

Planet VoIP

Residential Account Application

Planet ISP
 ABN 72 117 341 090
 23, 427 – 455 Hampton Street
 Hampton, Victoria, Australia. 3188
 Ph: 1300 477 669
 Fax: 1300 477 668
 Email support@planetisp.com.au



1. Customer Details (Please Print Clearly)					
First Name		Surname			
Address					
Suburb		State		Postcode	
Phone		Mobile			
Email				Fax	
2. Service Details (If Different From Above)					
Address					
Suburb		State		Postcode	
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 Number					
Account No.					
5. Payment Details					
Credit Card Details – VoIP and Telephone Plans are payable by Credit Card ONLY. Payment will be processed for all charges.					
Card Type					
Card Number					
Expiry Date	/	CCV			
Card Holder Name					
Cardholder Signature					
6. Billing Details					
Contact Name					
Business Name		ABN			
Billing Address					
Suburb					
State		Postcode			

Please Complete all Details

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7. Service Type		
Planet VOIP Services – Please Tick Your Required Services.		
One Way or Two Way - Please select one of the following for VoIP Line 1 and/or VoIP Line 2		
VoIP Line 1	VoIP Line 2	
		One Way Service - Outgoing service only. Users outside of the current Two Way Service Areas, must select a One Way Service. Should you require an inbound telephone number please purchase a virtual number in the next section of this application form
		Two Way Service - Includes standard 10 digit telephone number for inbound calls. The telephone number allocated will be from the geographical area provided for account details
Service Plan - Please select one of the following for VoIP Line 1 and/or VoIP Line 2		
VoIP Line 1	VoIP Line 2	
		Planet VoIP \$10.00 (plus GST) - Service fee of \$10.00 (plus GST) per month applies. All calls will be charged at the applicable rates, refer to the Planet website for more information.
		Planet VoIP Home \$14.95 (Plus GST)- Local and national calls FREE**. All additional calls will be charged at the applicable rates, refer to the Planet ISP website for more information. Service fee of \$14.95 plus GST per month applies from date of activation.
		Planet VoIP World \$14.95 (Plus GST) - Call selected International destinations for 20c untimed anytime^. All additional calls will be charged at the applicable rates. Service fee of \$14.95 plus GST per month applies from date of activation.
		Planet VoIP Home Advantage \$19.95 (Plus GST) - Local and national calls and selected International^ destinations FREE**. Call other selected International destinations for 20c untimed anytime^. All additional calls will be charged at the applicable rates, refer to the Planet ISP website for more information. Service fee of \$19.95 per month applies from date of activation.

** Subject to acceptable user policy, as specified on page 3 of this document. ^ Excludes calls to mobiles and special services. Standard International call rate applies to all other destinations.

8. Virtual Number Purchase		
Please complete this section if you wish to purchase an inbound telephone number for your one way service or an additional number for your two way service. Multiple numbers can be purchased and may be outside of your geographical area. All pricing listed is per month.		
<input type="checkbox"/> Adelaide - \$5	<input type="checkbox"/> Brisbane - \$5	<input type="checkbox"/> Canberra - \$5
<input type="checkbox"/> Hobart - \$5	<input type="checkbox"/> Melbourne - \$5	<input type="checkbox"/> Perth - \$5
<input type="checkbox"/> Sydney - \$5	<input type="checkbox"/> Other - \$5	All Prices Plus GST
9. Voicemail Activation		
Please confirm your requirements for voicemail (not applicable for one way services)		
<input type="checkbox"/> Off	<input type="checkbox"/> On – Email Address to Send Voicemail Messages to:	

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cheques that are dishonoured more than once. You also acknowledge that your personal information will be handled in accordance with the Privacy Act 1988.

- Planet ISP recommends a minimum Internet connection speed of 512/128 kbps for one VoIP line and 1500/256 kbps for two lines. Customer remains solely responsible for ensuring their Internet connection is of a suitable quality and standard to use with VoIP.
- Once provisioned, VoIP services cannot be converted to different service type (eg. hardware to software or one way to two way). In most instances, the existing service must be terminated and a new service ordered.
- Plan change requests must be lodged at least 7 days prior to the commencement of the next billing period.
- All prices are GST exclusive.
- Planet ISP does not offer number portability and therefore cannot port your number in or out of our wholesale VoIP supplier's network. Once a VoIP service has been disconnected the number will be quarantined for a specified period and the account holder will no longer have Right of Use of that number.
- Warning: Planet VoIP is not guaranteed to provide access to the 000 emergency services. It the account holder's responsibility to ensure that all people who will use this service are aware of this. We do not recommend that you use Planet VoIP as your sole telephone service/system. For your protection, please ensure you always have an alternative means of dialling the 000 emergency services.
- Planet ISP may contact you if you undertake an unusually high use of the service. Even if contact is not made, we reserve the right to cancel or suspend your service where there has been an unusually high use of the service. An unusually high use of the service includes a residential customer making more than four times the number of uncharged calls (for example, local and national calls on a plan where these types of calls are not charged) than the average active Planet ISP residential customer.
- Where a business customer has purchased a plan specified only for residential customers, Planet ISP will request the customer to switch to an appropriate plan and charge for past calls at the applicable business plan rate. Planet ISP VoIP plans may not be used for reselling to third parties without written consent. If we believe you are in breach of this, Planet ISP can cancel or suspend your service immediately.
- I have provided a copy of my current drivers licence and a copy of my credit card to Planet ISP for identification purposes.

13. Customer Authorisation			
Customer Declaration			
YES I have read and agree to the Terms and Conditions as outlined on this page and I have read and understand the Terms and Conditions contained on the Planet ISP website, accept them in full and am 18 years or older.			
Signature			
Name		Date	

Thank you for choosing Planet VoIP 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