



INTERNET SERVICE APPLICATION

ABN 58 098 028 230

ACN 098 028 230

PO Box 837, Ipswich QLD 4305

Ph: 13 36 36

www.itel.net

V2.4, 29/6/05

1. CUSTOMER DETAILS

Individual Business Government (tick box)

Company Name

ABN

ACN

Individual Name
(or company representative) DOB / /

Site Address (for installation) Premises Owned Premises Rented

City/Suburb

State Postcode

Occupation

Phone () Fax ()

Contact Email

Are you an existing iTEL/Gil Customer? Yes No

If so, please specify account

2. ACCOUNT DETAILS

Technical Contact (if different from above)

Name

Email

Phone () Fax ()

Enquiry Password

Preferred Username

Second Preference

Preferred Password

3. MAILBOX DETAILS

Mailbox 1

Mailbox 2

Mailbox 3

Mailbox 4

Mailbox 5

DIALUP INTERNET (Tick Box)

| Plan Name | Email Boxes | Speed | Quota | Excess Charges | Session Time | Fee | Connection Fee | Contract Duration | Select |
|--------------------------------------|-------------|---------|-----------|----------------|--------------|-----------------------------|----------------|-------------------|--------------------------|
| iTEL Online Lite* | 1 | 56k/33k | 100MB/m | \$0.15/MB | 4 Hours | \$9.95/month | \$0 | 1 month | <input type="checkbox"/> |
| iTEL Online Economy | 1 | 56k/33k | 200MB/m | \$0.15/MB | 4 Hours | \$16.95/month | \$0 | 1 month | <input type="checkbox"/> |
| iTEL Online Senior Net | 1 | 56k/33k | Unlimited | \$0 | 4 Hours | \$22.95/month | \$0 | 1 month | <input type="checkbox"/> |
| iTEL Online | 2 | 56k/33k | Unlimited | \$0 | 4 Hours | \$26.95/month | \$0 | 1 month | <input type="checkbox"/> |
| iTEL Online Annual [#] | 2 | 56k/33k | Unlimited | \$0 | 4 Hours | \$25.00/month | \$0 | 12 months | <input type="checkbox"/> |
| iTEL Online Plus | 4 | 56k/33k | Unlimited | \$0 | 12 Hours | \$36.00/month | \$0 | 1 month | <input type="checkbox"/> |
| iTEL Online Plus Annual [#] | 4 | 56k/33k | Unlimited | \$0 | 12 Hours | \$33.00/month | \$0 | 12 months | <input type="checkbox"/> |
| Other | | | | | | | | | <input type="checkbox"/> |
| Permanent Dial Up [Executive PDU] | | 56K/33k | 150 MB | \$ 0.12/MB | N/A | \$99.00/month [@] | \$119.00 | 12 months | <input type="checkbox"/> |
| Permanent Dial Up [Director PDU] | | 56K/33k | 5000 MB | \$0.12/MB | N/A | \$250.00/month [@] | \$119.00 | 12 months | <input type="checkbox"/> |
| ISDN Basic | | 64k | 5000 MB | \$0.12/MB | N/A | \$180.00/month | \$119.00 | 12 months | <input type="checkbox"/> |
| ISDN Plus | | 128k | 10 000 MB | \$0.12/MB | N/A | \$300.00/month | \$119.00 | 12 months | <input type="checkbox"/> |

All iTEL Online plans include at least 1 mailbox, anti virus/spam protection and 1 personal home page of 5MB storage. Additional mailboxes available at a charge of \$5.50/month or \$55/year. *Online Lite available only when customer has home phone connected to iTEL, # Annual plans must be paid 12 months in advance. Max speeds are presented in downstream/upstream format e.g. 56/33 represents up to 56kbps downstream and 33kbps upstream. All prices quoted are GST inclusive. Permanent Dial Up plans are 1:1 modem to user ratio. Available via 30 channel E1 or Primary rate interface or basic rate interface. Customer requires ISDN Card or Router. Static IP address/dedicated ISDN port provided. @Permanent Dial Up plans are to be paid quarterly in advance.

