

## SmartBiz Naked DSL Application Form - Customer Details Page

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, what is your Customer ID:			
<i>If linking account, note that company name, passwords &amp; 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 <i>(if you'd like invoices via email)</i>			
Technical <i>(your computer professional)</i>			
<i>All correspondence (inc 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>			
Referral Details - If you were referred by an Adam user, or one of our Dealers			
Referred By		Dealer ID	
Billing Details			
<b>Billing Options</b>  <i>If none specified, default is to send six-monthly invoice via email.</i>	<b>Billing Cycle:</b> <input type="checkbox"/> Quarterly (c/card only) <input type="checkbox"/> Every six months <input type="checkbox"/> Every twelve months	<b>Billing Method:</b> <input type="checkbox"/> Business Invoice <input type="checkbox"/> Credit Card *	<b>Send Invoices via:</b>  EMAIL -or- POST
	<i>* Credit Card surcharge applies. Mastercard/Visa 0.78%, Diners Club 2.97%, American Express 3.00%.</i>		
<b>Credit Card Details</b> (if applicable)	Card Number		
	Name on Card		
	Expiry		Signature
	CVV		
Terms & Conditions			
This application is for	<b>SmartBiz Naked DSL</b>	Term	<b>12 Months</b>
<b>Your signature indicates your agreement to these conditions</b>	<ul style="list-style-type: none"> <li>Our Standard Form of Agreement, Conditions of Service – DSL, Acceptable Use Policy and our Schedule of Fees and Charges, all available at <a href="http://www.adam.com.au/legal">http://www.adam.com.au/legal</a></li> <li>Should you wish to cancel this account, you may do so with 30 days notice. If the account is still within contract term, any part of the current 12 month commitment that is outstanding at time of cancellation, plus a network access fee of \$45, will be payable.</li> <li>Billing for AdamTalk subscription and calls is done monthly</li> </ul>		
Authorised Signature			
Authorised Person Name		Date	

## SmartBiz Naked DSL Application Form – Naked DSL Specifics Page

### Plan Selection

#### SmartBiz Naked DSL (up to 24,000K/1000K)

<input type="checkbox"/>	SmartBiz Naked DSL Starter	10GB + 10GB bonus off-peak per month	\$ 1008.00 pa
<input type="checkbox"/>	SmartBiz Naked DSL Light	20GB + 20GB bonus off-peak per month	\$ 1128.00 pa
<input type="checkbox"/>	SmartBiz Naked DSL Medium	40GB + 40GB bonus off-peak per month	\$ 1368.00 pa
<input type="checkbox"/>	SmartBiz Naked DSL Average	60GB + 60GB bonus off-peak per month	\$ 1968.00 pa
<input type="checkbox"/>	SmartBiz Naked DSL Super	80GB + 80GB bonus off-peak per month	\$ 2448.00 pa

#### Additional Items

<input checked="" type="checkbox"/>	Excess Data – usage above your allowance (only applies if you request a non-shaped service)	\$ 0.01 per MB
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All plans listed above include a monthly data allowance, plus a bonus 'off-peak' data allowance. Standard data usage is between 8am and midnight, 7 days. Off-peak times are midnight to 8am, 7 days.

All above plans are fixed price services and by default include a shaping feature for your protection. Should you exceed either the peak or off-peak (or both) allowance, the service will be reduced to 128K/128K speed for the remainder of that month. This is called 'shaping'. No additional charges will apply if the service remains shaped. Should full speed be required, the shaping feature may be removed online via our member services area. This means the service will always operate at full speed, with any data usage above the allowance being billed at the abovementioned excess rate.

### Important Information that we need to tell you about Naked products

**No Dialtone** - The Naked DSL product is delivered via a line that does not carry a standard dialtone. You will be unable to connect any equipment that requires a dial tone, such as fax machines, monitored alarms, EFTPOS terminals, '000' emergency dialers etc. It is your responsibility to ensure that alternative arrangements are made if necessary

**ACCC Access Dispute** - The current pricing for Adam Internet's SmartBiz Naked DSL Service is based on pricing that the Australian Competition and Consumer Commission (ACCC) has determined is the current market rate for such services. The ACCC has determined this pricing in the release of determinations related to ULL Access Disputes by other Internet Service Providers. Adam Internet has lodged a ULL Access Dispute against Telstra that is pending a final determination by the ACCC, which should be made during 2008. Adam Internet has already passed the benefit of the ACCC's determined market rate to our customers in our current pricing, however Adam Internet reserves the right to review pricing of our SmartBiz Naked DSL Service based on the outcome of the ULL Access Dispute with Telstra.

**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.

### Installation Requirements

**New Phone Point - \$199** - Once your Naked DSL service is installed, you may need a new phone point to be installed, so that you can connect your ADSL modem. A phone point can be arranged by us, including up to 2 hours labour for a standard install. Additional time or non-standard installs will be billed directly by the installer.

