

AdamSHDSL Application

| Your Application | |
|--|--|
| If this application should be actioned by a particular Adam staff member, specify: | |
| If this application is to be linked to an existing account, enter your Customer ID: | |
| <i>If linking account, note that company name, passwords & contact details will be duplicated from the Customer ID you specify</i> | |

| Billing Details - If this account is linked to an existing account, and you specified a Customer ID above, leave this section blank | | | |
|---|--|-----------|--|
| Company Name | | ABN | |
| Contact Person | | Mobile Ph | |
| Billing Address | | Postcode | |
| | | | |
| Office Telephone | | Fax | |
| Preferred Password | | | |

| Email Contact Details | |
|---|--|
| General Correspondence | |
| Billing (if you'd like invoices via email) | |
| Technical (your computer professional) | |
| <i>All correspondence (including passwords) relating to this application will be sent via email only, to both the 'general' and 'technical' addresses All future correspondence relating to your account will be sent to the 'general' address and may be copied to the 'technical' address Both 'general' and 'technical' addresses will be authorised contacts on your account and may receive confidential details from time to time</i> | |

| Billing Details | | | |
|--|---|---|---|
| Billing Options <i>If none specified, default is to send six-monthly invoice via email.</i> | Billing Cycle: | Billing Method: | Send Invoices via: |
| | <input type="checkbox"/> Monthly (c/card only) <input type="checkbox"/> Quarterly <input type="checkbox"/> Every six months | <input type="checkbox"/> Business Invoice <input type="checkbox"/> Credit Card (a surcharge applies) | <input type="checkbox"/> Email <input type="checkbox"/> Post |
| Credit Card Details (if applicable) | Card Number | | |
| | Name on Card | | |
| | Expiry | Signature | |

| Terms & Conditions | | | |
|---|--|------|-----------|
| This application is for | AdamSHDSL | Term | 24 Months |
| Your signature indicates your agreement to these conditions | <ul style="list-style-type: none"> Our Standard Form of Agreement, Conditions of Service – DSL, Acceptable Use Policy and our Schedule of Fees and Charges, all available at http://www.adam.com.au/legal SHDSL is a professional-grade service using specialised equipment at the telephone exchange. Therefore, this service may take a number of weeks to provision. We will advise you of an approximate lead time within 7 days of placing your order. Maximum speeds are provided only as a guide. We guarantee that each line will perform at a minimum specification of 1Mbps, however you can generally expect much more. If we believe your location may pose a problem to performance, we will contact you before proceeding. | | |
| Authorised Signature | | | |
| Authorised Person Name | | Date | |

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Plan Selection – please indicate your plan selection with a [X] below

| AdamSHDSL 10Mb/10Mb Plans | | | 12-month contract | 24-month contract |
|-------------------------------------|---|---------------------------------|-------------------|-------------------|
| <input type="checkbox"/> | AdamSHDSL Standard 30 | 30GB per month to use any time | \$ 495.00 | \$ 480.00 |
| <input type="checkbox"/> | AdamSHDSL Standard 50 | 50GB per month to use any time | \$ 550.00 | \$ 540.00 |
| <input type="checkbox"/> | AdamSHDSL Standard 100 | 100GB per month to use any time | \$ 680.00 | \$ 670.00 |
| <input type="checkbox"/> | AdamSHDSL Standard 150 | 150GB per month to use any time | \$ 800.00 | \$ 790.00 |
| <input type="checkbox"/> | AdamSHDSL Standard 200 | 200GB per month to use any time | \$ 900.00 | \$ 890.00 |
| AdamSHDSL 20Mb/20Mb Plans | | | 12-month contract | 24-month contract |
| <input type="checkbox"/> | AdamSHDSL Advanced 50 | 50GB per month to use any time | \$ 880.00 | \$ 820.00 |
| <input type="checkbox"/> | AdamSHDSL Advanced 100 | 100GB per month to use any time | \$ 990.00 | \$ 930.00 |
| <input type="checkbox"/> | AdamSHDSL Advanced 150 | 150GB per month to use any time | \$1120.00 | \$1060.00 |
| <input type="checkbox"/> | AdamSHDSL Advanced 200 | 200GB per month to use any time | \$1200.00 | \$1140.00 |
| AdamSHDSL 30Mb/30Mb Plans | | | 12-month contract | 24-month contract |
| <input type="checkbox"/> | AdamSHDSL Super 100 | 100GB per month to use any time | \$1250.00 | \$1190.00 |
| <input type="checkbox"/> | AdamSHDSL Super 150 | 150GB per month to use any time | \$1350.00 | \$1290.00 |
| <input type="checkbox"/> | AdamSHDSL Super 200 | 200GB per month to use any time | \$1450.00 | \$1390.00 |
| AdamSHDSL 40Mb/40Mb Plans | | | 12-month contract | 24-month contract |
| <input type="checkbox"/> | AdamSHDSL Ultimate 100 | 100GB per month to use any time | \$1440.00 | \$1380.00 |
| <input type="checkbox"/> | AdamSHDSL Ultimate 150 | 150GB per month to use any time | \$1540.00 | \$1480.00 |
| <input type="checkbox"/> | AdamSHDSL Ultimate 200 | 200GB per month to use any time | \$1640.00 | \$1580.00 |
| Additional Items | | | | |
| <input checked="" type="checkbox"/> | Excess Data for usage above your allowance (only applies if you enable excess usage via our members area) | | | \$ 0.005 per MB |
| <input type="checkbox"/> | /29 Subnet –provides 6 additional Static IP Addresses for your network | | | \$ 20 per month |

Speeds listed are maximum speeds obtainable. Actual speed will depend on line quality and distance from the exchange

**A setup cost of \$1800 applies to all plans, based on a new SHDSL connection within an enabled exchange
For non-enabled exchanges, an additional setup cost will apply**

SHDSL Delivery Details

| | | |
|--|--|------------------|
| <input checked="" type="checkbox"/> | Connect a brand new service to your premises | \$1800.00 |
| Professional Line Installation for brand new SHDSL services, an electrician will be required to connect this service from the Telstra boundary to a socket on the wall where you can connect a modem. If you wish, Adam Internet can arrange for a reputable electrical contractor to contact you about this work. | | |
| Would you like a phone call about Professional Line Installation? YES / NO | | |
| A person over the age of 18 <u>must</u> be at the premises on the date of installation, as a technician may require access to the building cabling facilities. We will provide advance notice of this date. This advice will be sent via <u>email only</u> to the general and technical contact(s) for your account. If a technician requires access to the site and nobody is present, a missed appointment fee will apply. | | |
| Name of person to be present : Contact number of this person : | | |

Premises Details

| |
|---|
| Full Street Address of the premises : |
| Please tell us in up to 12 characters how you would like this service described on your bill (eg – headoffice, warehouse, factory, fredhome) : |

AdamSHDSL Application

Domain Name Hosting

Your Business Choice ADSL service includes FREE hosting of your domain name with email for up to 10 users. This means you can use email addresses such as name@yourbusiness.com.au. If you do not yet have a domain, Adam Internet can register your choice of name for two years at a cost of \$69. If you have a domain already, please talk to one of our Business Solutions team about moving that domain to Adam Internet. Once your domain is with Adam Internet for email purposes, we can also provide space for your own website for a small extra cost.

- I do not require any domain hosting
- YES – please set up email hosting for my business. My registered domain is _____
- YES – please contact me about hosting my website at Adam Internet
- If you have indicated a requirement for hosting a domain that isn't yet registered, tick here if you'd like us to register it for you

Network Redundancy

While SHDSL is extremely reliable, the fact is that it's a single service to your premises. In the rare event of a service fault, your business may experience loss of connectivity. We know that Internet access is critical to your business so including a backup service into your network is highly recommended. Adam Internet has a range of options to help you implement a redundancy solution, if you wish we can contact you to discuss.

Would you like a call about redundancy?

YES / NO

Contract Variation – for 12 month contract option

The standard AdamSHDSL contract is for a term of 24 months. If you would prefer a 12 month contract this can be arranged. The prices for both the 12-month and 24-month options are listed in the plan selection table above. If you have any queries about these options, please contact our Business Solutions team on (08) 8423 4020. You may opt for a 12-month contract by ticking the box adjacent.

[]

I would like a 12-month contract

Important Information regarding installation of Naked/SHDSL services

New Lead-In - \$299 - If you are at a location with no existing phone line, or should there be insufficient cabling from the street to your premises, we may need to organise for a new Lead-In to be installed. The new Lead-In will be installed at the same time as your Naked DSL service. Should the new Lead-In be required, this charge will be applied and invoiced to you by Adam Internet.

Changing the date of installation and/or missing the installation appointment - \$109 - We will advise you of the installation appointment date from Telstra. A person over the age of 18 must be present on that date, to grant Telstra access to the premises if required. If you need to change the appointment for the installation of your service or if no one is in attendance during the appointment window, this charge will apply in order to reschedule the appointment. Should a technician's appointment be missed, a new appointment will be made for 10 working days later.

Fixed-Location Service

SHDSL is a professional-grade service using specialised equipment at the telephone exchange. Therefore, this service is bound physically to your current premises. Should you require to re-locate this service to another premises within the same exchange, you will simply pay a fee of \$99 per line re-location fee. Should you wish to re-locate this service to another telephone exchange, the new connection setup fees will be payable as the specialised equipment will need to be provisioned for you. It is not cost nor time effective to move the exchange equipment from one exchange to another.

This is the end of the application form. Please scan this form as a JPG or PDF and email to business@adam.com.au, or you may fax the form to (08) 8231 0223.