



VELOCITY INTERNET

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## ADSL BROADBAND INTERNET APPLICATION

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SHAPED BASED PLANS (MAR 13)

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

[www.velocitynet.com.au](http://www.velocitynet.com.au)

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### **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 email, post or drop it back to us for processing:

**EMAIL:** [support@velocitynet.com.au](mailto:support@velocitynet.com.au)

**Velocity Internet**  
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 24Mbit download, and 1Mbit 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/ADSL2+	
	56k	Upto 8mbit/384k	Upto 24Mbit/1Mbit
150 KB	42 sec	1 sec	1 sec
8 MB	43 min	10 sec	3 sec
64 MB	2 hrs 30 min	1 min 10 sec	23 sec

### **Notes on ADSL/ADSL2+ 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	Shaped Plans Included Data (GB = Gigabytes)	
	Up to 8Mbit/384Kbit	5GB Peak + 5GB Offpeak \$59.95
Up to 24Mbit/1Mbit	5GB Peak + 5GB Offpeak \$69.95	10GB Peak + 10GB Offpeak \$79.95
	20GB Peak + 20GB Offpeak \$99.95	40GB Peak + 40GB Offpeak \$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 | **2GB** - \$15.00 | **5GB** - \$25.00 | **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
<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.

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	Item
<input type="checkbox"/> \$ 69	Billion 5200RC 4 Port ADSL2+ Modem Router
<input type="checkbox"/> \$ 99	Billion 7700N 4 Port ADSL2+ Wireless N Modem Router (basic)
<input type="checkbox"/> \$ 169	Billion 7800NL 4 Port ADSL2+ Wireless N Modem Router (Mid range)

Note: We pre-configure the routers with your Velocity login details.

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 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.