Name/Phone to contact to make an appointment :

**New Phone Point Required ?**

YES / NO

**Professional Installation** - we recommend your services be installed professionally, especially if you are setting up Wireless connectivity. If you do not have a computer professional looking after your network, we can have a reputable installer contact you and quote on you installation services. There is no obligation to accept their quote.

Name/Phone to contact to make an appointment :

**Have an Installer contact you ?**

YES / NO

### Network Redundancy – SmartBiz AnyG Backup

While ADSL 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. Our SmartBiz AnyG Backup service is a secondary Internet service delivered via our AnyG mobile broadband solution. Cost is \$59 Setup + \$180 per annum. All Billion ADSL hardware offered with our SmartBiz ADSL plans includes the ability to automatically switch your network to the AnyG service should your primary ADSL connection fail. If you have equipment other than our Billion range, we suggest you speak to your computer professional regarding integration of this backup solution into your network.

**Would you like an AnyG Backup service?**

YES / NO

## SmartBiz Naked DSL Application Form – ADSL Service & Hardware Page

Naked DSL Service Details			
Connection Options	<input type="checkbox"/>	<b>Brand New Naked DSL</b> - has a turnaround 14-21 days and is independent of any existing ADSL/Phone services you have in the premises. Note this option may require a new lead-in. If you have an existing phone line in the premises please complete as this will help us validate your address and minimise provisioning delays. An electrician may be required to connect your new service.  Phone Number of Existing Line at the premises: _____	\$ 129.00
	<input type="checkbox"/>	<b>Convert Existing ADSL to Naked DSL</b> - has a turnaround 21-28 days and involves the disconnection of your existing ADSL and Phone services. This means you will be without Internet and/or Phone for up to 28 days. This service uses existing cabling as current line so additional wiring should not be necessary.  Phone Number of Line to convert to Naked DSL: _____ Existing Internet Provider: _____	\$ 150.00
Connection Options	<input checked="" type="checkbox"/> Static IP Address <input type="checkbox"/> /29 Subnet –provides 6 additional Static IP Addresses for your network <input type="checkbox"/> AnnexM Activation for up to 2.5Mbps upload speed		included \$ 20.00 per mth \$ 20.00 once off
Physical/Street Address			
Name & Mobile of the person who will be at the premises on the date of connection :			
This address must be precise. To prevent delays in provisioning, give us as much detail as you can, including Unit/House/Flat/Suite/Level/Apartment numbers. Where possible, use the service address from the phone bill of an existing phone service at the premises.			
We will contact you <b>via email only</b> with an appointment date for installation of your new service. A person over the age of 18 must be present on this date as it's likely that Telstra will need to visit the premises to complete the hook-up. Specify name & number above. If nobody is present for installation, a \$109 re-schedule fee applies.			
ADSL Modem/Router Details			
<b>Hardware Options</b>  - For up to 20 computers we recommend a Billion router. - For over 20 computers we recommend a Cisco router.  - Listed price for hardware includes pre-configuration and delivery to your premises in SA Metro	<input type="checkbox"/>	No hardware required - I will be supplying and supporting my own. <i>Remember, hardware not supplied by Adam Internet is not supported by our Business Helpdesk!</i>	
	<input type="checkbox"/>	Billion 7402X – Firewall, Annex-M, 4 Ports, VPN, 3G Backup	\$ 279.00
	<input type="checkbox"/>	Billion 7402NX – Firewall, Annex-M, 4 Ports, VPN, Wireless-N, 3G Backup	\$ 419.00
	<input type="checkbox"/>	Billion 7404VGOM – Firewall, Annex-M, 4 Ports, VPN, Wireless-G, VoIP	\$ 339.00
	<input type="checkbox"/>	Cisco 877-M-K9 Annex M Security Router with Advanced IP Services	\$ 1400.00
	--	Other Cisco Routers are available for larger requirements. Please call for details.	--
Hardware options listed are considered business-grade, and all include Firewall as a standard feature. Support is provided for Internet connection plus activation and security of Wireless LAN feature. Support for advanced device features, computer wireless software etc to be sourced from a qualified professional. All hardware purchased may have remote administration & monitoring enabled, which helps us to better support you. Billion hardware has a 24-mth warranty. Cisco hardware has a 12-mth warranty with extended warranty available via SmartNet subscription. Warranty for all hardware handled from our office in Adelaide CBD with a 24hr response.			
EBiz AdamTalk – Voice over Internet Protocol			
With AdamTalk and a compatible VoIP Modem such as the Billion 7404VGO-M above, you can use a regular telephone to make untimed local land line calls for 12c each, much cheaper than traditional phone companies. And what's more, calling Interstate is considered a local call ! Cost is \$20 per month including \$10 credit for local/national calls. Please call or email if you'd like to know more!		<b>Would you like an AdamTalk service?</b>  YES / NO	
Domain Name Hosting			
Your SmartBiz 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 25MB space for your own website for only \$140 extra per year.			
<input type="checkbox"/> I do not need domain registration <input type="checkbox"/> YES - please register the following domain for my business : _____ .com.au <input type="checkbox"/> YES – I would also like to upgrade to include space for a website at \$140 per annum			

**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.**