

Planet Broadband

Residential Broadband Account

Planet ISP
 23, 427 – 455 Hampton Street
 Hampton, Victoria, Australia. 3188 Ph
 (1300) 477 669 Fax (1300) 477 668
 Email support@planetisp.com.au
 Website: www.planetisp.com.au



1. CUSTOMER INFORMATION			
Customer Details			
Customer Name			
Phone		Fax	
Mobile			
Email			
2. TECHNICAL CONTACT (If Applicable)			
Name			
Phone		Fax	
Email			
3. ARE YOU AN EXISTING Planet ISP CUSTOMER?			
<input type="checkbox"/> Yes – Go to 4		<input type="checkbox"/> No - Go To 5	
4. Planet ISP USER NAME OR ACCOUNT NO			
Username/Account No.			
5. PAYMENT DETAILS			
Credit Card Details - Personal Broadband Plans are payable by Credit Card ONLY. Payment will be processed for the Establishment Fee and any Hardware purchased prior to Planet ISP processing this order.			
Card Type			
Card Number			
Expiry Date	/	CCV No	
Card Holder Name			
Cardholder Signature			
6. BILLING DETAILS			
Contact Name			
Business Name (If App)			
Billing Address			
Suburb			
State		Postcode	
7. SITE SERVICE DETAILS			
Service Number (Phone No and Address Where DSL is Required)			
Service Number			
Address			
Suburb			
State		Postcode	
8. SERVICE TYPE			
Select Type of Service Required			
New DSL Service – Go To 9.			
Relocate Planet ISP DSL to New Address or Number – Go to 10			
Transfer DSL From Another Internet Service Provider – Go To 9			
9. USER NAME			
What is Your Preferred Username for this Connection? Maximum EIGHT Characters			
1 st Choice		@planetisp.com.au	
2 nd Choice			
10. RELOCATE Planet ISP DSL SERVICE FROM			
Service Number			
Address			
Suburb			

11. TRANSFER FROM OTHER ISP					
A DSL Service Must Be Active on this Service Number. Transfer Available From Participating Providers. \$35.00 Fee Applicable					
Current Provider					
Transfer Date (Must Be at Least Five Days From Date of Order)					
Date Required		/ /			
12. PLAN ACTIONS					
Select Your Preferred Plan (All Pricing Exclusive of GST)					
PLEASE NOTE: Connection Fee of \$125.00 Applies For All New Connections					
Tick One	Broadband ADSL Plan	Max Speed	Data Included	Monthly Access Fee	Term
	P256/1GB	256/64k	1GB	\$32.95	6 MTHS
	P256/5GB	256/64K	5GB	\$36.95	
	P256/10GB	256/64k	10GB	\$41.95	
	P256/30GB	256/64k	30GB	\$45.95	
	P512/500	512/128k	500MB*	\$42.95	
	P512/1GB	512/128k	1GB	\$44.95	
	P512/5GB	512/128k	5GB	\$49.95	
	P512/10GB	512/128k	10GB	\$54.95	
	P512/15GB	512/128k	15GB	\$56.95	
	P512/30GB	512/128k	30GB	\$59.95	
	P1500/500	1500/256k	500MB*	\$54.95	
	P1500/1GB	1500/256k	1GB	\$58.95	
	P1500/5GB	1500/256k	5GB	\$65.95	
	P1500/30GB	1500/256k	30GB	\$79.95	
	P(512)/10GB	512/512k	10GB	\$78.95	
	P(512)/30GB	512/512k	30GB	\$89.95	
	PHS1	8000/364k	1GB	\$69.95	
	PHS15	8000/364k	15GB	\$79.95	
	PHS30	8000/364k	30GB	\$99.95	
	PHS60	8000/364k	60GB	\$119.95	

Please Note:

- All plans are prepaid monthly in advance by Credit Card only.
- Early termination of the agreement incurs a cancellation fee of \$125.00. Change of phone line or relocation to another address is equivalent to termination and a new service.
- Broadband Plans are available Australia Wide. ADSL may not be available due to a variety of technical reasons in select areas.
- Planet ISP reserves the right to change pricing, plans, and any terms by giving the customers 30 days notice.
- With the higher speeds the actual speeds obtained depends on the customer line quality and distance, internal building wiring, as well as CPE actually used. The speed can therefore only be accurately determined once the service has been installed and tested. Planet ISP does not guarantee that higher speeds will be obtainable in any cases.
- Each phone device sharing the service phone line needs a filter.
- All Planet ISP supplied DSL Modems include one DSL splitter/filter, delivery and 12 months warranty.

