



Home Broadband ADSL Application Form

Return form to: P.O Box 3153 Birkdale, 4159 or fax to: 07 3822 8033

Thank you for choosing Hotkey Internet as your Broadband ADSL provider. In order to provision your phone line in preparation for your Broadband ADSL service, please complete the following details. For multiple Broadband ADSL services, each individual Broadband ADSL line application will need a separate application form. If you require any assistance completing this form please call our sales office on 1300 663 477.

Hotkey Customer Number _____ (if you are already are a Hotkey customer)

CUSTOMER DETAILS

Name (in full): _____ Title: Mr/Mrs/Ms/Miss _____
Street Number and Name: _____
City/Suburb: _____ State: _____ Postcode: _____
Email: _____ Date Of Birth: ____/____/____ License No _____
Daytime Phone: _____ Mobile: _____ Evening Phone: _____

BILLING EMAIL/ POSTAL ADDRESS (If different from above)

Street Number and Name: _____
City/Suburb: _____ State: _____ Postcode: _____
Billing email address _____

HOTKEY BROADBAND ADSL DETAILS

Phone numbers* <i>(Phone numbers the Broadband ADSL service can use)</i>	Please provide more than one number if available. <i>(NB: Broadband ADSL cannot share line hunt groups or Telstra faxstream duet numbers)</i>	
	1st Choice Phone Number () _____	2 nd Choice Phone Number () _____
	<i>*Broadband ADSL shares the same phone line as an existing phone or fax service. Please provide the number of an existing telephone service that can be used for your Hotkey ADSL Internet connection.</i>	

A Drive Computers
Shop 5 Centre 9 William St
BEAUDESERT QLD 4285
Phone: (07) 5541 2333
Fax: (07) 5541 3829

Hotkey office use only

ADSL Username: _____ Account Manager: _____ Lead source: _____
ADSL Home Contract 1_7_2005.doc

SELECT A HOTKEY BROADBAND ADSL PLAN

Select a Plan by Ticking the Box	Speed	Inclusive Data	Monthly Fee	Excess Data (\$/Mbyte)
<input type="checkbox"/> ADSL_RES_256_500	256k / 64k	500MB	\$29.95	\$0.15
<input type="checkbox"/> ADSL_RES_256_5000	256k / 64k	5GB	\$39.95	\$0.08
<input type="checkbox"/> ADSL_RES_512_1000	512k/128k	1000MB	\$39.95	\$0.15
<input type="checkbox"/> ADSL_RES_512_5000	512k/128k	5GB	\$49.95	\$0.08
<input type="checkbox"/> ADSL_RES_1500_1000	1500k/256k	1000MB	\$69.95	\$0.15
<input type="checkbox"/> ADSL_RES_1500_5000	1500k/256k	5GB	\$79.95	\$0.08

SELECT A CONTRACT LENGTH & SET UP & MODEM

Select a Contract Term by Ticking the Box	Connection Fee#	Modem	Connection + Modem
<input type="checkbox"/> 1 month	\$99.00	\$99.00 Netcomm NB5 Modem (USB/Ethernet)	\$198
<input type="checkbox"/> 12 month	\$49.00	\$99.00 Netcomm NB5 Modem (USB/Ethernet)	\$148
<input type="checkbox"/> 24 month	\$49.00	FREE Netcomm NB5 Modem (USB/Ethernet)	\$49

#This is a charge for "provisioning" (connecting) the service and includes an allowance for fees payable by Hotkey to Telstra. It does not include the cost of a modem or other equipment, nor does it include installation at your premises (most customers carry out their own installation).

^ Modem is a Netcomm NB5 (USB/Ethernet) Modem RRP \$99. You may choose to upgrade your modem in the additional services.

