

Premium Ethernet



1. Company/Personal details

Business name:		ABN:
Name of Director:	ID Number:	ID Type:
DOB:		

Unit/No.:	Street:	
Suburb:	State:	Postcode:
Site Contact Name:	Site Landline No.:	
Contact Mobile No.:	Contact Email:	

2. Term and setup

Minimum contract term and setup charges

Minimum Contract Term: ☐ 24-months ☐ 36-months ☒ Other: **48-months**

Total setup Charges \$ 0 .00

3. Choose your monthly service

Access Technology		Data Usage	Additional IPv4 IPs	Line Speed
AAPT	EMSA (only on AAPT)	Unlimited	Subnet Size: /30	
<input type="checkbox"/> Copper <input type="checkbox"/> Fibre	<input type="checkbox"/> Yes <input type="checkbox"/> No			
Telstra	Telstra CoS			
<input type="checkbox"/> Copper <input type="checkbox"/> Fibre	<input type="checkbox"/> 1:1 Premium <input type="checkbox"/> 0:1 Standard <input type="checkbox"/> 1:4 Lite (Copper)			
Vocus				
<input type="checkbox"/> Copper <input type="checkbox"/> Fibre				
Notes:		Monthly Charge \$.		
		Monthly Charge IP Addresses \$.		
OFFICE USE ONLY: Tick if applicable		Total Monthly Charges \$.		
Vovus Fibre <input type="checkbox"/> L2 <input type="checkbox"/> L3 AAPT <input type="checkbox"/> L2 <input type="checkbox"/> L3				

4. Special Notes:

Space to include special notes such as hardware required

(Remember you will have to modify your Terms and Conditions to include hardware specific T&Cs)

5. Premium Ethernet: Terms and conditions

1. All prices quoted are exclusive of GST. 2. If you choose to cancel your service or it is disconnected for any reason within the Contract Term you will be charged an Early Termination Fee comprised of your minimum monthly commitment as per your agreement with us multiplied by the months remaining of your contract. You must provide 30 days notice to us to disconnect a service. 3. Setup Charges quoted cover a standard service installation and termination only. Additional charges may apply: i) Where there is insufficient cable capacity on the MDF or LDF termination points within the building. ii) Where the service delivery point is not within 1m of the MDF termination point, or requires vertical in-building (fibre) runs. iii) Where the premises lead-in is insufficient in capacity to deliver the fibre service or additional copper requirements. iv) Where the fibre build cost incurs any additional charges from our supplier (these will be advised prior to commencement). v) Where there are insufficient copper pairs terminated on the premises. vi) Where multiple site visits are required due to lack of information or identification of installation points. 4. Line Speed is the theoretical maximum speed and actual speed will be less due to a number of factors including network configuration, line quality and length, exchange type, customer premises interference, traffic, hardware and software. 5. Single static IP address is included. Requests for additional IPs will be considered and where available, provided at additional cost. 6. Internet Premium services have an uptime guarantee of 99.9% and rebate calculated as 1 day of service access fee credited for each hour of network downtime over and above the guaranteed level. Network downtime does not include faults in the underlying service from the exchange to the customer premises or any faults in the customer's own network. 7. Rebate must be claimed using our Standard Rebate Application Form within 3 months. 8. Rebate will be applied as a credit against your bill. 9. Maximum rebate available is the minimum monthly charge for the service. 10. Acceptable Usage Policy applies. 11. Relocation charges will be quoted at the time of delivery. 12. Relocations are subject to individual site qualification and subject to approval. 13. Default Interface Details: services less than 100Mbps will default to 100 Base TX and Services equal or greater than 100Mbps will default to 1000 Base LX. 14. Withdrawal Charges: services withdrawn before order completion but after order acceptance will incur a service withdrawal charge to be quoted at time of withdrawal. 15. Premium Ethernet services comes with Emerge Internet Business support. 16. The minimum term will commence upon the later of i) when your application is accepted by us; or ii) when your services are connected.

6. Payment method

Please tick one box only

☐ Direct Debit from Bank Account - **complete Section A only**

☐ Direct Debit from Credit Card - **complete Section B only**

SECTION A - Direct Debit request and authority to debit

I request and authorise Emerge Internet Pty Ltd (89 621 392 470) to arrange for the amount due on the Emerge internet invoice(s) to be debited on or after the due date per the invoice, to be debited through the Bulk Electronic Clearing System from an account held at the financial institution identified below, subject to the Direct Debit Terms and Conditions listed on this New Customer Application form.

Company:

ABN:

Account Name:

Financial Institution Name:

BSB:

Account Number:

Authorised Signatory (Print name)

Signature:

Position/Title:

Date:

SECTION B - Credit Card debit authority (VISA, MasterCard and American Express cards accepted)x

Where payment method is Credit Card or Debit Card, I authorise Emerge Internet Pty Ltd (89 621 392 470) to charge the account nominated.

A surcharge of 0% will be applied to payments made using VISA and Mastercard, and 3% for payments using American Express (AMEX).

Credit Card No.: / / /

☐ Visa ☐ MasterCard ☐ AMEX

Exp. Date: /

Name on Card

CCV No.:

Cardholder's Signature

7. Direct Debit: Terms and Conditions

1. We agree to be bound by this agreement when we receive your Direct Debit details complete with the particulars we need to draw an amount under it. 2. We only draw money out of your account in accordance with the terms of your agreement with the Company. 3. On giving you at least 14 days' notice, we may: Change our procedures in this agreement; Change the terms of your Direct Debit; or Cancel your Direct Debit. 4. When contacting us, you may ask us to cancel your Direct

Debit. Please be aware that if direct debit or card charge is required for your service and you ask to cancel or vary the terms of your Direct Debit, this may also involve cancellation of your service with us (and may result in costs and charges). 5. You may dispute any amount we draw under Direct Debit by contacting us, detailing your customer reference details and your bank account or credit card number as applicable. You must provide a detailed explanation of the basis for the dispute to assist in a resolution. 6. We deal with any dispute by the following procedure: We will investigate the dispute, and where necessary you are expected to provide your cooperation. This cooperation may include contacting your bank, providing account statements, or other means of substantiating a dispute. While a dispute is being investigated, you may request that we suspend pending payments until a resolution is reached. Please note that we will keep written record of dispute proceedings to assist in dispute resolution 7. If the day on which you must make any payment to us is not a business day, we will draw on your account under your Direct Debit on the following business day. If your financial institution rejects any of our attempts to draw an amount in accordance with your Direct Debit, we may continue to seek that payment and recoupment of any fees incurred by us as a consequence of that rejection until all amounts due are paid. 8. We will not disclose to any person any information you give us on your Direct Debit, which is not publicly available, unless you dispute any amount we draw under your Direct Debit and we need to disclose any information relating to your Direct Debit or to you or your financial institution to resolve the dispute. 9. To contact us in accordance with the above, please use the contact details available on our website by clicking on the link "Contact Us".

8. Authorisation

I have read and understood Emerge Internet ABN 55193764017Standard Form of Agreement and agree to the Emerge Internet Premium Ethernet Application terms and conditions outlined in this agreement. I understand that all bills are delivered by email delivery and that Direct Debit from either a bank account or credit card is required.

Authorised Signatory (Print name)

Signature

Position/Title

Date

Email