

SmartBiz Naked DSL Application Form - Customer Details Page

Your Application	
If this application should be actioned by a particular Adam staff member, specify:	
If this application is to be linked to an existing account, what is your Customer ID:	
<i>If linking account, note that company name, passwords, contact & credit card details will be duplicated from the Customer ID you specify</i>	

Billing Details			
<i>If this account is linked to an existing account, and you specified a Customer ID above, leave this section blank</i>			
Company Name		ABN	
Contact Person		Mobile Ph	
Billing Address			
		Postcode	
Office Telephone		Fax	
Preferred Password			
Email Address (Billing)			

Email Contact Details	
General	
Technical <i>(your computer professional)</i>	
<i>All correspondence (inc passwords) relating to this application will be sent via <u>email only</u>, to both the 'general' and 'technical' addresses All future correspondence relating to your account will be sent to the 'general' address and may be copied to the 'technical' address Both the addresses above will be registered contacts on your account and may receive confidential details from time to time</i>	

Referral Details - If you were referred by an Adam user, or one of our Dealers			
Referred By		Dealer ID	

Billing Details			
Billing Options <i>If none specified, default is to send six-monthly invoice via email.</i>	Billing Cycle: <input type="checkbox"/> Quarterly (c/card only) <input type="checkbox"/> Every six months <input type="checkbox"/> Every twelve months	Billing Method: <input type="checkbox"/> Business Invoice <input type="checkbox"/> Credit Card *	Send Invoices via: EMAIL -or- POST
<i>* For c/card, invoices not automatically sent, but can be downloaded from http://members.adam.com.au</i>			
Credit Card Details (if applicable)	Card Number	Name on Card	Signature
	Expiry		
	CVV		

Terms & Conditions			
This application is for	SmartBiz Naked DSL	Term	12 Months
Your signature indicates your agreement to these conditions	<ul style="list-style-type: none"> Our Standard Form of Agreement, Conditions of Service – DSL, Acceptable Use Policy and our Schedule of Fees and Charges, all available at http://www.adam.com.au/legal Should you wish to cancel this account, you may do so with 28 days notice. If the account is still within contract term, any part of the current 12 month commitment that is outstanding at time of cancellation, plus an additional fee of \$99, will be payable. Billing for AdamTalk subscription and calls is done monthly 		
Authorised Signature			
Authorised Person Name		Date	

SmartBiz Naked DSL Application Form – Naked DSL Specifics Page

Plan Selection

SmartBiz Naked DSL (up to 24,000K/1000K)			
<input type="checkbox"/>	SmartBiz Naked DSL Starter	10,000MB per month	\$ 1008.00 pa
<input type="checkbox"/>	SmartBiz Naked DSL Light	20,000MB per month	\$ 1128.00 pa
<input type="checkbox"/>	SmartBiz Naked DSL Medium	40,000MB per month	\$ 1368.00 pa
<input type="checkbox"/>	SmartBiz Naked DSL Average	60,000MB per month	\$ 1968.00 pa
<input type="checkbox"/>	SmartBiz Naked DSL Super	80,000MB per month	\$ 2448.00 pa
Additional Items			
<input checked="" type="checkbox"/>	Network Access Fee – this is payable upon cancellation of your service		\$ 45.00
<input checked="" type="checkbox"/>	Excess Data – usage above your allowance (only applies if you request a non-shaped service)		\$ 0.05 per MB

Important Information that we need to tell you about Naked products

<p>No Dialtone The Naked DSL product is delivered via a line that does not carry a standard dialtone. You will be unable to connect any equipment that requires a dial tone, such as fax machines, monitored alarms, EFTPOS terminals, '000' emergency dialers etc. It is your responsibility to ensure that alternative arrangements are made if necessary</p>
<p>ACCC Access Dispute The current pricing for Adam Internet's SmartBiz Naked DSL Service is based on pricing that the Australian Competition and Consumer Commission (ACCC) has determined is the current market rate for such services. The ACCC has determined this pricing in the release of determinations related to ULL Access Disputes by other Internet Service Providers. Adam Internet has lodged a ULL Access Dispute against Telstra that is pending a final determination by the ACCC, which should be made during 2008. Adam Internet has already passed the benefit of the ACCC's determined market rate to our customers in our current pricing, however Adam Internet reserves the right to review pricing of our SmartBiz Naked DSL Service based on the outcome of the ULL Access Dispute with Telstra.</p>
<p>New Lead-In - \$299 If you are at a location with no existing phone line, or should there be insufficient cabling from the street to your premises, we may need to organise for a new Lead-In to be installed. The new Lead-In will be installed at the same time as your Naked DSL service. Should the new Lead-In be required, this charge will be applied and invoiced to you by Adam Internet.</p>
<p>Changing the date of installation and/or missing the installation appointment - \$109 We will advise you of the installation appointment date from Telstra. A person over the age of 18 must be present on that date, to grant Telstra access to the premises if required. If you need to change the appointment for the installation of your service or if no one is in attendance during the appointment window, this charge will apply in order to reschedule the appointment. Should a technician's appointment be missed, a new appointment will be made for 10 working days later.</p>

