

Technical Support: 1300 786 068

Sales: 13 19 60

Accounts: 1300 855 006

Provisioning: 1300 887 387

Account Details

Full Name (contact name if business):

Date of Birth:	Business Name:	ABN:
Address:		
Suburb/Town:	State:	Post Code:
Home Ph:	Work Ph:	Fax No:
		Mobile:

Login Information

If you are upgrading an existing Westnet account

<input type="checkbox"/> Upgrading Existing Account	Current Username:	Current Plan:
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Proceed to ADSL Service Details

If you are applying for a new Westnet account

<input type="checkbox"/> Create New Account	Preferred Username:	Alternative Username:
	Contact Email:	Password:

Your username will form the first part of your email address (username@westnet.com.au). If no contact email is entered, all correspondence will be sent to your Westnet email address including invoices, receipts & notices.

Please Note: Passwords must contain at least 6 characters, including at least one (1) number and one (1) letter. Your password is the key to your account. Do not disclose it to anyone.

ADSL Service Details

ADSL Line Number: _____  This is the line which will be upgraded to support Westnet ADSL. Include Area Code

ADSL Install Address (if different to above): _____


Suburb/Town:	State:	Postcode:
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 Telephone line must be a direct line & must not have a current ADSL service attached to it unless transferring from another ISP to Westnet.

Account Options


ADSL Plans (Please Select ONE)

Additional Account Features



Plan Type	Speed	Peak	O/Peak	Fee / Mth		
<input type="checkbox"/> Lite	256k/64k	see below ¹		\$19.95	Email Protection Scans all incoming emails for viruses and spam to help protect your PC. Select a payment option below.	
<input type="checkbox"/> Lite plus	256k/64k	500 MB		\$29.95	<input type="checkbox"/> 3 Mth (\$10)	<input type="checkbox"/> 6 Mth (\$20) <input type="checkbox"/> 12 Mth (\$30)
<input type="checkbox"/> Premium	256k/64k	5 GB	5 GB	\$39.95	<input type="checkbox"/> Static IP Address Static IP address free on all Premium ADSL accounts. Not required for general use. Free	
<input type="checkbox"/> Premium	256k/64k	14GB	14GB	\$49.95	Download Limit Options (premium accounts only) Fee	
<input type="checkbox"/> Premium	256k/64k	20GB	20GB	\$59.95	<input type="checkbox"/> \$10/GB Excess	To maintain ADSL speed after monthly download allowance is reached. Billing in per megabyte increments (1c/MB). \$10 per GB
<input type="checkbox"/> Lite plus	512k/128k	1 GB		\$39.95	<input type="checkbox"/> Unlimited	Speed is reduced once monthly download allowance is reached. See website or call 13 19 60 for more information. Free
<input type="checkbox"/> Premium	512k/128k	5 GB	5 GB	\$49.95	Information about Lite ADSL Plan	
<input type="checkbox"/> Premium	512k/128k	14 GB	14 GB	\$59.95	 ¹ Any excess downloads will be charged at 10c/MB which is capped at \$49.95 for lite 256k. Speed reduced to 72kbps once monthly cap reached. Lite account not eligible for Static IP or Free Traffic.	
<input type="checkbox"/> Premium	512k/128k	20 GB	20 GB	\$69.95	Peak Time: 7am - Midnight Off-peak Time: Midnight - 7am	
<input type="checkbox"/> Premium	512k/128k	30 GB	30 GB	\$79.95		
<input type="checkbox"/> Lite plus	1.5Mb/256k	1 GB	1 GB	\$49.95		
<input type="checkbox"/> Premium	1.5Mb/256k	5 GB	5 GB	\$59.95		
<input type="checkbox"/> Premium	1.5Mb/256k	10 GB	10 GB	\$69.95		
<input type="checkbox"/> Premium	1.5Mb/256k	20 GB	20 GB	\$89.95		
<input type="checkbox"/> Premium	1.5Mb/256k	35 GB	35 GB	\$109.95		
<input type="checkbox"/> Premium	1.5Mb/256k	45 GB	45 GB	\$139.95		
<input type="checkbox"/> Premium	512k/512k	10 GB	10 GB	\$79.95		
<input type="checkbox"/> Premium	512k/512k	30 GB	30 GB	\$99.95		

Modem Options (please select one)

Other Hardware & Connection

Modem Type	Best For	Price	Item	Price Each
<input type="checkbox"/> USB/Ethernet Modem (entry level)	1 Computer	\$79	<input type="checkbox"/> Additional Line Filters _____ filters required	\$19
<input type="checkbox"/> USB/Ethernet Modem	1 Computer	\$99	 Line filters required so that calls can be made whilst connected to ADSL. One per device (including phones, fax machines and dialup modems) required. 1 free line filter included with modems.	
<input type="checkbox"/> Ethernet Router (4 port switch)	Up to 4 Computers	\$119		
<input type="checkbox"/> Wireless Ethernet Router	Wireless Network	\$199	<input type="checkbox"/> ADSL Splitter <input type="checkbox"/> Pots or <input type="checkbox"/> Alarm Select either Pots or Alarm Splitter	\$37
<input type="checkbox"/> Own Modem		N/A	<input checked="" type="checkbox"/> Connection Fee	\$99

Additional Questions & Information

-  If you have a monitored alarm system, it is recommended that you contact your security company to find out if a splitter/filter should be installed by an Austel approved technician to allow your ADSL and alarm to function correctly.
-  If you have a phone system (for example a PABX or a key phone system) it is recommended you contact Westnet to find out whether your ADSL service will function correctly.

