



# ADSL Application Form

Drop completed form into: 3/50 Berry Street, Nowra, NSW, 2541  
 Post to: P.O Box 1137, Nowra, NSW, 2541  
 Fax to: (02) 4422 5016

For Enquiries Phone: (02) 4422 5014

<b>1 Plans</b>			
Please tick ONE box only.			
✓	Speed	Monthly Download (Peak + Off Peak)	Monthly Cost
	<b>256/64k</b>	2.5GB (0.5GB+2GB)	\$ 40.00
		5GB (1GB+4GB)	\$ 42.00
		10GB (3GB+7GB)	\$ 45.00
	<b>512/128k</b>	5GB (1GB+4GB)	\$ 55.00
		15GB (5GB+10GB)	\$ 60.00
		30GB (10GB+20GB)	\$ 72.00
	<b>1500/256k</b>	15GB (5GB+10GB)	\$ 70.00
		30GB (10GB+20GB)	\$ 75.00
		40GB (15GB+25GB)	\$ 80.00
	<b>8000/384k</b>	60GB (30GB+30GB)	\$ 110.00
		15GB (5GB+10GB)	\$ 90.00
		30GB (10GB+20GB)	\$ 95.00
	<b>512/512k</b>	40GB (15GB+25GB)	\$ 100.00
		60GB (30GB+30GB)	\$ 125.00
		30GB (10GB+20GB)	\$ 95.00
		40GB (15GB+25GB)	\$ 100.00
		60GB (30GB+30GB)	\$ 130.00

<b>2 Additional Fees &amp; Charges</b>	
New ADSL Connection Fee	\$ 125.00
Churn Fee	\$ 55.00
Plan Change: (eg From 256/64 2.5GB to 256/64 5GB)	\$ 30.00
Speed Change (eg From 256/64 5GB to 512/128 5GB)	\$ 50.00
Speed & Plan Change (eg From 256/64 2.5GB to 512/128 5GB)	\$ 70.00
If disconnected within initial 6 month period	\$ 150.00
If Application is Cancelled before the Provisioned Date	\$ 200.00

<b>3 Equipment</b>	
Please tick ONE box only.	
<input type="checkbox"/>	4 Port ADSL2/2+ Modem/Router \$109.00 (Allows you to plug in up to 4 computers at once with an Ethernet cable) [Includes 1 Central Filter]
<input type="checkbox"/>	Wireless 4 Port ADSL2/2+ Modem/Router \$149.00 (Allows you to plug in up to 4 computers at once with an Ethernet cable as well as have Wireless access to Wireless capable devices eg Laptop) [Includes 1 Central Filter]
<input type="checkbox"/>	BYO (Bring Your Own Equipment)± (Must be PPPoA/PPPoE Compatible)
<input type="checkbox"/>	Deliver Equipment ^ (Deliver to Delivery details over the page, a \$20.00 delivery fee applies)

Shoalnet/Fastrac will pre-configure Modem/Routers to be a plug and play device. Makes and models of Modem/Routers are subject to availability.  
 ± Shoalnet/Fastrac do not support hardware not supplied by us  
 ^ Delivery is optional. A delivery fee of \$20.00 applies.  
 Modem/Routers can be collected from the Shoalnet/Fastrac Office - 3/50 Berry Street, Nowra, NSW, 2541

<b>4 Additional Equipment (Optional)</b>	
(Please write quantity required in each box)	
<b>Filters</b>	
<input type="checkbox"/>	Central Filter \$20.00 each
<input type="checkbox"/>	Wall Filter \$25.00 each
Each telephony device attached to your nominated ADSL line MUST have a filter installed. (Eg Phone, Cordless Phone, Fax, Answering Machine etc)	
If you have more than 3 telephony devices, or a back-to-base alarm, please contact your Alarm/Phone Technician for more information about filtering.	
<b>Network Cards</b>	
<input type="checkbox"/>	Wired PCI 10/100 Network Card \$15.00 each
<input type="checkbox"/>	Wireless PCI Network Card \$55.00 each
<input type="checkbox"/>	Wireless PCMCIA Network Card \$55.00 each
<input type="checkbox"/>	Wireless USB Network Card \$62.00 each

**Note:** All plans are based on Peak and Off Peak Data Limits.

Peak time is anything downloaded between noon to midnight.  
 Off Peak is anything downloaded between midnight to noon.

If your data limit for that period (eg Peak or Off Peak) is reached, then your connection will be Shaped to 64/64k. Once you've moved into the next time period and you haven't hit your data limit for that next period, you will be automatically unshaped.

All accounts will be provided with a backup 10 hour Dial Up Account, 10mb of Web Storage Space and up to 5 Email Addresses. All billing is done on the 1st of the month.

A new ADSL connection can take anywhere from 3 working days to 3 weeks (working days) to be either Provisioned or Rejected. Putting in an application is not a 100% guarantee that you will be able to get ADSL.

All communication regarding your ADSL Connection must be through Shoalnet/Fastrac. Unauthorized contact with Telstra Help Desk will incur a \$100 fee. An incorrect callout from Telstra, ie Phone Line not plugged in correctly or filter not installed will incur a \$200 per hour fee.

**5 Existing Customers Only**  
Please write your current Shoalnet/Fastrac username.

Username

**6 Preferred Username & Password (If New Customer)**  
Please write your preferred username and password.

Username

Password

*Please Note: Password must be a min of 6 characters and is CaSE SeNsItIve*

**7 ADSL Details**  
Please fill in the details below for the location you wish to have the ADSL provisioned.

Phone No.

Street Address

Suburb/Town

State    Postcode

**8 Contact Details**

Name

Company (If Applicable)

Phone

Fax

Mobile

Email

DOB   -   -

Day                      Month                      Year

**9 Delivery Details**  
If different to your ADSL Details, please fill in the details below for the location you wish to have your hardware sent. (This incurs a \$20.00 delivery fee)

Name

Company (If Applicable)

Street Address

Suburb/Town

State    Postcode

**10 Referral Details**  
How did you hear about us?

**11 Payment Details**

Debit my Credit Card below automatically each month

Visa  Mastercard  Amex

Card Numbers

Name on Card

Expiry Date   -   Verification Code

*NOTE: For security purposes you are required to provide the Verification Code. This is the 3 digit number that is located on the back of your Visa or Mastercard. On an AMEX, the 4 digit number is located on the front of the card above the credit card number.*

Invoice

Tick the box above if you wish to pay by Cash, Cheque/ Money Order or Direct Deposit. All invoices must be paid in advance and must be paid by the due date.

**12 Agreement**

I declare that I have read and understand the 'ADSL Broadband Agreement - Terms and Conditions' as well as the 'Shoalnet/Fastrac User Terms and Conditions' and agree to be bound by these Terms and Conditions. I understand that I am bound to a minimum of a 6 month contract after which will continue on a month to month basis until I give Shoalnet/Fastrac at least 7 days written notice of my intention to terminate the Agreement.

Copies are available on the Shoalnet/Fastrac Homepage at <http://www.shoal.net.au/customer/tnc.html> or available from the Front Office at 3/50 Berry Street, Nowra, NSW, 2541.

\*PLEASE NOTE\*: Your ADSL service will be automatically cancelled by Telstra if any of the following occur:

- \* Your telephone account is cancelled.
- \* You do not pay your telephone line bill and Telstra suspend your account
- \* You move to another location (even when keeping your existing telephone number)
- \* You order a Telstra service that is not compatible with ADSL, on your ADSL-enabled telephone line

If any of the above changes occur and you wish to continue subscribing to ADSL, you must reapply for a new ADSL service. You will then have to pay another Connection Fee.

Signature

Name

Date   -   -

Day                      Month                      Year

**Office Use Only**

Submitted Date: | |                      ADSL ID: \_\_\_\_\_

Rejected Date: | |

Rejected Reason: \_\_\_\_\_

Estimated Date: | |                      Provisioned Date: | |

Account Created: \_\_\_\_\_                      Invoice Created: \_\_\_\_\_

Invoice Number: \_\_\_\_\_                      Inv Amount: \$ \_\_\_\_\_

Notified Customer: \_\_\_\_\_                      Hardware Sent: \_\_\_\_\_

Completed by: \_\_\_\_\_

Comments: \_\_\_\_\_

\_\_\_\_\_