Installation Requirements

<p>New Phone Point - \$199 Once your Naked DSL service is installed, you may need a new phone point to be installed, so that you can connect your ADSL modem. A new phone point can be arranged by us, including up to 2 hours labour for a standard install. Additional time or non-standard installs will be billed directly by the installer.</p> <p><i>Name/Phone to contact to make an appointment :</i></p>	<p>New Phone Point Required ?</p> <p>YES / NO</p>
<p>Professional Installation We recommend your services be installed professionally, especially if you are setting up Wireless connectivity. If you do not have a computer professional looking after your network, we can have one of our installers contact you about professional installation. There is no obligation to accept their services.</p> <p><i>Name/Phone to contact to make an appointment :</i></p>	<p>Have an Installer contact you ?</p> <p>YES / NO</p>

SmartBiz Naked DSL Application Form – ADSL Service & Hardware Page

Naked DSL Service Details		
Connection Options	<input type="checkbox"/> Brand New Naked DSL - has a turnaround 14-21 days and is independent of any existing ADSL/Phone services you have in the premises. Note this option may require a new lead-in. If you have an existing phone line in the premises please complete as this will help us validate your address and minimise provisioning delays. An electrician may be required to connect your new service. Phone Number of Existing Line at the premises: _____	\$ 129.00
	<input type="checkbox"/> Convert Existing ADSL to Naked DSL - has a turnaround 21-28 days and involves the disconnection of your existing ADSL and Phone services. This means you will be without Internet and/or Phone for up to 28 days. This service uses existing cabling as current line so additional wiring should not be necessary. Phone Number of Line to convert to Naked DSL: _____ Existing Internet Provider: _____	\$ 150.00
Connection Options	<input checked="" type="checkbox"/> Static IP Address <input type="checkbox"/> AnnexM Activation for up to 2.5Mbps upload speed	included \$ 20.00
Physical/Street Address		
Name & Mobile of the person who will be at the premises on the date of connection :		
<i>This address must be precise. To prevent delays in provisioning, give us as much detail as you can. Where possible, use the service address from the phone bill of an existing phone service at the premises.</i>		
<i>We will contact you via email with an appointment date for installation of your new service. A person over the age of 18 <u>must</u> be present on this date as it's likely that Telstra will need to visit the premises to complete the hook-up. Specify name & number above.</i>		

ADSL Modem/Router Details		
Hardware Options	<input type="checkbox"/> No hardware required - I will be supplying and supporting my own. <i>Remember, hardware not supplied by Adam Internet is not supported by our Business Helpdesk!</i>	
<ul style="list-style-type: none"> - For up to 40 computers we recommend a Billion router. - For over 40 computers we recommend a Cisco router. - Listed price for hardware includes pre-configuration for your account settings and delivery to your premises in South Australia. 	<input type="checkbox"/> Billion 7402X – Firewall, Annex-M, 4 Ports, VPN, 3G Backup	\$ 279.00
	<input type="checkbox"/> Billion 7402NX – Firewall, Annex-M, 4 Ports, VPN, Wireless-N, 3G Backup	\$ 419.00
	<input type="checkbox"/> Billion 7404VGOM – Firewall, Annex-M, 4 Ports, VPN, Wireless-G, VoIP	\$ 339.00
	<input type="checkbox"/> Cisco 877-M-K9 Annex M Security Router with Advanced IP Services	\$ 1400.00
	<input type="checkbox"/> Cisco 1801 ADSL Router with Advanced IP Services and automatic ISDN failover	\$ 2700.00
Hardware options listed are considered business-grade, and all include Firewall as a standard feature. Support is provided for Internet connection plus activation/security of Wireless LAN if applicable. Support for advanced routing, VPN, computer wireless software etc to be sourced from a qualified professional. All hardware purchased may have remote administration & monitoring enabled, which helps us to better support you. Billion hardware features a 24-month warranty. Cisco hardware features a 12 month warranty with extended warranty available via SmartNet subscription. Warranty for all hardware handled from our office in Adelaide CBD with a 24hr response.		

EZBiz AdamTalk – Voice over Internet Protocol	
With AdamTalk and a compatible VoIP Modem such as the Billion 7404VGO-M above, you can use a regular telephone to make untimed local land line calls for 12c each, much cheaper than traditional phone companies. And what's more, calling Interstate is considered a local call ! Cost is \$20 per month including \$10 credit for local/national calls. Please call or email if you'd like to know more!	Would you like an AdamTalk service? YES / NO

Additional Products and Services		
Additional Items	<input type="checkbox"/> IP /29 Subnet – provides 6 usable IP Addresses for your servers	\$ 240.00 pa
	<input type="checkbox"/> Register your own email address such as : <i>name@yourcompany.com.au</i> Email Requested : _____@_____.com.au	\$ 60.00 pa + \$99 for 2 yrs domain reg.
	<input type="checkbox"/> Add 25MB website hosting – enough for about 50 pages (email hosting is req'd)	add \$140 pa

This is the end of the application form. Please scan this form as a JPG or PDF and email to business@adam.com.au, or you may fax the form to (08) 8231 0223.