How did you hear about Westnet (eg radio, friend, existing member, web)?

Would you like to be notified by fax when Westnet receives your application ?

Yes No If yes, please make sure you have supplied your fax number under Account Details.




How would you prefer to be notified about the progress of your application?

SMS Notification to: _____ Email Notification to: _____ Both

Additional Services

- Please contact me to let me know how I can save up to 30% on my long distance calls with Westnet Phone
- Please contact me to let me know how I can get a Domain with Westnet Hosting

Payment Details

<input type="checkbox"/> Ongoing Credit Card Deductions	Credit Card Type:	<input type="checkbox"/> 	<input type="checkbox"/> 	<input type="checkbox"/> 
<i>Please supply credit card details here</i>	Name on Card:			
<input type="checkbox"/> Ongoing Direct Debit Deductions	Card No:	<input type="text"/>	<input type="text"/>	<input type="text"/>
<i>Please complete separate direct debit form. Call 13 19 60 or go to http://www.westnet.com.au/products/signup/applications.aspx for form</i>	Expiry:	Signature:	Date:	

Declaration

I/we understand:

- the ADSL plan and hardware option I/we have selected;
- the fees and information specified in the "Important Information" section on the following page.
- that prices quoted are for self installation with telephone support;
- that a minimum of 5 working days is required for service connection to be completed (unless otherwise notified) and that connection time also depends on port availability at the exchange;
- that each ADSL account is only for use at the premises as indicated on this application and that each account is not transportable unless moving premises;
- that if I/we am/are transferring from dialup to ADSL and I/we am/are not the current account holder, that a Westnet Change of Ownership form must be completed and returned with this application;
- that all services provided by Westnet must be paid for in advance except by written agreement with Westnet management. If an account is not in credit the account may be disconnected at the discretion of Westnet;
- that all accounts must be paid by credit card or direct debit except where there is prior written agreement with Westnet Management;
- that Westnet will always aim to provide the best and most reliable service possible, but cannot be responsible for any loss of service, regardless of the party at fault;
- that the account will not be used for any illegal or anti-social purposes, including obscene, abusive, fraudulent, threatening or otherwise unacceptable messages or usage;
- in the event that my/our account remains unpaid for a period of 60 days or more, Westnet reserves the right to disconnect my/our service. Fees which result from the reactivation of the service will be my/our responsibility.
- I/we have read and understood Westnet's General Terms & Conditions and Westnet's ADSL Terms & Conditions (found on the Westnet Web Site or provided to me/us by Westnet at my/our request) and agree to abide by them. I/we also verify being over the age of 18.

Your Name:		
Your Signature:		
Date:		
Westnet Agent / CD Key: (if applicable)		
Town:	Sales Person:	

Important Information

- ADSL Phone Line**
The telephone line must be a direct line. Incompatible line services include Analogue NT1, OnRamp (2, 10, 20, 30), Call Diversion Number Only, Customer Loop Metering, Easy Call Multiple Number, Homezip, InContact, MessageBank Virtual, OnRamp (ISDN, Ported Number, Satellite Services and Siteline). The ADSL line number must not have a current ADSL service attached to it unless transferring from another ISP.
- Dialup Access Fee**
If the ADSL account is used to dial up to the internet using a normal phone line and modem, while there are no ADSL outages declared, a \$1.10 per hour fee will apply.
- Change of Plan Fee**
If the ADSL plan is changed to a plan of a different speed, a \$19.95 change of plan fee will be applied. This fee applies whether the speed is being upgraded OR downgraded.
- Reconnection Fee**
If the ADSL service is disconnected there will be a reconnection fee of \$99 to reactivate the service. This fee applies whether the disconnection was requested by the customer or at the discretion of Westnet. This also applies if the service is being relocated to another telephone line either within the same premises or at a different address. If the service is being disconnected and reconnected in the first 6 months, a cancellation fee may apply.
- Cancellation Fee – Monthly Contract Customers**
If the service is cancelled within the first 6 months of connection then a \$55 early cancellation fee will apply. This also applies to services transferred to Westnet and services being relocated (see below for further details).

Please complete this application and fax to Westnet on 1300 554 160. Call Westnet Sales on 13 19 60 for assistance