BROADBAND INTERNET (Tick Box)

| Plan Name | Email Boxes | Speed | Quota* | Excess Charges | Monthly Fee [^] | 12 Month Contract (\$129 Connection Fee) | 24 Month Contract (\$99 Connection Fee) |
|-------------------------|-------------|----------|-----------|----------------|--------------------------|--|---|
| Bigband 256 Lite | 1 | 256/64 | 200 MB | \$0.15/MB | \$27.50/month | <input type="checkbox"/> | <input type="checkbox"/> |
| Bigband 256 Economy | 2 | 256/64 | 4 GB | \$0.12/MB | \$39.95/month | <input type="checkbox"/> | <input type="checkbox"/> |
| Bigband 256 Unlimited | 5 | 256/64 | Unlimited | N/A | \$69.95/month | <input type="checkbox"/> | <input type="checkbox"/> |
| Bigband 512 Value | 1 | 512/128 | 1 GB | \$0.15/MB | \$49.95/month | <input type="checkbox"/> | <input type="checkbox"/> |
| Bigband 512 Extra | 2 | 512/128 | 4 GB | \$0.12/MB | \$59.95/month | <input type="checkbox"/> | <input type="checkbox"/> |
| Bigband 512 Unlimited | 5 | 512/128 | Unlimited | N/A | \$79.95/month | <input type="checkbox"/> | <input type="checkbox"/> |
| Bigband 1500 Value | 1 | 1500/256 | 1 GB | \$0.15/MB | \$79.95/month | <input type="checkbox"/> | <input type="checkbox"/> |
| Bigband 1500 Ultra | 2 | 1500/256 | 10 GB | \$0.12/MB | \$99.95/month | <input type="checkbox"/> | <input type="checkbox"/> |
| Bigband 1500 Unlimited | 5 | 1500/256 | Unlimited | N/A | \$139.95/month | <input type="checkbox"/> | <input type="checkbox"/> |
| Bigband SH512 Value | 1 | 512/512 | 1 GB | \$0.15/MB | \$99.95/month | <input type="checkbox"/> | <input type="checkbox"/> |
| Bigband SH512 Super | 2 | 512/512 | 5 GB | \$0.12/MB | \$129.95/month | <input type="checkbox"/> | <input type="checkbox"/> |
| Bigband Sh512 Unlimited | 5 | 512/512 | Unlimited | N/A | \$149.95/month | <input type="checkbox"/> | <input type="checkbox"/> |
| Other | | | | | | <input type="checkbox"/> | <input type="checkbox"/> |

Monthly fee for internet service does not include phone line rental, modems/filters or installation. *Standard quota based on the amount of data uploaded or downloaded whichever is greater in any monthly period. Unused usage allowance cannot be rolled into subsequent months. Quota on unlimited Bigband plans are subject to iTEL's [acceptable usage policy \(s14\)](#). Contracts are only available over 12 & 24 month periods. Early termination of contract charges apply. All prices quoted are GST inclusive. Offer valid until 31/12/05. Refer to broadband terms and conditions available on iTEL website: <http://itel.net/termsandconditions/terms.asp>.

OFFICE USE ONLY (FOR iTEL SALES REPRESENTATIVE OR AGENT ONLY)

Sales / Agent ID Name Signature

BROADBAND SPECIFICATIONS

New Telephone Line required? Yes No Current Telephone Number ()

Will you have Foxtel digital on the same line? Yes No Do you have a wall phone? Yes No Do you have a back to base alarm? Yes No

How many telephone outlets on this line? # _____ I require additional outlets # _____ I require additional in-line filters # _____

Existing Broadband DSL Connection? Yes No If so, please name your existing provider _____

Existing iTEL Dialup Service? Yes No If so, would you like your dialup account cancelled after upgrading to broadband? Yes No

A Bigband service can be delivered over a PSTN line used for multiple purposes. One or more splitters/filters will be required where other phone, faxes, answering machines or alarm systems are on the same telephone line as your ADSL service. ADSL services are limited to particular number ranges within ADSL enabled telephone exchanges.