OR CHOOSE ONE PLAN FROM THIS SECTION. CAPPED BROADBAND ADSL PLANS ARE ONLY AVAILABLE ON A 12 MONTH CONTRACT

Select a Plan by ticking a box	Speed	Inclusive Data**	Monthly Fee	Extra Mb	Price Cap (the maximum you will pay*)
<input type="checkbox"/> ADSL_RES_256_200	256k / 64k	200 Mb	\$24.95	\$0.15	\$49.95
<input type="checkbox"/> ADSL_RES_512_200	512k / 128k	200 Mb	\$29.95	\$0.08	\$59.95
<input type="checkbox"/> ADSL_RES_1500_500	1500k/256k	500 Mb	\$54.95	\$0.08	\$109.95

SETUP COSTS FOR CAPPED PLANS – 12 MONTH CONTRACT ONLY

Contract Term	Connection Fee #	Modem Cost
√ 12 month**	\$129.00	FREE \$99.00 Netcomm NB3 Modem^ (USB/Ethernet)

*RL If data downloaded by you in a month reaches 10gig, you will not be subject to any excess data charges, but your broadband connection will be reduced to dial up modem speed for the remainder of that month.

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ADDITIONAL SERVICES		
Select	Service	price
<input type="checkbox"/> Upgrade	NetComm NB5Plus4 ADSL2 4port modem/router	+\$50
<input type="checkbox"/> Upgrade	NetComm NB5Plus4W ADSL2 4port modem/router & 54mbps wireless access point	+\$120
<input type="checkbox"/> Upgrade	NetComm NB5580 4 port/Firewall/VPN/ Modem	+\$100
<input type="checkbox"/> Upgrade	NetComm NB5580W 4 port/Firewall/VPN/ Modem/Wireless	+\$155
<input type="checkbox"/>	Anti Virus	\$5.99/month
<input type="checkbox"/>	Filter Number Required:	\$15 each
<input type="checkbox"/>	Splitter (may be required for alarm systems)	\$200 each
Installation (tick one box)		
<input type="checkbox"/>	Self install (I will set up the modem and connect it to the phone line)	
<input type="checkbox"/>	Hotkey install (Hotkey will call to arrange appointment and advise you of costs)	
<input type="checkbox"/>	Unsure (Hotkey will call you to discuss the installation)	

Other Modems/Routers etc available upon request

PAYMENT DETAILS (please tick one box)		
<input type="checkbox"/> Direct debit	BSB number (6 digits)	
	Account number	
	Account name	
	Type of account (i.e. Cheque or Savings)	
<input type="checkbox"/> Credit Card	Card type (eg Visa)	
	Card number	
	Card expiry date	
	Name on card	
<input type="checkbox"/> Bpay	Biller Code	
	Reference Number	
	Signed	

ADDITIONAL INFORMATION	
How many telephone points do you have for this telephone number?	
Is this telephone line used for back to base alarm monitoring? If yes, cost of splitter is \$200	
What operating system is your PC currently using? (inc version number eg Windows 98SE)	
Is your PC networked? If yes, how many PCs?	
Would you like Hotkey to call you to discuss anti-virus software, additional email or other services?	
Telephone service provider	
Security question, Date of birth or mothers maiden name	

