

Phone 1300 130 428  
 Fax 02 4340 8499  
 PO Box 7220  
 Kariong NSW 2250



ABN 31 054 975 058

Island Internet ISDN – Service Application Form

Customer Details:

Customer Name		
Customer ABN		
Contact Name		
Contact Telephone		
Contact Email		
Service Installation Address (N <sup>o</sup> , Street, City, Post Code)		
Building Access Manager	Telephone	Email

ISDN Service Selection, upstream provider Powertel, \$/month inc-GST:

Line rental:		
ISDN10 \$297.00 <input type="checkbox"/>	ISDN20 \$594.00 <input type="checkbox"/>	ISDN30 \$770.00 <input type="checkbox"/>
100-number in-dial:	Extension-level billing:	
\$35.20 <input type="checkbox"/>	\$55.00 <input type="checkbox"/>	

Note the following charges, inc-GST:

Installation	100-number port-in credit	
\$2035.00	\$825.00	
Call Type	Connection Fee	Charge/Minute
Local	13.2¢	0¢
National	16.5¢	8.8¢
Calls to Mobiles	16.5¢	30.8¢

Customer Declaration:

My signature indicates acceptance of Island Internet's Standard terms and conditions	
Signed by a duly authorised representative of the customer Also sign page five.	
Name:	
Date:	

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Telephone Lines:

<b>Line Group 1</b>				
Source of number	PowerTel	<input type="checkbox"/>	or	Ported <input type="checkbox"/> Specify number if ported:
Specify calls to be barred	International	<input type="checkbox"/>		190x <input type="checkbox"/> calls to mobiles <input type="checkbox"/>
Restrict CLI	No	<input type="checkbox"/>	or	Yes <input type="checkbox"/>
Directory Listing	No	<input type="checkbox"/>	or	Yes <input type="checkbox"/>
<b>Line Group 2</b>				
Source of number	PowerTel	<input type="checkbox"/>	or	Ported <input type="checkbox"/> Specify number if ported:
Specify calls to be barred	International	<input type="checkbox"/>		190x <input type="checkbox"/> calls to mobiles <input type="checkbox"/>
Restrict CLI	No	<input type="checkbox"/>	or	Yes <input type="checkbox"/>
Directory Listing	No	<input type="checkbox"/>	or	Yes <input type="checkbox"/>
<b>Line Group 3</b>				
Source of number	PowerTel	<input type="checkbox"/>	or	Ported <input type="checkbox"/> Specify number if ported:
Specify calls to be barred	International	<input type="checkbox"/>		190x <input type="checkbox"/> calls to mobiles <input type="checkbox"/>
Restrict CLI	No	<input type="checkbox"/>	or	Yes <input type="checkbox"/>
Directory Listing	No	<input type="checkbox"/>	or	Yes <input type="checkbox"/>
<b>Line Group 4</b>				
Source of number	PowerTel	<input type="checkbox"/>	or	Ported <input type="checkbox"/> Specify number if ported:
Specify calls to be barred	International	<input type="checkbox"/>		190x <input type="checkbox"/> calls to mobiles <input type="checkbox"/>
Restrict CLI	No	<input type="checkbox"/>	or	Yes <input type="checkbox"/>
Directory Listing	No	<input type="checkbox"/>	or	Yes <input type="checkbox"/>
<b>Line Group 5</b>				
Source of number	PowerTel	<input type="checkbox"/>	or	Ported <input type="checkbox"/> Specify number if ported:
Specify calls to be barred	International	<input type="checkbox"/>		190x <input type="checkbox"/> calls to mobiles <input type="checkbox"/>
Restrict CLI	No	<input type="checkbox"/>	or	Yes <input type="checkbox"/>
Directory Listing	No	<input type="checkbox"/>	or	Yes <input type="checkbox"/>
<b>Line Group 6</b>				
Source of number	PowerTel	<input type="checkbox"/>	or	Ported <input type="checkbox"/> Specify number if ported:
Specify calls to be barred	International	<input type="checkbox"/>		190x <input type="checkbox"/> calls to mobiles <input type="checkbox"/>
Restrict CLI	No	<input type="checkbox"/>	or	Yes <input type="checkbox"/>
Directory Listing	No	<input type="checkbox"/>	or	Yes <input type="checkbox"/>
<b>Line Group 7</b>				
Source of number	PowerTel	<input type="checkbox"/>	or	Ported <input type="checkbox"/> Specify number if ported:
Specify calls to be barred	International	<input type="checkbox"/>		190x <input type="checkbox"/> calls to mobiles <input type="checkbox"/>
Restrict CLI	No	<input type="checkbox"/>	or	Yes <input type="checkbox"/>
Directory Listing	No	<input type="checkbox"/>	or	Yes <input type="checkbox"/>
<b>Line Group 8</b>				
Source of number	PowerTel	<input type="checkbox"/>	or	Ported <input type="checkbox"/> Specify number if ported:
Specify calls to be barred	International	<input type="checkbox"/>		190x <input type="checkbox"/> calls to mobiles <input type="checkbox"/>
Restrict CLI	No	<input type="checkbox"/>	or	Yes <input type="checkbox"/>
Directory Listing	No	<input type="checkbox"/>	or	Yes <input type="checkbox"/>

