

VELOCITY INTERNET

ADSL BROADBAND INTERNET APPLICATION

SHAPED BASED PLANS (FEB 07)

For help completing this form, please contact us on 1300 557 300 (local call)

Unit 2, 10-12 Colbee Court, Phillip ACT 2606
www.velocitynet.com.au

What is ADSL?

If you have heard of Broadband, then chances are you have heard of ADSL. ADSL stands for Asynchronous Digital Subscriber Line. Effectively it is a high speed method of using the Internet. The additional benefit that ADSL brings is that you can continue to use your existing telephone service when using the Internet, as both services work independently but simultaneously if required.

Where is it available?

ADSL has limitations on where it is available. Approximately 1000 telephone exchanges around Australia have been ADSL enabled. However, ADSL has other restrictions on it, such as the distance from the telephone exchange to your premises, and the fact that no incompatible telecommunications gear can be installed in the path of your telephone line from the telephone exchange.

What are the benefits of Velocity ADSL?

- Uninterrupted, always on, high speed Internet access
- Ability to simultaneously use your existing telephone service (ie: no second telephone line required)
- High volume access plans
- Free uploads
- Minimum 6 month contract period

If you need advice, or are ready to connect to ADSL, feel free to contact Velocity Internet on:

 **1300 557 300**

Once you have completed your application, please fax it to us for processing on:

FAX: 1300 556 200

Velocity Internet

Unit 2, 10-12 Colbee Court, Phillip ACT 2606
PO Box 6081, Mawson ACT 2607

What else do i get with Velocity?

- Flat-Rate shaped plans
- Static IP address
- 10 email addresses per account
- 25 mb webpage space available (for non-commercial use only)
- Webmail system
- Online Support
- The ability to connect Multiple Computers (ie: connect your entire home network through the one connection)

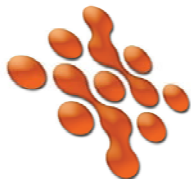
Need speed?

The Velocity ADSL service is capable of speeds up to 8000k download, and 384k upload. Based on this, the following table illustrates the theoretical speed you can obtain from an ADSL service. It is important to understand that speeds listed below are theoretical indicative speeds, and actual speeds may vary due to various factors.

File Size	Modem	ADSL		
	56k	512k/128k	1.5mbit/256k	Upto 8mbit/384k
150 KB	42 sec	2.7 sec	1 sec	1 sec
8 MB	43 min	2 min 24 sec	45 sec	10 sec
64 MB	2 hrs 30 min	19 min 24 sec	5 min 40 sec	1 min 10 sec

Notes on "Up to 8mbit/384k" Plans

Actual speeds may be less due to a number of factors including network configuration, line quality and length, exchange type, customer premises interference, traffic and equipment. About 70% of customers on the 8mbit service can access speeds around 5mbit or more.



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SHAPED BASED PLANS

Section 1: Address of Service

This section details where the service is to be installed. This may be different from your billing address which is detailed further in this application.

Contact Person _____

Name on Phone Bill _____

Address (number & street) _____

(Suburb) _____ State _____ PostCode _____

Telephone (AH) _____ (BH) _____

(Fax) _____ (Mobile) _____

Contact e-mail address _____

Proposed ADSL Line Phone Number _____

Proposed phone line must be a Telstra line. Please check with Velocity to confirm ADSL Broadband is available in your area.

Is the proposed ADSL phone number already connected to another ADSL provider?

NO YES (I am churning from another ISP)

Section 2: Email & Username Details

Please tell us your preferred email address (which doubles up as your username for our service):

Preferred Username _____

Preferred Password _____

I am an existing Velocity customer: NO YES

Section 3: Access Plan & Speed

Please now select a Plan and access speed for your new connection (by circling the relevant option below). The fees listed are **per month**.

Speed Download / Upload (kbit)	Shaped Plans Included Data (GB = Gigabytes)	
	5GB Peak + 5GB Offpeak	10GB Peak + 10GB Offpeak
512/128	\$44.95	\$54.95
1500/256	\$59.95	\$69.95
Up to 8000/384	\$69.95	\$79.95
	\$99.95	\$139.95

Once you exceed either your Peak or Off-Peak download limit your account will be shaped to 64k for both Peak and Off-Peak hours. You can of course purchase a Datablock to unshape your account.

Datablocks: **1GB** - \$10.00 | **5GB** - \$25.00 | **2GB** - \$15.00 | **10GB** - \$35.00

Section 4: Connection Fees

You have a few options when it comes to connection of your service. Please select one option:

Connection Fee	Service
<input type="checkbox"/> \$ 199	No Contract period
<input type="checkbox"/> \$ 129	6 Month Contract
<input type="checkbox"/> \$ 99	12 Month Contract
<input type="checkbox"/> \$ 0	24 Month Contract plus a free ADSL Modem
<input type="checkbox"/> \$ 55	I am churning from another ISP (6 month minimum contract)

Please note that only approved modems can be connected to the Telstra ADSL network. Connection fee options listed above are once-off, upfront fees and will be billed as soon as your Line has been connected by Telstra. If you cancel your connection after it has been activated (and/or prior to its use), you are still liable for the connection fee option selected above. Cancelled churn within 6 months incurs \$75 fee.

