

## Metro Ethernet - Residential Internet Application Form

<p><b>Customer Details</b></p> <p>First Name: _____</p> <p>Last Name: _____</p> <p>Address: _____</p> <p>Suburb: _____</p> <p>Post Code: _____ State: _____</p> <p>Phone: _____</p> <p>Mobile: _____</p> <p>E-Mail: _____</p> <p><b>** Note, all invoices will be sent electronically to the above specified e-mail address.</b></p> <p><b>Request E-Mail Account:</b></p> <p>User 1: _____@easternwireless.com.au</p> <p>User 2: _____@easternwireless.com.au</p>	<p><b>Payment Options</b></p> <p>Credit Card Type: [ Visa <input type="checkbox"/> ] [ MasterCard <input type="checkbox"/> ]</p> <p>Card Number: _____</p> <p>Expiry: ____ / ____ Verification: ____</p> <p>I understand and authorise Eastern Wireless Pty Ltd to direct debit my credit card for the cost of installation and ongoing monthly access fees along with any equipment I have selected on this application form.</p> <p>Cardholder Name: _____</p> <p>Cardholder Signature: _____</p> <p>I hereby declare the information I have supplied is true and correct. I understand and accept the Eastern Wireless Terms and Conditions (page3), which are supplied with this form.</p> <p>Signed: _____</p> <p>Print Name: _____</p> <p>Date: ____ / ____ / ____</p>
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<p><b>Other Charges</b></p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Item</th> <th style="text-align: left;">Price</th> <th style="text-align: left;">Qty</th> <th></th> </tr> </thead> <tbody> <tr> <td>Wireless 4 Port Eth Router</td> <td>FREE</td> <td>1</td> <td style="text-align: center;">✓</td> </tr> <tr> <td>Setup Fee</td> <td>FREE</td> <td>1</td> <td style="text-align: center;">✓</td> </tr> <tr> <td>1<sup>st</sup> Months Access</td> <td>FREE</td> <td>1</td> <td style="text-align: center;">✓</td> </tr> </tbody> </table>	Item	Price	Qty		Wireless 4 Port Eth Router	FREE	1	✓	Setup Fee	FREE	1	✓	1 <sup>st</sup> Months Access	FREE	1	✓	<p><b>*** Please Note ***</b></p> <p>Arrangements may be made to pay by EFT or cheque however, payments must be payed up front and in quarterly (3 month) instalments.</p>
Item	Price	Qty															
Wireless 4 Port Eth Router	FREE	1	✓														
Setup Fee	FREE	1	✓														
1 <sup>st</sup> Months Access	FREE	1	✓														

## Plans and Pricing

All plans include 1 Static IP Address and all plans are shaped to 64Kbps/64Kbps when downloads exceed their quota. No additional charges will be incurred.

Plan Name	Monthly Data Included	Recurring Fee	Tick Selection
	Download	Inc GST	
<b>1024Kbps/512Kbps Plans</b>			
Plan 1	5 Gb	\$29	<input type="checkbox"/>
Plan 2	10 Gb	\$45	<input type="checkbox"/>
Plan 3	20 Gb	\$65	<input type="checkbox"/>
Plan 4	30 Gb	\$75	<input type="checkbox"/>
<b>1500Kbps/1024Kbps Plans</b>			
Plan 5	10 Gb	\$55	<input type="checkbox"/>
Plan 6	20 Gb	\$75	<input type="checkbox"/>
Plan 7	30 Gb	\$85	<input type="checkbox"/>
Plan 8	40 Gb	\$95	<input type="checkbox"/>

## ADSL Terms and Conditions

1. This Internet service will allow unlimited time on-line, and download limits in accordance with the agreed plan. The service will be provided for an agreed period in accordance with the terms and conditions of supply.
2. The customer must pay the fees due in accordance with the pricing plan as set out on the Eastern Wireless website. All fees are payable in advance and additional charges are payable within 14 days of delivery of an invoice to the customer by Eastern Wireless via email or post. If no payment has been received by Eastern Wireless by the due date the customer's service may be suspended.
3. It is permitted to connect a private local area network (LAN) to our service, provided customer's computers are all located in the same dwelling. Eastern Wireless Pty Ltd will not provide any technical support related to Internet connection sharing, or to the customer's network.
4. Re-selling or re-transmitting the service is not permitted under any circumstances.
5. Refunds are not available except under circumstances where it is no longer possible for Eastern Wireless Pty Ltd to offer service to the customer. In cases, refunds would be issued for the remaining (i.e. unused) service term.
6. A \$129 disconnection fee applies upon user termination of the Internet service provided by Eastern Wireless Pty Ltd if the Internet service is cancelled within the first 6 months of service.
7. All service charges, installation fees, and charges for optional extras are detailed on the website <http://www.easternwireless.com.au>. These prices are subject to variation at any time.
8. Username and password details, including computer network settings should be kept confidential by the customer.
9. Eastern Wireless Pty Ltd accepts no responsibility for any material accessed via the network, including but not limited to Advertising, Spam e-mail, Offensive Material etc.
10. Engaging in any activities which contravene the laws of the states and territories of the Commonwealth of Australia including but not limited to, sending bulk unsolicited email, distributing viruses, breach of copyright or the transmission of any unlawful or offensive material,

hacking, and email forgery, will cause termination of service.

11. Eastern Wireless Pty Ltd will not accept responsibility for any data stored on any of its member's computers, or any data stored on any network connected to the Eastern Wireless Pty Ltd network.
12. Eastern Wireless Pty Ltd will not accept responsibility for any data downloaded by any member, including but not limited to unlawful data, and copyright works.
13. Every effort will be made to provide a reliable service, but Eastern Wireless Pty Ltd will not be liable for any network downtime. Eastern Wireless Pty Ltd also reserves the right to restrict access to certain IP ports.
14. Eastern Wireless Pty Ltd is not liable for any network downtime caused by natural disasters, acts of terrorism, or any circumstances not directly controllable by Eastern Wireless Pty Ltd.
15. Failure to comply with any point set out in these Terms and Conditions will result in termination of service.
16. Services offered by Eastern Wireless are intended for residential use.
17. Eastern Wireless provides electronic mail facilities to all customers. It is the customer's responsibility to regularly check their email. Tax invoices, account status, and other system information will be communicated via this media.

### Additional Information

- Please allow up to 2 working days for your connection to be provisioned.
- In some circumstances, there may be technical limitations which can prevent the provision of Metro Ethernet. If such problems arise, we will notify you. There will be no charge if we cannot provision Metro Ethernet service.
- Plan downgrades are charged at \$19, plan upgrades incur no charges.