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**Local Number Portability – Porting Authority Form:**

**Porting local numbers**

Pursuant to the agreement between (customer name) \_\_\_\_\_  
(customer's ABN) \_\_\_\_\_ ABN ("**Customer**") and  
(name of current carrier) \_\_\_\_\_ ("**Current Carrier**"), the Customer  
is the legal lessee of the service numbers listed in the table below, which have existing account numbers also listed in the table below or authorised  
agent for the lessee of those service numbers.

Is the Current Carrier also the local access provider for the services that the numbers are to be ported from?	<input type="checkbox"/> Yes <input type="checkbox"/> No	go to <b>Numbers to be ported</b> section complete next item
Is the Current Carrier rebilling line rental charges for the services that the numbers are to be ported from?	<input type="checkbox"/> Yes <input type="checkbox"/> No	local access provider is: _____ <b>this may be a 3 party port, seek PowerTel assistance</b>

**Numbers to be ported**

Number(s) to be ported to PowerTel Ltd:

Number(s) to be Ported (ten digits)	Current Carrier Account Number	In Rotary Group or EBD	Number(s) to be Ported (ten digits)	Current Carrier Account Number	In Rotary Group or EBD
		<input type="checkbox"/> Yes <input type="checkbox"/> No			<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No			<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No			<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No			<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No			<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No			<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No			<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No			<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No			<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No			<input type="checkbox"/> Yes <input type="checkbox"/> No

I certify that I have the authority to request on behalf of the Customer, as lessee of the service numbers(s) listed on this form, or as the authorised agent for the lessee, the porting of these service numbers to **PowerTel Ltd**. I acknowledge that cancellation by the Customer of a local number porting request less than 3 hours before the scheduled cutover time may cause a Short Notice Return fee of \$5,000 (plus GST) to be charged to the Customer.

**Handover of authorisation**

I, on behalf of the Customer, authorise PowerTel to act on the Customer's behalf and to sign and complete a PowerTel Porting Authorisation Form ("**PAF**") and associated paperwork for the purposes of porting the service numbers listed on this form to PowerTel at the service address listed below.

I, on behalf of the Customer, authorise PowerTel's nominated representative to complete and sign on the Customer's behalf and in the Customer's name a new PAF for the purposes of carrying out the port to PowerTel in circumstances where (*untick if authorisation is not granted*):

- This PAF expires
- Additional details are to be added
- Editing or deleting of details is required

This authority will remain in place for 12 months from the date of signature or until such time as PowerTel Ltd is otherwise notified in writing by the Customer.

**I certify that all the information contained in this application is both true and correct.**

Authorised signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name of authorised signatory: \_\_\_\_\_

Position / title: \_\_\_\_\_ Phone number: \_\_\_\_\_

Business name: \_\_\_\_\_ ABN: \_\_\_\_\_

Business address: \_\_\_\_\_ Postcode: \_\_\_\_\_

Service address: \_\_\_\_\_ Postcode: \_\_\_\_\_

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## 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 the Service Application Form (the **Service**) and in accordance with:

- (a) the general Terms and Conditions set out on this page (**General Terms**); and
- (b) any other service descriptions and conditions that we agree with you.

The Voice, Customer Premises Equipment ("CPE") and ISDN access component of the Service are supplied to us by PowerTel Ltd, ABN 69 001 760 103 (**PowerTel**) as a wholesale provider.

