

Application Form – NBN Satellite Service

Welcome!

Thank you for choosing BorderNET Internet Pty Ltd as your preferred Supplier of NBN Co's Satellite Service.

BorderNET Internet has provided satellite solutions for the last 10 years. We pride ourselves on offering exceptional service to customers in rural areas. We are excited to offer the new NBN Satellite service to you.

What Does this mean for you?

With evolving technologies come faster speeds. In late 2011, NBN Co allowed satellites to be able to take advantage of faster speeds up to a maximum of 6Mbps. In comparison the older services would be up to 1Mbps.

What if I need a Public IP?

Where required you can also purchase a Public IP for \$22 per month. Please indicate on this application form. A public IP is generally only required for people who host servers from their address or require remote access.

What if I exceed my monthly limit?

If you exceed your monthly download limit, your speed will be slowed (shaped) to a 128kbps speed for the remainder of the month.

How to return your completed Application

Once completed please return your application form via one of the following methods:

- ✓ **Email:** nbnforms@bordnet.com.au
- ✓ **Fax:** (03) 8080 0712
- ✓ **Post:** BorderNET Internet
Suite 18
46 Cavill Ave
Surfers Paradise QLD 4217

BorderNET Contact Information

Contact Number: 1300 730 302

Website: www.bordnet.com.au

Sales	nbn@bordnet.com.au
Opening Hours:	Monday to Friday 8:00am to 6:00pm AEST
Accounts	accounts@bordnet.com.au
Opening Hours:	Monday to Friday 8:00am to 6:00pm AEST
Tech Support	support@bordnet.com.au
Opening Hours:	Monday to Friday 8:00am to 6:00pm AEST

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Customer Details

NBN BSL ID: *if known*

Residential Small Business Indigenous Community Council

Title:

Full Name:

Business Name:

ABN: GST Ex

Date of Birth: / /

Phone(Home):

Phone(Work):

Mobile:

Fax:

Contact Email:

Service Address

Street:

City:

State: Post code:

Lat: Long:

Postal Address

Street:

City:

State: Post code:

Installation Details

Modem intact? Yes No

Dish intact? Yes No

Public IP? Yes (+ \$22/month) No

Are Modem lights TX/RX/Online on? Yes No

Circuit ID:

New customers Only: Username Options (<username>@bordnet.com.au)

Primary: Password: | Secondary: *if required* Username: Password:

Plans - 6 Month Contract

SATlinQ Anytime Plans

	Plan Name	Total Monthly Data	Can be used at any time of day	Monthly Charge
<input type="checkbox"/>	SATlinQ-ISS-3	3GB	Any time	\$34.95
<input type="checkbox"/>	SATlinQ-ISS-5	5GB	Any time	\$37.95
<input type="checkbox"/>	SATlinQ-ISS-10	10GB	Any time	\$39.95
<input type="checkbox"/>	SATlinQ-ISS-15	15GB	Any time	\$49.95
<input type="checkbox"/>	SATlinQ-ISS-20	20GB	Any time	\$55.00

SATlinQ + Plans

	Plan Name	Total Monthly Data	Regular Time Data	+ Time Data	Monthly Charge
<input type="checkbox"/>	SATlinQ-ISS-15+	30GB	15GB	15GB	\$69.95
<input type="checkbox"/>	SATlinQ-ISS-20+	40GB	20GB	20GB	\$74.95

In addition to our new range of Anytime Plans we have + Plans. These give extra data to be used during our offpeak times of 12midnight to 7am AEST. This is good for those big downloads and updates our computers and smart phones demand from us.

Agreement

- By signing below you hereby:
- Understand that BorderNET's NBN service is provided as is under NBN Co's guidelines. Speeds can be affected by your location in Australia, volume of network traffic, your equipment, software and source of your download.
 - Understand that you are undertaking a 6 month contract.
 - Request and agree to Bordernet Pty Ltd supplying the Service detailed in this Application in accordance with the BorderNET Contract Conditions a copy of which you have been provided and the BorderNET Internet Standard Terms & Conditions available from <http://terms.bordnet.com.au>
 - Certify that the details provided are true and correct and that you are authorised to make this Application.

Name: Date:

Signature:

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Terms and Conditions

Thank you for becoming a subscriber to a BorderNET (BorderNET Internet Pty Ltd ABN 91 103 155 693 AUS) service. Full standard terms and conditions for the installation and provision of BorderNET services are set out on our website <http://terms.bordernet.com.au>. Certain promotional BorderNET offers are subject to special terms and these will be provided to you if you sign up for that promotion. The terms and conditions of all BorderNET services are not limited to only our Standard Terms and Conditions as specific services, plans or contracts may have additional conditions imposed.

Things you need to know about your NBN Satellite Service

- ✓ All Plans can be upgraded at any time for no additional cost. However this will renew a 6 month contract.
- ✓ This contract is subject to the Applicant being eligible for a National Broadband Network (NBN) service pursuant to the NBN Guidelines.
- ✓ All prices stated include GST.
- ✓ All Plans are on a 6 month contract.
- ✓ The speed of an NBN Co Satellite services may vary depending on your location in Australia, and satellite network congestion, this could be as high as 6 Mbps download and 1 Mbps upload.
- ✓ Plans are all shaped type plans where the speed is limited to 128kbps/128kbps download/upload when your data limit is reached.

