

**WIS Residential Metered ADSL Plans**

Effective 22nd January 2007

**Customer Details**

Title: \_\_\_\_\_ Name: \_\_\_\_\_ Surname: \_\_\_\_\_

Business Name: \_\_\_\_\_ ABN: \_\_\_\_\_

Postal Address: \_\_\_\_\_

City/Town: \_\_\_\_\_ Post Code: \_\_\_\_\_ Phone No: \_\_\_\_\_

Daytime contact phone no: \_\_\_\_\_ Mobile: \_\_\_\_\_

**Provisioning Details**

User name: \_\_\_\_\_ e.g. uname@dsl.westserv.net.au

PSTN Number to provision ADSL on: \_\_\_\_\_

Provisioning Address, Including Number: \_\_\_\_\_

City/Town: \_\_\_\_\_ Post Code: \_\_\_\_\_

Line Activation Fee. \$99.00 (Required)

**Metered Plans**

*“These plans have a set amount of included data. Once reached additional data is charged at the per MB or GB price for that plan”*

256/64 Kbps	512/128 Kbps	512/512 or 1500/256 Kbps
<input type="checkbox"/> 200 MB @ \$29.90 Metered <sup>1.2.</sup>	<input type="checkbox"/> 500MB @ \$39.90 metered <sup>1.2.</sup>	
<input type="checkbox"/> 6 GB @ \$39.90 Metered <sup>1.4.</sup>	<input type="checkbox"/> 6 GB @ \$49.90 Metered <sup>1.4.</sup>	<input type="checkbox"/> 6 GB @ \$89.90 Metered <sup>1.4.</sup>
<input type="checkbox"/> 12 GB @ \$49.90 Metered <sup>1.4.</sup>	<input type="checkbox"/> 18 GB @ \$69.90 Metered <sup>1.4.</sup>	<input type="checkbox"/> 36 GB @ \$109.90 Metered <sup>1.4.</sup>

**Shaped Plans**

*“These plans have a set amount of included data. Once reached, the speed is rate limited to 64Kbps. There are no excess charges”*

256/64 Kbps	512/128 Kbps	512/512 or 1500/256 Kbps
<input type="checkbox"/> 6 GB @ \$39.90 Shaped <sup>1.3.</sup>	<input type="checkbox"/> 6 GB @ \$49.90 Shaped <sup>1.3.</sup>	<input type="checkbox"/> 6 GB @ \$89.90 Shaped <sup>1.3.</sup>
<input type="checkbox"/> 12 GB @ \$49.90 Shaped <sup>1.3.</sup>	<input type="checkbox"/> 18GB @ \$69.90 Shaped <sup>1.3.</sup>	<input type="checkbox"/> 36 GB @ \$109.90 Shaped <sup>1.3.</sup>

1. Contract term of 6 months. If canceled within 6 months an early termination fee of \$79.00 applies.
2. Excess Data charged at \$0.12 per MB, with excess capped at \$40.00 per month. Once the cap is reached the link may be shaped (slowed) to 64Kbps for the remainder of the month.
3. These plans attract no excess data charges. Once The included Data limit is reached the download speed may be shaped to 64Kbps for the remainder of the month.
4. Excess data downloaded will be billed at the rate of \$5.00 per GB or part thereof.

## Modem/Router Choices

- BYO. If you already have a modem/router, or would rather buy your modem/router elsewhere. **\$0.00**  
“Please note it may not be possible to provide support for modem/router models which we do not sell.”
- 4 port ADSL router. **\$89.00** “Connects up to 4 devices, built in firewall, easily install VoIP devices, works independently of computer. Comes pre-configured. Requires a network card in the computer. Includes 1 line filter.”
- 4 port wireless ADSL router. **\$199.00** “As above plus wireless connectivity for laptop etc.”
- On site installation available to Cowra, Eugowra, Forbes and Parkes **\$88.00**. Other locations attract additional travel charges. “Does not include repairs to faulty Hardware/Software or telephone wiring.”
- PCI Network Card. Qty: \_\_\_\_ **\$18.00** each       Wireless Card. Qty: \_\_\_\_ **\$89.00** each
- Line Filter. Qty: \_\_\_\_ **\$13.00** each “Each phone/fax etc will require a line filter”
- Line Filter/Splitter. Qty: \_\_\_\_ **\$16.00** each “Required if you wish the ADSL router to share a phone socket with another device e.g. phone/fax etc”.

## Some important notes for ADSL subscribers.

- \* If you move house you may be able to take your phone number but your ADSL service is not portable. This will cause a service cancellation, making you liable for any early cancellation fee's or penalties and will require a reconnection.
- \* If you have your billing details changed or accounts consolidated be very careful that your phone company doesn't do this by canceling and recreating your account. This has been known to cause service cancellation, making you liable for any early cancellation fee's or penalties and will require a reconnection.
- \* If you fail to pay your phone bill and your carrier disconnects your phone service, your ADSL will as a result also be canceled, once again making you liable for any early cancellation fee's or penalties and will require a reconnection.
- \* If ADSL is provisioned, however due to faults within your premises wiring, fails to work, you are responsible for any additional work required to rectify the problem.
- \* In our experience, average ADSL provisioning time has been approx. 7 business days. However, there have also been instances where issues such as line problems or port shortages at the exchange can make this considerably longer. Unfortunately we can only check if your service is connected to an ADSL enabled exchange. Any other issue will only come to light after order placement. If ADSL can't be provisioned on your line, your application fee will be refunded once we receive such advice from our supplier.
- \* If you wish to pay by cash or cheque a deposit equaling the value of the modem, line activation fee and 1 month of your chosen plan must be paid before the service is ordered.
- \* Premises with PABX systems or Back to Base alarms may require alterations to the wiring to allow a central splitter to be installed. This work must be carried out by an Austel licensed technician. “If in doubt discuss your situation with our technical staff.”