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

#### 1. Minimum Term

- a) The Agreement has a minimum term which starts on the date the service is commissioned of 12 months.
- b) Termination of the Agreement before the end of the Minimum Term will result in us charging you a termination charge which shall be equal to the total of the remaining monthly recurring fees for the Service, including any minimum call charges (if any), that would have been applicable for each whole month or part thereof from the date of termination until the end of the Minimum Term.

#### 2. General Conditions of Service

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

- a) You authorise us to act as the Customer Authority (CA) to enable us to ISDN10/20/30 or multiples of such and to disclose such authority to other carriers in response to a request;
- b) You acknowledge that each Service will be subject to a service qualification process and hence post application form signature PowerTel reserves the right to non delivery if service qualification process shows possibility of failure on delivery;
- c) You acknowledge that equipment to be connected to the Service must be approved by the Australian Communications Authority ("ACA") for connection to the Public Switched Telephone Network;
- d) You acknowledge and agree that if you apply to port geographic service numbers from the other supplier's to the Service (a process commonly referred to as local number portability) that we and PowerTel do not warrant such a port or that numbers can be successfully ported to PowerTel or vice versa;
- e) PowerTel will need to install the CPE and cabling in your premises as PowerTel considers necessary to provide the Service. You authorize PowerTel and/or PowerTel's contractors to :
  - i. install, disconnect, maintain, repair and replace any part of the CPE and cabling
  - ii. connect the CPE and cabling to any equipment in order to enable PowerTel to deliver the Service; and
  - iii. enter the premises and take all steps reasonably necessary to fulfill PowerTel's obligations recover any CPE, cabling or other equipment on termination of the Service.
- f) If you do not own the premises where the Service is to be installed, you warrant that you have notified the owner and obtained all necessary permissions to enable PowerTel to deliver the Service and for you to confer on PowerTel all rights under this Agreement
- g) All CPE remains the property of PowerTel (or its nominee). You take all risk to protect the CPE from any loss or damage;
- h) The CPE must only be used to access the Service provided under this Agreement at the premises to which PowerTel installs it. You must not, nor allow anyone else to, attempt to remove, repair, alter or interfere with the CPE;
  - i) You authorise PowerTel and/or PowerTel's contractors or will ensure authorisation for PowerTel or PowerTel's contractors to disconnect, install or make amendments to any autodiallers, keysystems or PABX programming at your premises or the premises of your end user in order for PowerTel to provide the voice Services;
  - j) You acknowledge that you have no right, title or interest in any number allocated to you as part of the Service (including all telephone numbers and Internet Protocol addresses). We will comply with the National Numbering Plan administered by the ACA and reserve the right to alter or replace any number as a result of compliance with the National Numbering Plan or with any direction from the ACA. We will notify you of any numbering change, which will affect you;
  - k) You acknowledge that if PowerTel is not able to support your current long distance preselection choice that your long distance service will default to PowerTel.
- l) If you do not bar Calling Line Identification ("CLI") in respect of calls made from the voice Services, when a call is made from the voice Services, your telephone number may be sent automatically to the equipment of the called party. You further agree that if a party calling the voice Services has not barred CLI from calls made from its equipment, the telephone number of the calling party may be displayed on the screen of your handset which receives the call, if the handset is technically capable of displaying CLI;
- m) You acknowledge that i. that PowerTel or its suppliers are not liable to you in relation to any Services or delay or failure in providing any Services; ii. We are acting as your authorised agent or representative in our dealings with PowerTel insofar as this is required to comply with industry codes and practices for the provision of the Service.

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- n) that PowerTel, its contractors or its suppliers be provided sufficient and timely access to your premises to inspect or test equipment which may be causing interference or danger or in connection with the provisioning, maintenance, repair or other obligations they may have in respect of the Service;
- o) that you must not interfere with the normal operation of the Service or make it unsafe;
- p) Customer Information provided by you may, with our consent, be used by PowerTel for the purposes of or connected with a carrier or carriage service provider continuing to provide a DSL service to you which is similar to the Service; and
- q) You acknowledge that the Service is being provided for business use and are supported by a Service Level Agreement and that as a consequence you waive in whole your protection and rights under the Customer Service Guarantee standard as determined by the ACA under Part 5 of the Telecommunications (Consumer Protection and Service Standards) Act 1999.

My signature indicates acceptance of Island Internet's Standard terms and conditions	
Signed by a duly authorised representative of the customer Also sign page one.	
Name:	
Date:	