INSTALLATION OF BROADBAND SERVICE

An ADSL broadband service requires; i) a DSL modem and or router, ii) this modem needs to be configured, iii) the modem, cabling, filters & splitters need to be installed at the premises. iTEL can supply you with a modem and configure it for an additional fee, however iTEL does not install the service or supply any installation equipment such as cabling or filters. Please select from the following options:

ADSL MODEM REQUIREMENTS

| | | |
|---|---|-----------------|
| <input type="checkbox"/> I do not require iTEL to supply a modem | <input type="checkbox"/> Purchase a DLink 502T, Single Port | 119.00 |
| <input type="checkbox"/> Pre-configure my modem with purchase 50.00 | <input type="checkbox"/> Purchase a DLink 504T, Four Port | 139.00 |
| | <input type="checkbox"/> Purchase a DLink G604, Wireless | 189.00 |
| | <input type="checkbox"/> Purchase a Wireless CardBus/LAN PCI Card | 70.00 |
| Total Modem Purchase | | \$ _____ |

Please note there may be some disruption of telephone services during connection of ADSL services. iTEL does not install the ADSL service at the customer's premises however we can recommend an organisation that specialises in professional ADSL installation. If you have an existing DSL service, you will not need installation and the connection fee to transfer a service is only \$75.00.

The customer MUST verify that the equipment which the customer intends to use is compatible with the Bigband service. A USB modem requires a computer with a USB interface, otherwise an Ethernet adapter. The telephone line on which the ADSL service is to be installed must be tested and qualified by Telstra as suitable for ADSL. A maximum of three telephone devices are permitted on a DSL line.

 BILLING DETAILS (tick box)

Billing Name _____

Billing Address _____

Billing Email Address _____

Payment Method **Credit Card** **Direct Debit (Savings Account)**

Payment Method Visa Bankcard MasterCard

Name on Card _____

Card Number _____ Expiry Date on Card ____/____

Financial Institution _____

Name of Account _____

BSB _____

Acc. Number _____

a) I request and authorise **iTEL Community Telco Limited** to debit the above card, any amounts for iTEL Services provided by iTEL Community Telco Limited. b) By signing this request form you acknowledge that iTEL Community Telco Ltd will debit the nominated Credit Card for services provided to the entity described above on a monthly basis. c) iTEL Community Telco Ltd will process the tax invoice and payment for services provided. A copy of the tax invoice will then be forwarded to the billing address above by Postal Mail/Fax/Email with the receipt number noted. d) If the authority to debit the nominated credit card is withdrawn, written notification must be forwarded to iTEL Community Telco Ltd **two weeks** prior to the next invoice being processed. e) Debits will be processed on a monthly basis, based on the monthly charge of the services utilized. It is accepted that additional (or overcharges) on service utilization will be included on the monthly debit. By signing below you agree to these terms and acknowledge that you have read and understood iTEL's Direct Debit Request Service Agreement Terms & Conditions at <http://itel.net/termsandconditions/terms.asp>.

Account Holder/Authorised Person _____

Signature X _____ Date ____/____/____

a) I request and authorise **iTEL Community Telco Limited** (User ID:149412) to arrange for any amount iTEL Community Telco Limited may debit or charge to be debited through the Bulk Electronic Clearing System from an account held at the financial institute identified below subject to the terms and conditions of the Direct Debit Request Service Agreement (and any further instructions provided above). b) By signing this Direct Debit Request you acknowledge having read and understood the terms and conditions governing the debit arrangements between you and iTEL Community Telco Limited as set out in the Direct Debit Request Service Agreement. c) Debits will be processed on a monthly basis, based on the monthly charge of the services utilized. It is accepted that additional (or overcharges) on service utilization will be included on the monthly debit. By signing below you agree to these terms and acknowledge that you have read and understood iTEL's Direct Debit Request Service Agreement Terms & Conditions at <http://itel.net/termsandconditions/terms.asp>.

