

Phone 1300 130 428
 Fax 02 4340 5322
 PO Box 7220
 Kariong NSW 2250



ABN 31 054 975 058

Island Internet Home Broadband ADSL – Service Application Form

Customer Details:

Customer Name	
Contact Name	
Customer Email	
Customer Telephone Number	
Installation Address: N ^o , Street, Suburb, State, Post Code	
Telephone Number to be used for the service	

Service Selection, Broadband ADSL:

Price/Month with Included Uploaded and Downloaded Data, and Excess Data Price per GB. All prices include GST		
5GB <input type="checkbox"/>	15GB <input type="checkbox"/>	45GB <input type="checkbox"/>
\$84.70	\$99.00	\$132.00
\$88.00/GB	\$88.00/GB	\$88.00/GB
Self-installation – note this does not include any hardware, site visit or wiring. \$132.00 <input checked="" type="checkbox"/>		
Note that this Broadband ADSL service trains up to a maximum of 24M/1M on an ADSL2+ exchange or up to 8M/384 on an ADSL exchange. Actual speed will depend on the distance of the customer's premises from the exchange, and other factors. It may be significantly less than the possible maximum speed.		

Details of Customer Premises Equipment already available at user site (if any):

Router Model:		Firewall Model:	
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Customer Premises Equipment you require us to supply (if any):

Router <input type="checkbox"/>	Firewall <input type="checkbox"/>	Central Splitter <input type="checkbox"/>	Line Filter <input type="checkbox"/>
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Signed by Customer:	
Also sign page two.	

Island Internet Standard Terms and Conditions

Agreement

Island Internet Services (**we, us**) has agreed to provide you, and you agree to purchase, the service as requested in this Service Application Form (the **Service**) and in accordance with:

- (a) the Standard Terms and Conditions set out in this Application Form (**Standard Terms**); and
- (b) any other service descriptions and conditions that we agree with you.

In the event of any inconsistency between the Standard Terms and any other provision of the Agreement, the Standard Terms will prevail to the extent of that inconsistency.

1. Minimum Term

The minimum term of your agreement is 6 months from the date of the connection of the Service. Cancellation within the initial term requires the payment of all connection charges for the un-expired portion of the initial term. Cancellation must be in writing to the above address giving one month's notice. There will be no change in the price of the Service within the minimum term.

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2. General Conditions of Service

By signing this agreement, you agree to and acknowledge the following:

- (i) We do not supply a standard telephone service with the ADSL access and as such the Service is not subject to the "Customer Service Guarantee" standard administered by the Australian Communications Authority and it may be necessary to terminate the Service if you request another carrier to provide a standard telephone service after the date of this Agreement;
- (ii) we may provide name, address, telephone number and other information provided by you (**Customer Information**) to our upstream provider, its suppliers and its nominees for the purpose of fulfilling such contracts.
- (iii) We may, at our discretion, provide the Service by using either :
 - a. an existing or new Unconditioned Local Loop Service (ULLS); or
 - b. an existing or new access line which supplies a standard telephone service; provided by Telstra Corporation Limited (**Telstra**) or a reseller of Telstra, depending on the technical and operational requirements of the particular Service.
- (iv) in the case of clause 2(iii)(b) above :
 - a. that you are the customer of Telstra or a reseller of Telstra in respect of the standard telephone service;
 - b. that we can only provide the service whilst you remain a customer of Telstra;
 - c. that we will terminate the service if you cease to be a customer of Telstra;
 - d. that the installation of the service may cause temporary disruption to the standard telephone service; and
 - e. that certain incompatible products will not be supplied to you by Telstra or a reseller of Telstra.
- (v) Support for your connection is available from 09:00 to 17:30 Eastern Time Monday to Friday by calling the telephone number above.
- (vi) Any changes you would like to make in this agreement should be communicated in writing to the above address.
- (vii) You may appoint an advocate to discuss your requirements with us if, for example, you have special needs.
- (viii) You may authorise a representative to discuss your requirements with us by informing us of such authorisation in writing.
- (ix) You are deemed to have reviewed the Island Privacy Policy www.island.net.au/files/PDF/PrivacyPolicy.pdf

3. Use of the Service

You agree to comply with our Acceptable User Policy as follows:

- i) not to send e-mail that may destroy or damage an e-mail recipient's computer;
- ii) not to knowingly accept email which is unlawful, and violates or infringes upon the rights of any person or corporation;
- iii) not to reveal confidential information about Island Internet and/or its suppliers which may result in unauthorised usage of the Services by a third party;
- iv) not to transmit information which contains viruses or other harmful components;
- v) not to interfere, damage or destroy computer systems operations of the Services including disobeying any requirements, procedures, policies or regulations of Island Internet, other users and/or third parties; and
- vi) not to store or transmit any unlawful, threatening, defamatory, offensive or pornographic material that constitutes a criminal or civic offence under State and Commonwealth laws.
- vii) In any billing period in which your download traffic exceeds the amount ordered on page 1 we may shape your connection to a download speed of 64kbps.

We reserve the right to terminate or suspend the Service in the event of a breach of this agreement.

Customer Declaration:

My signature indicates acceptance of Island Internet's Standard terms and conditions	
Signed by Customer: Also sign page one.	
Name:	
Date:	