Section 5: Optional Equipment

Any equipment which is connected to your ADSL line (such as other telephones, faxes, answering machines) require the use of an approved line filter. If you do not install a filter on each device, you will be unable to use the service correctly.

Please supply me with _____ line filters @ \$15.00 per filter.

Section 6: Payment Details

A credit card is required to subscribe to a Velocity ADSL Service.

- Visa
- Mastercard
- Diners Club
- American Express
- Cheque / Money Order - Minimum 3 months pre-payment.

(Approved Applicants Only)

Card Number:

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Expiry (MM/YY)				<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	AMEX ID				<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Name on Card: _____

Signature: _____

I understand that by signing this section, i authorise Velocity Internet to debit the above nominated credit card with the relevant connection fee, the ongoing monthly fee based on the payment plan selected, plus for any additional equipment I may have nominated on this form. I understand that Velocity will charge these fees to my account, and should my line not support ADSL, that Velocity will refund me all monies within 7 working days from the date of rejection of my ADSL service by Velocity's wholesale ADSL provider.

Section 7: Agreement

Below are additional terms and conditions of this service. Velocity's standard Terms and Conditions for provision of Internet service also apply.

- * Service cancelled within the contract period incurs a \$99 cancellation fee (an additional \$99 fee applies if cancelling a 24 month contract prior to its expiry)
- * Plan can be upgraded within the contract period, but not downgraded (dollar (\$) wise)
- * Monthly fees must be paid for in advance each month
- * A late payment fee of \$10 applies to all late and overdue payments
- * All accounts will be adjusted to the 1st of each month on your first bill
- * You become liable for payment of service from the date our wholesale provider advises us, and we advise you that your connection is active.
- * You acknowledge that the installation of an ADSL service may affect your ability to receive certain services from your telephone provider and that the installation may cause temporary disruption to your standard telephone service in some situations. You also acknowledge that all devices attached to your phone line (such as standard telephones, faxes, back to base alarm systems) may require the installation of line filters to continue operating, and these line filters will need to be purchased seperately.
- * Peak times are 7:01am to 12:00am (midnight) Offpeak is outside these times.

Section 8: Customer Acknowledgement

This section acknowledges the application, and confirms your order.

By signing this form, I agree to abide by the terms and conditions of Velocity Internet. I understand the access plan i am subscribing to, and the restrictions, limits, charges and other features of it. I also understand that Velocity relies on a third party for the connection of ADSL services, and therefore cannot guarantee connection or churn (transfer) provisioning times. Velocity will use its best endeavours to have all connections active within 7 days of request of service. I also confirm that the information contained in this application is true and correct. Please also complete the CREDIT CHECK AUTHORISATION FORM overleaf.

Customer Signature _____

Customer Name _____

Date _____

OPTIONAL EXTRA'S

The following optional extra's are available for purchase. Please select which items you are interested in, and we will contact you to confirm.

Cost	24 Month Contract Upgrade Cost	Item
<input type="checkbox"/> \$ 99	\$ 29	4 port ADSL modem and router
<input type="checkbox"/> \$ 159	\$ 49	Wireless ADSL Modem and router
<input type="checkbox"/> \$ 49	\$ 49	Wireless USB Adaptor

If you are unsure of any of the above, then please contact Velocity on 1300 557 300.

WHAT NEXT ?

1. After we receive your application, we will perform a Service Qualification (SQ) test. If the SQ test fails, then we will contact you to discuss your application. If the SQ test passes, we will proceed to Step 2.
2. Your credit card will be billed for all charges (installation and first month).
3. We will lodge your application with our Wholesale supplier.
4. Once we have received the expected installation date of your service, we will contact you to advise you of this. At this stage we will also send to you a modem and line filters if requested on the order form.
5. Once your account is activated, we will contact you and advise you of this. Generally this will be within 5-7 working days of your application being lodged. You will become liable for payment of charges from this date.

CREDIT CHECK AUTHORISATION FORM

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)

Velocity Internet Pty Limited ("Velocity") may give information about you to a credit reporting agency, for the following purposes:

- to obtain a consumer credit report about you, and/or
- to allow the credit reporting agency to create or maintain a credit information file containing information about you.

The information is limited to:

- Identity particulars - your name, sex, address (and the previous two addresses) date of birth, name of employer, and drivers licence number.
- your application for credit or commercial credit - the fact that you have applied for credit and the amount.
- The fact that Velocity is a current credit provider to you.
- information that, in the opinion of Velocity you have committed a serious credit infringement (that is, fraudulently or shown an intention not to comply with your credit obligations).
- dishonoured cheques - cheques drawn by you for \$100 or more which have been dishonoured more than once.
- that credit provided to you by Velocity has been paid or otherwise discharged.

Period to which this understanding applies

This information may be given before, during or after the provision of credit to you.

Statement By Applicant (s) For Credit

Please read carefully before signing. Where there is more than one applicant, each applicant must sign.

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

Velocity 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 Velocity 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 Velocity 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 Velocity 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;

- to assess an application by me/us for credit
- to notify other credit providers of a default by me/us
- to exchange information with other credit providers as to the status of this loan where I am in default with other credit providers
- 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 that Velocity 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 customer(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 Velocity 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 deciding whether to act as a guarantor, or to keep an 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.

Name (please print) _____

Signature _____ Date _____

Name (please print) _____

Signature _____ Date _____

Name (please print) _____