The Application Process

1. In most cases, BorderNET Internet will register you for the NBN Co Subsidy if you have not already done so. If you have not been registered either by BorderNET or by NBN Co directly please indicate this at the start of the application. Once you have been registered you will receive a Welcome Pack from NBN which includes a Declaration Form. This will be sent via Post and can take up to 2 weeks.
2. Once your Application form and Declaration form as been received, your details will be entered into our system and then submitted to NBN Co within 24hrs.
3. NBN Co will then have a service configured on their network and an installation request submitted to their installers, SkyBridge. You will then be contacted by SkyBridge to arrange an installation date that is convenient to you.
4. Installation time frames are dependent on SkyBridge. This can generally vary between 3 and 8 weeks.
5. Once the service has been installed, BorderNET will receive confirmation from NBN Co that the service has been installed successfully. Once this has been received, BorderNET will finalise the configuration of your account (internet access will not be hindered prior to this) and you will be able to view your new service on the "My Account" section of our website. Only once this is done will you be able to view your usage.
6. In most cases, you will receive a courtesy call from BorderNET to ensure your service is functional and to assist with any additional configurations of your service. E.g. Router setup or email configuration.

Account Responsibility

- ✓ BorderNET issues all invoices to the client's nominated email address.
- ✓ You can manage your BorderNET account by logging into the "My Account" section of our website where you can utilize a number of services available in order to maintain, upgrade or cancel your. <https://secure.bordernet.com.au/borderlogin.php>
- ✓ The BorderNET billing cycle commences on the 1st, 10th of any given month depending on your installation date, and cycles to midnight at the day before your billing date the following month. *E.g. Start 12.00am 10th January, Finish 11.59pm 09th February.*
- ✓ Your first bill will be a pro rata from your installation date to the next billing date allocated by BorderNET. Payments are only deducted once installation is complete.
- ✓ BorderNET accepts payment by automatic monthly debit from a credit card (VISA or MasterCard) an Australian cheque or savings bank account by Direct Debit.
- ✓ At its' discretion BorderNET may allow business or other clients to make payment via cheque, direct deposit or pay anyone internet banking payment. An account keeping fee of \$3.30 will be charged per month where a manual payment has been processed. A fee of \$5.50 (Inc GST) may be charged for each bank or credit card dishonour (lack of funds, expired card etc).
- ✓ BorderNET requires all invoices to be paid in full within eight (8) days of issue to avoid service suspension. If payment is not made within 8 days, without further notice BorderNET may suspend the service for nonpayment. An automated payment reminder is sent to subscribers showing an outstanding balance no less than 72 hours prior to the suspension of service for nonpayment.
- ✓ It is the responsibility of the end user (customer) to notify BorderNET of any changes to their account. Failure to update payment details may result in account suspension and additional fees may be charged in order to reactivate an account.

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Payment Request Form – Complete one only

Important Notice To Applicant(s) For Credit (Section 18(E) (1) Privacy Act 1988)

Notice of disclosure of your credit information to a credit reporting agency. (Privacy Act 1988)

1. Giving information to a Credit Reporting Agency (Section 18E (8) (c) Privacy Act 1988)

BorderNET has informed me that it may give certain personal information about me to a credit reporting agency.

2. Access to Commercial Credit Information (Section 18L (4) Privacy Act 1988)

I/we agree that BorderNET may obtain information about me/us from a business which provides information about the commercial credit worthiness of persons for the purpose of assessing my/our application for consumer credit.

3. Access to Consumer Credit Information (Section 18K (1) (b), Privacy Act 1988)

I/we agree that BorderNET may obtain a consumer credit report containing information about me from a credit reporting agency for the purpose of assessing my/our application for commercial credit.

4. Exchange of Credit Worthiness Information (Section 18N, Privacy Act 1988)

I/we agree that BorderNET may exchange information with those credit providers named in this application or named in a consumer credit report issued by a credit reporting agency for the following purposes;

(a) To assess an application by me/us for credit

(b) To notify other credit providers of a default by me/us

(c) To exchange information with other credit providers as to the status of this loan where I am in default with other credit providers (d) to assess my/our credit worthiness.

I/we understand that the information exchanged can include anything about my/our credit worthiness, credit standing, credit history or credit capacity that credit providers are allowed to exchange under the Privacy Act.

5. Agreement to a credit provider being given a consumer credit report by a credit reporting agency to assess a guarantor

(Section 18K 1(c) Privacy Act 1988)

I/we agree BorderNET may obtain from a credit reporting agency a consumer credit report containing information about me/us for the purpose of assessing whether to accept me/us as a guarantor for credit applied for by, or provided to, the borrower(s) [named in agreement]. I/we agree that this agreement commences from the date of this agreement and continues until the credit covered by the borrower(s) application ceases.

6. Agreement to a credit provider disclosing a report including a consumer credit report to potential or existing guarantor

(Section 18K (1) Privacy Act 1988)

I/we agree that BorderNET may give to a person who is currently a guarantor, or whom I/we indicated is considering becoming a guarantor, a credit report containing information about me/us for the purpose of [name of prospective guarantor] deciding whether to act as a guarantor, or to keep [name of existing guarantor] informed about the guarantee. I/we understand that the information disclosed can include anything about my/our credit worthiness, credit standing, credit history or credit capacity that credit providers are allowed to disclose under the Privacy Act, and includes a credit report.

Credit Card Authority

Credit Card Type : Visa MasterCard

I/We hereby authorize BorderNET Internet PTY LTD to deduct charges for Services from the following credit card and in do so accept the terms and conditions stated from BorderNET Internet PTY LTD.

I/We Confirm that I/We are the authorised and stated cardholder and over the age of 18 years of age at the time of this authority being provided.

Credit Card Number:

Account Name: Expiry Date:

Name: Date:

Signature:

Direct Debit Authority

I/We Authorise BorderNET Internet Pty Ltd A.B.N 91 103 155 693 With User ID Number 049295 to arrange for funds to be debited from my/our account held with the Financial Institution and account described below.

Bank Name:

Bank Address: Suburb: Post Code:

Account Name:

BSB Number: Account Number:

Name: Date:

Signature: