



Planet VoIP - Residential Account Application



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 Customer?					
<input type="checkbox"/> Yes – Go to 4			<input type="checkbox"/> No - Go To 5		
4. Planet 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			

Planet ISP Pty Ltd

ABN: 85 135 906 866

Suite J92, 21 Hall Street, Port Melbourne. Victoria. 3207.

Ph: 1300 477 669 Fax: 1300 477 668

Email: support@planetisp.com.au Website: www.planetisp.com.au



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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)		

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<input type="checkbox"/> Off <input type="checkbox"/> On – Email Address to Send Voicemail Messages to:			
10. White Pages/Telephone Directory Listing			
Would you like your VoIP telephone number/s to be listed with White Pages and Telephone Directory Assistance?			
<input type="checkbox"/> Off <input type="checkbox"/> On – This Option is Only Available For Two Way Services			
11. VoIP Hardware Purchase Details			
Qty	Model/Item	Description	Fee (Plus GST)
	Cisco - ATA	Cisco – ATA	\$75.00
	Delivery Fee	Fee Per Item - Discounts may apply for multiple units \$18.50 to ACT, NSW, TAS, VIC, SA, Brisbane; \$35 to NT, Regional QLD, WA \$18.50 / \$35 each	\$18.50/\$35.00 Each
12. Internet Connection Details			
Internet Connection Speed			Internet Service Provider
Modem/Router Manufacturer			Modem/Router Model Number

Customer Acknowledgement

I hereby declare that I am an authorised representative, or agent acting on behalf, of the above mentioned business (if applicable). I confirm that the details supplied above are true and correct and authorise Planet ISP ("Planet") to process this application for the products/services indicated.

I make this declaration in full knowledge of the consequences as a result of making this declaration. I acknowledge that I have been made aware of, read, understand and agree to be bound by the product Terms and Conditions and the following conditions relating specifically to the above products/services. I acknowledge that if this form has not been completed by the account holder, I will accept full responsibility of all costs and conditions of the service. I understand that Planet ISP will request 100 points of ID to be provided by fax or post prior to processing this application.

- Term of contract is monthly (commencing from date of activation).
- Connections require 1 months written notice of cancellation at all times. Termination will take place at the completion of the billing period which occurs 1 month after receipt of notice of cancellation.
- Customers will be notified by email upon activation of their VoIP service. Monthly billing will commence immediately. All prices are GST exclusive.
- If we are unsuccessful in debiting a payment from your nominated card/account, Planet reserves the right to suspend and/or cancel the service until payment is received.
- Customers remain solely responsible for advising Planet should their credit card or bank account details or email address change at any time.
- 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 dishonoured more than once. You also acknowledge that your personal information will be handled in accordance with the Privacy Act 1988.

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- Planet 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.
- Planet 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 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 residential customer.
- Where a business customer has purchased a plan specified only for residential customers, Planet will request the customer to switch to an appropriate plan and charge for past calls at the applicable business plan rate. Planet VoIP plans may not be used for reselling to third parties without written consent. If we believe you are in breach of this, Planet 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 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

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