



VoIPex ADSL Order Form

consumer

VoIPex Pty Limited
 (ABN 44 102 443 532)
 42 Union St
 WICKHAM NSW 2293
 PO Box 544
 Kotara NSW 2289

New Account
 Add New Service
 Amend Details
 Cancellation
 Account No.

Existing Customer Only

SECTION A – CUSTOMER INFORMATION (Please complete all fields)

Service Owner Title First Name Last Name
Contact Name Title First Name Last Name
Contact Details Phone No Fax No Mobile No
 E-Mail Address
Location Address
Billing Address

SECTION B – SERVICE INFORMATION (Please choose the Service Type/s and record amount for each. Ensure "Total" is completed)

t	Service Type	Description	Price	n	Amount																													
Internet																																		
<input type="checkbox"/>	ADSL Transfer	Transfer of existing ADSL connection from another service provider (Rapid Transfer)	\$ 44.00		\$																													
<input type="checkbox"/>	ADSL Speed Change	Change the speed of an existing ADSL connection to either a higher or lower plan	\$ 55.00		\$																													
<input type="checkbox"/>	ADSL Setup	Setup of ADSL on nominated telephone line. (Must select an ADSL plan below)	\$ 109.00		\$																													
<input type="checkbox"/>	ADSL Setup Pack 1	Includes ADSL Setup, ADSL Modem & Line Filter	\$ 199.95		\$																													
<input type="checkbox"/>	ADSL Setup Pack 2	Includes ADSL Setup, ADSL Modem with VoIP & Line Filter	\$ 249.95		\$																													
<input type="checkbox"/>	ADSL Setup Pack 3	Includes ADSL Setup, ADSL Modem with Wireless & Line Filter	\$ 299.95		\$																													
<input type="checkbox"/>	ADSL Setup Pack 4	Includes ADSL Setup, ADSL Modem with Wireless, VoIP & Line Filter	\$ 399.95		\$																													
<input type="checkbox"/>	Additional Line Filters	If you require more than the one filter (which is included in pack) then please add per	\$ 14.95		\$																													
Circle one plan																																		
<input type="checkbox"/>	Monthly 256/64	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;">Residential Plans</th> <th style="width: 10%;">Bundle*</th> <th style="width: 25%;">No Limit Plans</th> <th style="width: 10%;">Bundle*</th> <th style="width: 25%;">Record plan total</th> </tr> </thead> <tbody> <tr> <td>256 200MB</td> <td>\$29.95</td> <td>256 No Limit</td> <td>\$49.95</td> <td>\$39.95</td> </tr> <tr> <td>256 5GB</td> <td>\$39.95</td> <td></td> <td></td> <td></td> </tr> <tr> <td>512 10GB</td> <td>\$49.95</td> <td>512 No Limit</td> <td>\$69.95</td> <td>\$59.95</td> </tr> <tr> <td></td> <td></td> <td>512 True Unlimited</td> <td>\$199.95</td> <td></td> </tr> <tr> <td>1500 30GB</td> <td>\$99.95</td> <td>1500 No Limit</td> <td>\$119.95</td> <td>\$109.95</td> </tr> </tbody> </table>	Residential Plans	Bundle*	No Limit Plans	Bundle*	Record plan total	256 200MB	\$29.95	256 No Limit	\$49.95	\$39.95	256 5GB	\$39.95				512 10GB	\$49.95	512 No Limit	\$69.95	\$59.95			512 True Unlimited	\$199.95		1500 30GB	\$99.95	1500 No Limit	\$119.95	\$109.95		
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<input type="checkbox"/>	Monthly 512/128																																	
<input type="checkbox"/>	Monthly 1500/256																																	
Voice																																		
<input type="checkbox"/>	Telephone Line Transfer	Transfer of an existing telephone service to Voipex	Free																															
<input type="checkbox"/>	New Telephone Line	Setup of a new telephone service	\$ 59.00		\$																													
<input type="checkbox"/>	New Telephone Line	Setup of a new telephone service where a technician visit is required	\$ 125.00		\$																													
<input type="checkbox"/>	Telephone Line Rental*	Standard Home Telephone Line Rental	\$ 29.95		\$																													
Mobile																																		
<input type="checkbox"/>	VoIPex 10 Plan **	Minimum spend \$11.00pm with 24 cents to mobile & 23 cents to fixed per 30 secs	\$ 11.00		\$																													
<input type="checkbox"/>	VoIPex 50 Plan **	Minimum spend \$55.00pm with 22 cents to mobile & 21 cents to fixed per 30 secs	\$ 55.00		\$																													
<input type="checkbox"/>	VoIPex 80 Plan **	Minimum spend \$88.00pm with 21 cents to mobile & 20 cents to fixed per 30 secs	\$ 88.00		\$																													
Freight If shipment of goods is required then please add					\$ 10.00																													
Total Amount This amount will be the initial payment due and applied against the payment method chosen in section D					\$																													