Once you have chosen the plan that best suits your needs and read the "Conditions of Use", initial the lower right of each page where indicated and sign the acceptance of the "Conditions of Use".

Complete and sign the credit card authority section.

Return to Western Internet Services for prompt processing.

If you have any difficulty understanding or completing the form please call our office for assistance.

Email: [accounts@westserv.net.au](mailto:accounts@westserv.net.au)

Phone: 1300 664 694

Fax: 02 6851 4400

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Up Front Payment: \$ \_\_\_\_\_ "This includes, Line Activation, any Hardware and first month plan charge".

Ongoing Monthly Payment \$ \_\_\_\_\_ "Monthly Recurring Plan charge"

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**Fill out credit card details and sign to approve direct CC payments**

Mastercard

Visa

Card Number: \_\_\_\_\_ / \_\_\_\_\_ Expiry Date: \_\_\_\_/\_\_\_\_

Name on Card: \_\_\_\_\_ Signature: \_\_\_\_\_

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I have read the Western Internet Services, [Conditions of use](#) and by signing below agree to the terms and conditions therein.

Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

# CONDITIONS OF USE

## Western Internet Services

### Definitions

"The Provider"	Western Internet Services, Providers of "the service".
"The service"	The service provided by Western Internet Services, providing a means to connect a subscriber to the INTERNET, including username password security and e-mail services
E-mail	Electronic mail systems & data.
Internet	The world wide interconnection of computer systems.
"Hacking"	The unauthorised access of a computer system.

### Disclaimer and Indemnity.

- By using the service you are accepting to be bound by the latest terms and conditions which can be found at: <http://www.westserv.net.au/wis/conditions>. The providers reserve the right to terminate the service on breach of these conditions.
- All Monthly Plans are calendar month. Plan cancellations must be done at least 5 working days prior to the beginning of the month. Plans paid quarterly cannot be canceled during any paid up quarter. Plan changes can only be done up to the 7th of the month. Where credit card details have been provided, your card will be debited on a monthly basis, either until the account has been canceled or alternate payment arrangements have been made. The Providers reserve the right to refuse refunds for non use of services.
- For your account to be accessible you are required to have a prepaid financial plan. Where your account is not maintained in credit the provider reserves the right to apply casual rates on overdue accounts and the right to suspend accounts until appropriate payment is received. It is your responsibility to contact the provider if you have a problem paying your account, or wish to dispute your account balance, or if your payment will be delayed.
- You confirm that as the account holder you are 18 years of age or older. If you allow a minor to use the service you must supervise their activities and are held responsible for their activities.
- Users are responsible for the maintenance and security of their unique system username and password. Any use of the system using the correct username and password will be deemed as authorized and charged to appropriate user's account. Where account holders allow third parties to use the service in their name, the account holder will be responsible for their activities.
- As we are only providing access to the Internet you accept we are not responsible for any inadequacies or faults found within the Internet that may occur from time to time and are beyond our control. If a fault occurs within our network we will fix it as soon as possible.
- The service is limited to the number of available ports in any area. The Provider will expand to meet average demands. The Provider cannot be held responsible if the subscriber finds difficulty connecting during peak periods.
- The user agrees to regularly check and remove their e-mail from the providers mail server, as the provider uses this service to communicate account status and system information.
- The Provider does not claim proprietorship or responsibility for material accessed via the Internet.
- It is the customer's responsibility to register any software down loaded from, or used in conjunction with the service.
- The Provider will endeavor to maintain security, however, we will not be responsible for events such as "hacking" or system failure, resulting in loss of e-mail or other data stored on our system.
- Customers are responsible for keeping track of their usage. If the customer believes there has been an accounting error they should raise it with the accounts department on the first normal business day or email: [accounts@westserv.net.au](mailto:accounts@westserv.net.au)
- For the purpose of data usage calculations, 1000 bytes = 1 mega byte & 1000 mega bytes = 1 giga byte
- The account holder is responsible for ensuring that their computer is dialing the most appropriate number for their location, and is aware of, and responsible for, all associated Telstra charges.
- All costs associated with dishonored cheques will be charged to the account holder.
- The Provider will not be held responsible for;
  - Any activities or data produced as a result of activities of users deemed as illegal or being of an offensive or inappropriate nature. The Provider reserves the right to deny such users access. **"HACKING WILL NOT BE TOLERATED"**
  - Any damage or malfunction of a user's computer system, directly or indirectly, resulting from usage of the service, including lightning strikes while connected to the service, and defective programs or viruses obtained through the service or hacking.
- Any account which remains inactive and unpaid at the end of two consecutive months will be removed from the system. (This means that the username will become available for someone else if required).
- The Provider reserves the right to refuse user account renewal.
- The products referred to by these Conditions of use are designed for Residential and SOHO "Small Office Home Office" use. It is not to be resold in any way.
- Distribution of UCE "SPAM" will result in immediate account Termination.

The Provider reserves the right to amend these conditions of use as deemed necessary, the continued use of the service acknowledges acceptance of these conditions.

### **Return your completed form to:**

Western Internet Services  
PO BOX 212  
Forbes, NSW 2871

Australian Business Number: 92 508 418 856  
Phone 1300 664 694  
Fax: (02) 68514400  
Email: [accounts@westserv.net.au](mailto:accounts@westserv.net.au) or [enquire@westserv.net.au](mailto:enquire@westserv.net.au)