Account Holder/Authorised Person _____

Signature X _____ Date ____/____/____

 CUSTOMER DECLARATION (tick box)

1. I request the supply of the iTEL Community Telco Limited Services listed in this Application and as defined in the Terms and Conditions. I agree that the Services used (including any enhancements subsequently introduced) shall be governed by the Terms and Conditions and of those relevant to the plan for which I am applying. 2. Where I have requested an iTEL Community Telco Limited ADSL service on an existing line, I warrant that I am the same end user acquiring standard telephone services on this line. 3. By submitting this Contract, I am making an order for telecommunications and/or Internet Services and requesting supply of the Internet services in accordance with the Terms and Conditions and or Subscriber Agreement. 4. I acknowledge that iTEL Community Telco Limited will bill me for all Services listed in this Contract. 5. I agree to pay iTEL Community Telco Limited a minimum of the monthly fee for provision of Services for the term commencing on the date of provision of the Services. I agree to pay any applicable fees and charges for installation and provisioning of services and equipment. On cancellation of the Services, I agree to pay any applicable fees and charges as set out in the Terms and Conditions. 6. I acknowledge that provision of ADSL services is dependent on availability of the services at the location and on qualification of the line. I acknowledge that there may be disruption to my telephone service during provisioning of ADSL services. Where minimum system requirements have been specified, I undertake that I can meet those requirements. 7. iTEL Community Telco Limited may select the carrier/s in order to provide the Services, and may exchange with the carrier/s call charge and account information. 8. If iTEL Community Telco Limited considers it relevant for personal or commercial credit status, I agree to iTEL Community Telco Limited obtaining from a credit reporting agency a credit report containing personal or commercial credit information in relation to providing the Services requested. 9. I warrant that I am 18 years old or over. I warrant that all information set out on this Contract is true and correct. 10. If I am completing this Contract on behalf of a company, I warrant that I am authorized to do so.

Disclaimer - Email Protection Software, please read carefully - iTEL provides free Email Anti-Spam and Email Anti-Virus protection for all customers using iTEL's Dial-up or Broadband internet service ('the Service'). The Service is designed to remove recognised viruses automatically and to tag spam messages in customer mailboxes. By using the Service, you acknowledge and agree that: 1. to the maximum extent permitted by law: a) iTEL makes no representation warranty or guarantee as to the efficacy of the Service; b) iTEL will not be liable for any loss or damage, including damage to property and/or economic loss, arising from your reliance on the Service, howsoever caused, even if such loss or damage is caused by breach of contract and/or negligence on the part of iTEL, its agents and/or employees; c) any statement made by iTEL, its agents and/or employees does not constitute a term of your agreement with iTEL unless that statement is also expressly contained in this disclaimer or in iTEL's Broadband and Dial-up product terms and conditions; 2. the Service may not identify and/or remove all viruses and/or spam; 3. the Service may mistakenly identify some legitimate emails as spam; 4. the Service may mistakenly reject or delay some legitimate emails; 5. iTEL is under no obligation to notify customers of the source of any unsolicited emails received; 6. it is your sole responsibility to obtain and use all other forms of computer protection, including desktop anti-virus, firewall and spy ware protection programs; 7. iTEL strongly recommends the use of desktop anti-virus, firewall and spy ware protection programs, but accepts no liability for any loss or damage, including damage to property and/or economic loss, arising from your use or non-use of such programs, even if such loss or damage is caused by breach of contract and/or negligence on the part of iTEL, its agents and/or employees; 8. you are bound by this disclaimer and by iTEL's Broadband and Dial-up product terms and conditions. **By Signing this declaration you acknowledge that you have read and understood the Dialup and/or Broadband Internet Terms and Conditions which are available on iTEL's website at <http://itel.net/termsandconditions/terms.asp>**

Account Holder/Authorised Person _____

Authorised Signatory X _____ Date ____/____/____

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Sales / Agent ID _____ Name _____ Signature _____