13. CUSTOMER PREMISE EQUIPMENT			
Select Your DSL Hardware			
I have / will have the appropriate DSL Hardware and have checked it is compatible via the Planet ISP web site. (Prices include courier Delivery)			
Or Please Supply			
	ADSL2+ Modem/Router with 4 Port Ethernet Switch*	\$109	
	ADSL2+ Modem/Router WIRELESS with 4 Port Ethernet Switch (802.11g)*	\$135	
	Additional DSL Inline Filters	\$20	
	Static IP Address Charged at \$5.00 Per Month		
14. Hardware Delivery Address			
Address			
Suburb			
15. CUSTOMER AUTHORISATION			
Customer Declaration			
YES I have read and agree to the terms and conditions as outlined within this document and I have read the terms and conditions contained on the Planet ISP website, accept them in full and am 18 years or older. I acknowledge that the installation or transfer of an ADSL service may impact other services on that phone line.			
Signature			
Name		Date	

Please print and sign the Customer Authorisation and Credit Card section and fax or post all pages to Planet ISP.

Please send by Facsimile to 1 300 477 669
or by Mail to Planet ISP - 23/427 Hampton Street, Hampton.

1. The Service

- Planet ISP is providing internet access via ADSL Technology to a specific telephone service plus a single login, an e-mail address and mailbox only for each registered Broadband user (in the format username@planetisp.com.au). A dynamic IP address is included however fixed/static or additional IP addresses are available and will incur further costs. See our Website: www.planetisp.com.au for full details. Personal plans are usually suited to a single or a small number of users only. Refer to the Planet ISP Broadband plans if you have higher requirements.
- Customer Premises Equipment (CPE) is not included but can be provided at additional costs. Please see our Website for latest prices and specifications.
- Availability of Service – Not All telephone services within Planet ISP's serviced regions are able to utilise ADSL technology. Please check our Website: www.planetisp.com.au for coverage and availability. Provisioning typically takes up to seven (7) business days.
- Speed of Service – Planet ISP will regularly advertise the types of ADSL services offered and the maximum speeds of these services via our Website: www.planetisp.com.au
- Monthly Access Fee – Planet ISP charge a monthly access fee, payable in advance by credit card only, which includes a quantity of data allocation upload and download. NB. Data is consumed when receiving emails, viewing general WebPages and most internet activities. i.e. it is not limited to the download or upload of specific files.

- Data Consumption – Planet ISP counts both uploads and downloads as data consumption by the customer. Data usage is viewable by each customer via client login at our Website: www.planetisp.com.au.
 - Shaped plans are charged at a flat rate, which operates at full speed until the included Data limit is reached. The included data allocations will be monthly, based on your billing anniversary date. If you exceed the included data allocation, of either time usage period, you will only be slowed to dialup modem speeds during that period, until your next billing anniversary date.
 - Excess Charge plans are charged out at \$0.10 per additional MB once quote has been reached.
- Limitations of Service. Planet ISP accepts no responsibility for any loss incurred, or implied, due to outages or non supply of the ADSL service. Planet ISP does not guarantee that the highest speeds will be attainable in all cases.
 - Impact of ADSL service or ADSL transfer on other services – (a) the installation and operation of an ADSL service may cause temporary disturbance in your standard telephone service or a monitoring service; (b) the installation and operation of a monitoring service may cause temporary disruption to an ADSL service; (c) the installation and operation of an ADSL service may mean that certain telephone products will not be supplied to you on that line; (d) any provider of a monitoring service used by you has been notified that: (i) installation and operation of an ADSL service may cause temporary disruption in the standard telephone service or a monitoring service received by you and (ii) installation of (CPE) such as central splitters and network termination devices may be required.
 - Transfers. Transfers are only available from participating providers and typically take three to five (3-5) business days. You must have an existing ADSL service on the phone line for an ADSL transfer to be possible. Transfers are not available when changing addresses or changing a line on which the ADSL service is provided. Cancelling an ADSL service with the current provider before an ADSL transfer will cause a failed transfer and will require a new service. Transfer may result in downtime of the ADSL service (usually between 20 minutes and 4 hours) during the transfer process. Performing a transfer does not release the subscriber from any contractual obligations with their previous ADSL provider.

2. Support

Technical Support by telephone is available from Planet ISP24x7x365. Planet ISP provides significant technical support via our Website, through email and telephone (support@planetisp.com.au). Planet ISP will endeavour to communicate outages or network interruptions via SMS and when appropriate via email or our Website.

