓	Plan	Download	Data	Phone	WiFi*	Price
	NBN Light - 10	Unlimited ²	10GB	+ Phone ¹	NA	\$49.99 pm
	NBN Light - 20	Unlimited ²	20GB	+ Phone ¹	NA	\$59.99 pm
	NBN Light - 50	Unlimited ²	50GB	+ Phone ¹	1Hr	\$69.99 pm
	NBN Light - 100	Unlimited ²	100GB	Included	1Hr	\$79.99 pm
	NBN Light - 200	Unlimited ²	200GB	Included	1Hr	\$99.99 pm

0 NBN Medium – 25/5Mbps

✓	Plan	Download	Data	Phone	WiFi*	Price
	NBN Medium - 10	Unlimited ²	10GB	+ Phone ¹	NA	\$59.99 pm
	NBN Medium - 20	Unlimited ²	20GB	+ Phone ¹	1Hr	\$69.99 pm
	NBN Medium - 50	Unlimited ²	50GB	Included	1Hr	\$79.99 pm
	NBN Medium - 100	Unlimited ²	100GB	Included	2Hrs	\$89.99 pm
	NBN Medium - 200	Unlimited ²	200GB	Included	2Hrs	\$99.99 pm

0 NBN Heavy – 50/20Mbps

✓	Plan	Download	Data	Phone	WiFi*	Price
	NBN Heavy - 10	Unlimited ²	10GB	+ Phone ¹	1Hr	\$69.99 pm
	NBN Heavy - 20	Unlimited ²	20GB	+ Phone ¹	1Hr	\$79.99 pm
	NBN Heavy - 50	Unlimited ²	50GB	Included	1Hr	\$89.99 pm
	NBN Heavy - 100	Unlimited ²	100GB	Included	2Hrs	\$99.99 pm
	NBN Heavy - 200	Unlimited ²	200GB	Included	2Hrs	\$119.99pm

0 NBN Extreme – 100/40Mbps

✓	Plan	Download	Data	Phone	WiFi*	Price
	NBN Extreme - 10	Unlimited ²	10GB	+ Phone ¹	1Hr	\$79.99pm
	NBN Extreme - 20	Unlimited ²	20GB	+ Phone ¹	1Hr	\$89.99pm
	NBN Extreme - 50	Unlimited ²	50GB	Included	1Hr	\$99.99pm
	NBN Extreme - 100	Unlimited ²	100GB	Included	2Hr	\$109.99 pm
	NBN Extreme - 200	Unlimited ²	200GB	Included	2Hr	\$129.99 pm

0 Addon Features

<input type="checkbox"/>	Additional Email Account/s (Tick if required, blocks of 5 emails)	\$50 Per Year (Tick if required)	<input type="checkbox"/>	Online Backup Data/Restore Data (See www.storedata.com.au for details)	\$20 Per Month (Tick if required)
<input type="checkbox"/>	Nettalk Phone (Standard Package)	\$9.95 Per Month (Tick if required and not included)	<input type="checkbox"/>	Keep / Port Existing Phone Number	\$75.00 (Once Off) (Tick if required)
<input type="checkbox"/>	Email Virus Scanning	\$24.00 Per Year (Tick if required)	<input type="checkbox"/>	Fixed IP Address	\$TBA Per Year (Tick if required)



0 Service Details

Current Provider (Internet):		Is the fibre to the home installed already? <input type="checkbox"/> Yes, <input type="checkbox"/> No
Service 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 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:/...../.....

0 Payment Method 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:

0 Additional Information

Application:	When you apply for Yourhub NBN internet 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 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 provider. 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 \$50.00 applies to all new NBN services.
+ Phone:	Nettalk Phone is a Voice over Internet Protocol service (VoIP) and is not part of the ageing POTs telephone system. For an additional \$9.95 per month include Nettalk Phone. Turn off your existing analogue telephone service and stop paying line rental and excessive call charges. Nettalk Phone Includes 100 calls per month FREE with outlined NBN packages (local and national calls only). You can even keep your existing local telephone number, Yourhub can port your current number from your previous telephone provider or we can allocate you a new local number, the choice is yours! 100 Free calls are not included when Nettalk phone is already included in the internet package.
WiFi:	Includes access to Yourhub Wireless Hotspots. Use your internet connection away from home 24/7. Unused time and or data are not accumulative and will be lost at the end of each month.
Churn:	If you have an existing NBN service to the premises you are applying for you will need to complete the Transfer form available ('Churn') process.
Contract:	There is a 24 month contract period with all NBN packages. An early cancellation fee applies.
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 it will be limited or shaped to a lower speed (64/128kbps) 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.
Service Cancellations:	Cancellations are only accepted in writing thirty days in advance. Cancellations can be sent to cancellations@internetsolutions.com.au or by fax to (07) 4724 1888.

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 06/04/2010 and is subject to change without notice. All prices quoted include GST.

Hardware
 Yourhub NBN service requires appropriate hardware (modem/router) to be installed. Where required Internet Solutions will supply the appropriate hardware preconfigured - please refer to www.yourhub.com.au/hardware for details - **a \$50.00 charge is payable for configurations carried out by Internet Solutions either physically or over the telephone** (Some brands/models are not supported by Internet Solutions).
 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:

Return application to Internet Solutions by post or fax as per details below.

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, Website: www.yourhub.com.au