CONDITIONS OF HOTKEY BROADBAND ADSL SERVICES

1. You apply to Hotkey Internet Services Pty Ltd ("Hotkey") to provide to you Broadband ADSL Internet Access under the Plan, for the Contract Term and on the terms specified in this application
2. If Hotkey accepts your application, Hotkey Terms and Conditions for Internet services (available at www.hotkey.net.au) are applicable.
3. You declare that you are over the age of 18 and that you are the account holder for the telephone number to which the service is to be connected.
4. You consent to Hotkey communicating with you by email.
5. The Contract Term and monthly charges will commence on the day on which the modem is dispatched to you by Hotkey or on such other date as Hotkey reasonably designates.
6. You authorise Hotkey, on your behalf, if it is necessary to do so, to obtain information from your existing telecommunications provider, to complete and sign documentation and to take all steps necessary to give effect to this application and to transfer your accounts and services from that existing provider to Hotkey.
7. If you cancel your contract before the end of the Plan Period or if, before then, your contract is terminated or your service is discontinued because of breach by you, you will be liable to pay to Hotkey, in addition to charges up to that time, a cancellation fee of \$230.00 to cover set up and equipment costs incurred by Hotkey.
8. Your computer configuration must meet minimum requirements. (See www.hotkey.net.au or contact Hotkey).
9. If your telephone line is cancelled or transferred during this contract you will lose your Hotkey Broadband connection.
10. 'Inclusive Data' is the amount of data, which you can download (data uploads are not generally charged – see terms and conditions) in a month without incurring 'Excess Data' charges (or, for some plans, having the speed of your connection reduced for the rest of the month).
11. There is an 'Excess Data' charge for amounts of data in excess of the 'Inclusive Data' allowance, downloaded by you, in any month. This does not apply for plans shown as "No more to pay".
12. Data transmission speeds are shown as downstream/upstream speeds e.g. 256/64 represents 256kbps downstream/ 64kbps upstream.
13. The modem and other equipment purchased by you will become your property when you pay the set-up and modem cost (and any cancellation fee if applicable).
14. You are entering into an agreement for the Contract Term and Plan chosen by you. You cannot change to a lower plan, and if you wish to change to a higher plan, an administration fee of \$50.00 applies.
15. All charges are inclusive of GST.
16. Features and pricing are subject to change.
17. Minimum package cost is: Monthly Fee x Contract Term + Setup Cost. For example: Minimum package cost for 256/64 with 200MB included over the 12 month Contract Term = \$458.40 (\$29.95 x 12 months + \$99 Setup Cost).
18. Approximately once every 24 hours, your connection will be interrupted for less than 30 seconds for a billing record update. You may reconnect promptly. You may configure your connection software to reconnect automatically. There are no telephone charges incurred in reconnection.
19. 10MB of personal web space is available to you.
20. Up to 10 email addresses are included without charge. (Each additional e-mail address costs \$10.00 per month).
21. You will NOT be assigned a static IP address.
22. You may request Hotkey to relocate your Hotkey Broadband service, providing that your new location is one to which Broadband is available. (There will be a relocation charge of \$121.50, plus any additional equipment required).
23. In some circumstances (depending for example on the nature of your existing equipment) additional charges may apply. Hotkey will advise if this applies to you.
24. This service may not be available or its commencement may be delayed by factors beyond the control of Hotkey.
25. To contact Hotkey phone 1300 663 477 or go to www.hotkey.net.au.

PERSONAL INFORMATION CREDIT CHECKS

You ("Customer") authorise Hotkey to conduct credit checks and searches and to use that information to assess Customer's credit worthiness. Hotkey may give to a credit reporting agency the following information: identity particulars (as permitted by the Privacy Commissioner's determination); the fact that Customer has applied for credit and the amount; the fact that Hotkey is a current credit provider to Customer; payments which become overdue more than 60 days and for which collection action has commenced; advice that payments are no longer overdue; cheques drawn by Customer which have been dishonoured more than once; in specified circumstances, that in the opinion of Hotkey, Customer has committed a serious credit infringement; that the credit provided to Customer by Hotkey has been paid or otherwise discharged.

Hotkey may give to or seek from any credit provider named in a credit report issued by a credit reporting agency information about Customer's arrangements. Customer understands that this information can include any information about Customer's credit worthiness, credit standing, credit history or credit capacity that credit providers are allowed to give or receive from each other (Section 18N(1)(b) Privacy Act). Customer understands the information may be used for the following purposes: to assess an application for Customer for credit; to notify other credit providers of a default by Customer; to exchange information with other credit providers as to the status of this credit where Customer is in default; to assess Customer's credit worthiness.

If Hotkey considers it relevant to assess Customer's application for personal credit, Customer agrees that Hotkey may: obtain a report about Customer's commercial activities or commercial credit worthiness from a business which provides information about the commercial credit worthiness of persons; obtain from a credit reporting agency a credit report containing personal credit information about Customer in relation to commercial credit provided by Hotkey; receive from a credit reporting agency a credit report containing personal information about Customer in relation to collecting overdue payments.

Customer acknowledges and agrees that: Hotkey may use Customer's personal information in connection with the Services and for this purpose may share it within the Hotkey Group and with other entities which provide services to Hotkey related to the provision of the Services; Hotkey may use it to inform Customer about other services offered by Hotkey and business partners and associates of Hotkey (Customer may elect not to have personal information used in that manner on request to Hotkey). Customer has the right to contact Hotkey to obtain access to certain Customer personal information held by Hotkey; Customer will inform Hotkey whenever a change occurs in Customer personal information; Hotkey Privacy Policy and Privacy Statement are available from Hotkey on request.

SIGNED BY THE CUSTOMER

Name of Signatory (please print): _____

Date: ____/____/____ Authorised Signature: _____