3. Term of Agreement

- The minimum commitment to Planet ISP is as defined on the order form and is usually only six (6) months from the start date. Charges apply from the Planet ISP start date of the service, not necessarily when the customer starts using the service or attempts to use the service. Should the start date be disputed for any reason or a line fault be identified, Planet ISP must be informed of same in writing within ten (10) days of the said start date or no claim or billing change will be considered. Cancellation or termination of the service prior to the minimum commitment term from the Planet ISP start date shall incur an early cancellation fee of \$125 which is due and charged at the time of cancellation. In the case of instantaneous service relocation, this fee may be waived.
- When the customer notifies Planet ISP that they wish to cancel the service, the prepaid monthly access fee for that month is not refundable. Cancellation must be in writing fourteen (14) days

before the required date. The service shall be disabled at the date requested.

4. Payment

- a) The new service, relocation or transfer establishment fees and hardware purchased shall be invoiced and payable at the time of ordering. The ordering process cannot proceed without prior payment of these fees. Should the service not be able to be provisioned, and no hardware be supplied, there shall be no charges.
- b) By providing credit card details, Planet ISP is authorised to process payments as described in the terms and conditions in 1) e).
- c) The billing anniversary date is the first of each month. First bill will be charged pro-rata for the numbers of days the service is provided until the commencement of the next billing period.
- d) You, the Customer must advise us immediately of any changes to your credit card details. Should your credit card be declined and payment unable to be processed we will email you advising of the same. You must contact us and rectify within seven (7) days to ensure no disruption to your service.
- e) You, the Customer permit us to receive and disclose your personal information to or from any credit providers or credit reporting agencies to use the information for all purposes permitted by the Privacy Act 1988. This information may include, by way of example and without limitation, any overdue payments for services, and any cheques that are dishonored more than once. You also acknowledge that your personal information will be handled in accordance with the Privacy Act 1988.
- f) Service may be interrupted or disabled on accounts that reach fifteen (15) days past due. Service/s interrupted or disabled for non-payment are subject to a \$10.00 re-enable fee for each service in addition to full payment of the balance due on the account. All delinquent accounts that have not been paid in full after 60 days will be sent to our collection agency.

5. Additional Fees:

- a) Change of Service:
 - i) Speed – A once off fee of \$35 applies to change the speed of the service. Please note it can take up to five (5) business days to effect this change.
 - ii) Plan – There is no cost to change from one plan to another of the same type and speed, other than the newer rates. Changes to billing and data allocation will take effect within two (2) business days. The data/usage will be reset, the plan anniversary date will change and the remainder of the current month's access fee will be forfeited.
 - iii) Plan Type – Changes to plan types (e.g. Personal to Business) may incur a pro-rata charge from the start date of the new plan to the end of that month, based on the monthly access fee of the new plan, to bring the plan into line with the common anniversary date of these plans. To change plan types requires a new application form, as the Terms and Conditions are quite different. Any prepaid monthly access fee for the superseded plan is forfeited. There is no charge to change from Personal Plans to Business Plans. If a speed change is also required this will be charged at the standard rate. Changing to plans with a different underlying technology (e.g. Premium Business in certain coverage areas or SHDSL) will incur a new establishment fee if a new service is required.
 - iv) Location - To relocate the service to a different address (or phone line) is effectively a new installation, as the services often overlap, and the complete provisioning process is invoked in its entirety. Availability of service at the new location MUST be checked and at least seven (7) business days allowed for provisioning. The establishment fee of \$125 will apply. Note that should an existing service need to be

cancelled prior to the completion of the contract period a cancellation fee of \$125 is required as in Section 3.a). Customers must notify Planet ISP in writing to cancel the old service once the new one is active.

6. Privacy Policy

- a) Planet ISP captures and stores on our private network, details about the customers, their services and their usage. This information is not and will not be shared with any other company or individual unless advised to do so by the customer in writing or demanded by legal authorities. This provision of information extends to web authors, systems integrators and any and all other technical representatives.
- b) Planet ISP (technical) staff cannot access connectivity services passwords and can only provide a replacement password following written application by the customer.
- c) Planet ISP may have to provide phone number and address detail to a third party supplier to provision a service but does not identify the customer by name.
7. Updates to these Terms and Conditions are posted to the company's web site at www.planetisp.com.au. These Terms and Conditions, pricing and plans may be changed at any time. Customers will be given one (1) months notice via the website if this occurs. Planet ISP has complete discretion in assessing whether Customer has breached any of Customer's security or service obligations. Planet ISP may suspend or terminate the service if the Customer breaches any of these terms and conditions.

Thank you for choosing Planet Broadband Services. All information provided by you is held in strict confidence by Planet ISP and is not used for any purpose other than the direct provision and support of Planet ISP business communications and associated services.

For any further information please do not hesitate to contact Planet ISP on (1 300) 477 669 or by email on support@planetisp.com.au