* 256 200MB plan only available as an excess usage plan. ADSL usage plans are either shaped to 64kbps/64kbps or an excess of 10c per megabyte is applied once data allowance is reached. All plans subject to Acceptable Use Policy & Terms and conditions. 12 month contract applies to ADSL Stand Alone Plans & 6 month contract applies to ADSL \ Telephone Bundle Plans, with early termination for any reason requiring balance of contract to be paid. In addition to minimum contract amount a termination fee of \$99 applies if contract terminated within 6 months. Agreements are renewed for the same term if no written instructions are received 30 days prior to renewal date. ADSL Internet plans come with 5 Email addresses & 10MB web space. ** 24-month contract applies from date of service activation with early termination requiring balance of contract to be paid An Acceptable Usage Policy (AUP) applies to all services. Agreements are renewed for the same term if no written instructions are received prior to renewal date.



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SECTION C – PROVISIONING DETAILS (Please complete the section/s relating only to the service/s ordered)

Internet Setup Details

What operating system does your computer have?	Do you have a back to base alarm or pay TV service? Yes / No	
Internet Username:	Internet Password:	
Service No. For ADSL to be connected to	insert =====>	Number
Preferred Email:	@voipex.com.au	Email Password:

Telephone (Transfer of existing service)

No	Telephone No.	Current Provider	Title	First Name	Last name
1	0				
2	0				

Mobile (transfer of existing service)

No	Mobile No.	SIM Card No.	Current Provider	Account No.	Title	First Name	Last name
1							
2							

SECTION D – PAYMENT INFORMATION (Please tick only one method of payment. Cash or direct credit is not available.)

Date of Birth Drivers Licence Mother's Maiden Name

Direct Debit Please complete Direct Debit Request
 Credit Card Please charge my Credit Card indicated below

MasterCard Visa

Cardholder's Details

Name on Card _____ Signature _____

Card expiry date
 Month Year

SECTION E – DECLARATION / PRIVACY ACT

I declare that:

- I have read the Standard Terms and Conditions and Acceptable Usage Policy and agree to be bound by them.

Signature: _____

- I authorise VoIPex to collect personal information from or about employees, principals or directors of the Customer in order to process the Customer's application. I am authorised to disclose the personal information contained in this application to VoIPex and consent on behalf of the individuals named in this Application to allow VoIPex to use and disclosing this personal information
- If VoIPex considers it relevant to assess this application for personal or commercial credit, I agree to VoIPex obtaining from a credit agency a credit report containing personal information about the employees, principals or directors of the Customer in relation to personal or commercial credit provided by VoIPex.
- I understand that once this Order Form is sent to VoIPex by way of fax, e-mail, postal service or hand delivered, the setup costs are payable and non refundable.
- I acknowledge that in the event of the agreed term of the contracted services not completing full duration, I understand that the balance remaining becomes due and payable by the Customer and/or Service Owner and agree on behalf of the customer to pay VoIPex the full amount on demand.
- I understand and agree that this form commits the Service Owner and Customer to a fixed term agreement which renews for the same term in the absence of written alternative instructions.
- I have authority as the Service Owners and Customer's agent to make this application and confirm that the information in this Application is true and correct.

Authorised Signature		Date	
Name (print)		Position	

SECTION F – OFFICE USE ONLY

Type	Information	Initial	Task	Date	T	Initial
Databases Updated	Customer / Service / Invoice / IP		Ordered			
Contact Recorded	Outlook / VCC		Invoiced			
E-Mail Sent	Welcome / Update / Completed		Recorded in CF/NOC			
IP Address			Processed			
Plan ID / SIP ACC	/		Received			
Service Added	LR / PS / ADSL / DU / MOB / VoIP		E-Mail Setup			
Original Agreements	E-mail / Fax / Post / Held		RADIUS / PO			