



Broadband Order Form

1. Service Details:

Name/Business:		Reference No:	
Telephone Number for ADSL Service:	(__ __) _ _ _ _ _ _ _ _		

2. Please Tick Chosen Service:

	<input checked="" type="checkbox"/>	Speed Download/upload	Price excluding GST	Service Includes	Additional Usage excluding GST
Business	<input type="checkbox"/>	256K / 64K	\$60	1GB monthly Internet download Unlimited Internet uploads*	\$0.05 per MB
	<input type="checkbox"/>	512K / 128K	\$75		
	<input type="checkbox"/>	1.5M / 256K	\$110		
	<input type="checkbox"/>	8M / 384K**	\$130		
	<input type="checkbox"/>	20M/1Mbps**	\$150		
Managed	<input type="checkbox"/>	256K / 64K	\$80	1GB monthly Internet download Unlimited free inter-site traffic# Unlimited free e-Mail addresses^	\$0.05 per MB
	<input type="checkbox"/>	512K / 128K	\$100		
	<input type="checkbox"/>	512K / 512K	\$135		
	<input type="checkbox"/>	1.5M / 256K	\$140		
	<input type="checkbox"/>	8M / 384K	\$165		
	<input type="checkbox"/>	20M / 1M**	\$195		
Critical	<input type="checkbox"/>	256K / 64K	\$220	1GB monthly Internet download Unlimited free inter-site traffic# Unlimited free e-Mail addresses^	\$0.08 per MB
	<input type="checkbox"/>	512K / 128K	\$240		
	<input type="checkbox"/>	512K / 512K	\$270		
	<input type="checkbox"/>	1M / 1M	\$295		

Optional monthly download (please circle if required):

5GB	10GB	20GB	40GB	60GB
\$5	\$10	\$20	\$40	\$60

- All fees based on a minimum 12 month contract.
 - First month and professional installation fee of \$395 (excluding GST) paid on application.
 - All contracts are subject to our Acceptable Use Policy which is available from www.fit.biz
 - Minimum contract cost is 12 months of chosen service plus \$395 (excluding GST) professional installation.
 - Business services are billed by direct debit only.
 - Managed & Critical Services include free site to site traffic within FITbiz.net.
 - Prices Subject to Change.
 - For non-Critical services, a D-LINK DSL-504 router is provided.
 - For Critical services, 2 Cisco Routers and an ISDN line are provided.
 - All routers remain the property of Foundation IT Services.
- ^ Subject to acceptance and availability.
* Greater than 4:1 upload:download ratio charged at 4c/MB (ex GST)
Subject to the Acceptable Use Policy.
**Up to 20Mbps downstream and 1Mbps upstream. Note this is a best efforts service and the actual data transmission rate which can be achieved is likely to be less than the maximum transmission capability because of network configuration, dimensioning, overhead, line quality, premise interference, distance from the exchange, method of data transmission, exchange type, hardware and software configuration and other technical reasons.

3. Agreement:

<ol style="list-style-type: none"> If available, Foundation IT will endeavour to provide a service to you as soon as it can, but does not guarantee availability on your nominated phone number or a date of commencement. I have read and understood all the attached Terms and Conditions associated with this service (please review and sign page 2) and agree to them in full.



4. Broadband Terms and Conditions:

<p>Service</p> <ul style="list-style-type: none"> Foundation IT Services is providing Broadband Internet Access through DSL technology by providing a single static IP address (for Business, Managed and Critical services) and using the designated telephone line. Broadband is not available in all areas and this contract is subject to availability for your designated telephone line. If you cancel before the line has been provisioned, you will be liable for a cancellation fee of \$200, in addition to any expense that Foundation IT Services has incurred. Foundation IT Services rely on external suppliers and as such cannot guarantee any level of service (Please Note: Foundation IT Services do provide a very high level of service, especially when delivering a Critical service) In the event of a change of ownership of the PSTN line, there may be a disruption to the service. <p>Contract Term & Minimum Cost</p> <ul style="list-style-type: none"> This contract is for a minimum 12 month period. If you cancel at any stage during this 12 month period, you will be liable to pay the amount of the monthly charges for the remainder of the Plan Period plus any other charges incurred up to the time of cancellation. At the time of the expiration of your minimum contract, Foundation IT Services shall continue to provide you with the chosen service and continue billing you for that service unless and until 1 month notice is provided that you wish to cancel the service. The minimum total cost of the contract is the monthly fee of the chosen service times (x) the plan period, plus (+) the professional installation charge of \$395 (excluding GST). <p>Speed of Service</p> <ul style="list-style-type: none"> Data transmission speeds are shown as 'download/upload' speeds. For example, 256K / 64K refers to a speed of 64Kbps for data transferred from your computer and 256Kbps for data being transferred to your computer. These speeds denote the maximum speed which may not be achieved in some cases, depending on the site speed from where you are downloading. <p>Data Allocation and Fees</p> <ul style="list-style-type: none"> Foundation IT Services charge a monthly access fee (payable in advance), which includes a quantity of data allocation. This data consumption is based on downloads only (which includes all Internet traffic, email, and all other content sent down your service). Data downloaded in excess of the allocated quantity for the plan are charged at the contracted rate for that service (see page 1) or 	<p>at the advertised rate on the Foundation IT website (www.fit.biz).</p> <ul style="list-style-type: none"> For business services, an aggregate of total downloaded data for all workstations is provided but specific site details are not available. For the monthly management report, details of websites visited are provided, however this may not include all traffic downloaded through the service. <p>Billing</p> <ul style="list-style-type: none"> All broadband access payments are due one month in advance and all excess data payments are due one month in arrears. First monthly access fee and professional installation charge will be invoiced and payable by the date of installation. Billing of the service begins from the date of installation of the service or at any date after installation that Foundation IT Services deems appropriate. For Managed and Critical services, all payments are payable by the 7th day of each month. For Business Services, customers must agree to and sign the direct debit authority (attached) before the service will be made available. For Business services, all automatic direct debit transactions will be made on the 1st day of each month. If funds are not available at the time the direct debit transaction is made, or there are any failed automatic direct debit transactions, a fee of \$50 will be incurred. <p>Additional Fees</p> <ul style="list-style-type: none"> Change of Plan - There is a once off fee of \$50 (excluding GST) to change between ADSL plans. Change requests are activated at the end of the calendar month in which the request is received. Location - A change of location of the service is effectively a new installation of the service. A service check on the new location telephone number must also be completed. Provisioning a new service usually takes 7 days. Professional installation charge of \$395 (excluding GST) shall be payable by the date of the new installation. Transfer - A DSL transfer may be available from another DSL provider. Transfer and professional installation is charged at \$395 (excluding GST) and is payable by date of transfer. On Site Technician - Technicians are available to assist on site for any technical consultation at a rate of \$80 per callout (which includes the first half hour), then \$80 per subsequent hour on site (excluding GST). For support, you may contact the technical staff at Foundation IT Services by emailing support@fit.biz or calling us on (07) 5504 4888.
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- I apply to Foundation IT Services Pty Ltd to provide me Broadband services under the specified plan for the specified period based on the terms specified in this application.
- I declare that I am over the age of 18 and have authority to apply for this service and am the account holder for the telephone number to which this service is to be connected.
- I agree that the Acceptable Use Policy (available at www.fit.biz) is applicable to me when signed on for this service, and agree to be bound by that policy.
- I have read and agree to the Privacy Policy (available at www.fit.biz) that Foundation IT Services abide by.
- I agree that Foundation IT Services is not obliged to accept this application, but if it does so, I agree to be bound by this contract for the minimum period of 12 months.
- I agree that changes may be made to these terms and conditions and that I will be given 14 days notice of any changes to the terms and conditions and that they are available for me to view at any time at the Foundation IT Services website (www.fit.biz)
- I have read and understood all of the terms and conditions on this application form and agree to be bound by them.

Name:		Signature:	
Position:		Date:	__ __ / __ __ / __ __ __ __