

Please complete this form in **BLACK** or **BLUE** pen and fax to **1300 554 160**

## Westnet Contact Details

Westnet Pty Ltd ABN: 50 086 416 908  
Locked Bag 16  
Cloisters Square WA 6850

For all Satellite enquiries  
please contact 1300 937 863

Agent Code

## Helpful Information

- This application form allows for a Satellite Broadband Account to be created.
- The Satellite service will not be installed at the listed premises until a valid Australia Broadband Guarantee Declaration form has been received.
- Completion for a Satellite installation takes on average between twenty one (21) and twenty eight (28) days upon receipt of all forms. Delays may occur if additional funding is required.
- Westnet Satellite Broadband customers are required to provide credit card or direct debit details for automatic monthly debit.
- Failure to fill out the form correctly may result in delays.
- For any queries, please contact Westnet Satellite Provisioning on 1300 362 790 or [satellite@westnet.com.au](mailto:satellite@westnet.com.au).

## 1 Member Details

First Name

Last Name

Business Name (if applicable)

ABN

Number of Employees

Businesses must only have 20 or less employees to be eligible for Broadband Guarantee.

Address

Date of Birth- (DD/MM/YYYY)

 /  / 

Suburb / Town

State

Postcode

Daytime Phone Number

 ( )

Mobile Phone Number

After Hours Phone Number

 ( )

Fax Number

 ( )

Would you like to be notified by fax when Westnet receives your application?  Yes  No

Correspondence Email Address

Your username will form the first part of your email address ([username@westnet.com.au](mailto:username@westnet.com.au)). If you would prefer all correspondence from Westnet to be delivered to a different email address from the one that will be created, please write that email address you would like to use in the box provided.

## 2 Username and Password - only complete one section, either (a) or (b)

### (a) Existing Westnet Members

Current Username

Current Password

### (b) New Westnet Customers

Preferred Username (must be between 4 and 20 characters)

Alternate Username (used if your preferred username is taken)

Password (please take note of your password for future reference)

Please Note: Passwords must contain at least one (1) letter, one (1) number, be from 6 to 32 characters long and contain no spaces. Your password is the key to your account. We recommend you change your password after installation and not to disclose this information to anyone.

## 3 Satellite Installation Details

Home Phone Number

Address - (leave blank if same as above)

Suburb / Town

State

Postcode

## 4 Account Options

Select your choice of plan, bundled or standalone, then your usage options.

(i) Please Tick Your Preferred Package

Broadband Standalone

Phone and Broadband Bundled

(ii) Then Choose One Option

Plan	Shaping	Monthly Price	Broadband Only	Broadband & Phone
Everyday 512kbps/256kbps			Peak / Off-peak	Peak / Off-peak
Option 1	✗	\$19.95	<input type="checkbox"/> 500MB / 1GB	<input type="checkbox"/> 500MB / 3GB
Option 2	✗	\$29.95	<input type="checkbox"/> 1GB / 2GB	<input type="checkbox"/> 1GB / 4GB
Option 3	✓	\$34.95	<input type="checkbox"/> 1GB / 3GB	<input type="checkbox"/> 1GB / 5GB
Option 4	✗	\$49.95	<input type="checkbox"/> 3GB / 6GB	<input type="checkbox"/> 3GB / 8GB
Active 1Mbps/512kbps				
Option 1	✗	\$39.95	<input type="checkbox"/> 1GB / 1GB	<input type="checkbox"/> 1GB / 3GB
Option 2	✓	\$44.95	<input type="checkbox"/> 1GB / 3GB	<input type="checkbox"/> 1GB / 5GB
Option 3	✗	\$59.95	<input type="checkbox"/> 3GB / 6GB	<input type="checkbox"/> 3GB / 8GB
Option 4	✗	\$99.95	<input type="checkbox"/> 5GB / 10GB	<input type="checkbox"/> 5GB / 12GB

Excess charged on all non-shaped plans at 5c per MB. Shaped plans reduce speed once allowance has been reached to 64kbps/64kbps. Peak (8am – 11pm AEST/AEDST). Off-Peak (11pm – 8am AEST/AEDST). Download and upload traffic will contribute to Monthly Allowance. Prices apply from 20 October 2009.

**Broadband Service Locator Identification Number (required):**

To obtain an identification number please contact Westnet on 1300 937 863 or visit <http://bcoms.dbcde.gov.au/BSL/getproviderList.do>

**Bundled Phone Information#**

If you have selected a bundled option please fill out the following section to transfer your full service phone to Westnet.

**Phone Number**

**Name of Lessee (as it appears on current phone bill)**

**Lessee Date of Birth- (DD/MM/YYYY)**

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**Select your Westnet Phone Plan Option**

HOME OPTIMA	HOME PREMIUM
<input type="checkbox"/> \$29.95 per month	<input type="checkbox"/> \$31.95 per month
BUSINESS PREMIUM ABN Required	BUSINESS EXTRA ABN Required
<input type="checkbox"/> \$39.50 per month	<input type="checkbox"/> \$49.50 per month

Please Note: Maximum browsing and download speeds for Satellite Broadband are dependent on the number of users using the service within the network at any one time, performance of the satellite system, weather conditions (locally and at the station) and applications being used. Customers may find certain applications will not run as effectively on a Satellite Broadband service, when compared with an ADSL broadband service. This is largely due to the typical latency differences between the two service types.

### Set-up (Hardware & Installation)

**New Connection Australian Broadband Guarantee program Eligible**  
Free Set-up for standard installations.  
(12 month contract)

**New Connection Australian Broadband Guarantee program Ineligible**  
\$2,750 for standard installations.  
(Standard Agreement)

## 5 Required Information

**Would you like Email Protection? (optional - highly recommended)**  
 EMAIL PROTECTION     3 Months (\$10)     12 Months (\$30)  
 Email Protection scans all incoming emails to your Westnet email address for viruses and spam to help protect your computer.

**Authorised Contact\***  
 The authorised contact is a person who can act on your behalf to make general enquiries and account changes for the account.  
 \*Separate Authorised Contact Form required. If you do not have one of these, it can be downloaded via:  
<http://www.westnet.com.au/pdf/General%20-%20Authorised%20Contact%20Form.pdf>  
 Please submit completed form along with application form.

<p><b>Building Type? (i.e. single storey, double storey, etc)</b></p> <input style="width: 100%; height: 20px;" type="text"/> <p><b>What is the roof made of? (i.e. tiles, sheet metal, etc)</b></p> <input style="width: 100%; height: 20px;" type="text"/> <p><b>What is your computer's current operating system?</b></p> <input style="width: 100%; height: 20px;" type="text"/> <p><b>Please state any information that you feel may cause issues when Westnet is arranging your installation and connection (surrounding trees, a non-standard power supply etc)</b></p> <input style="width: 100%; height: 40px;" type="text"/>	<p><b>What are the walls made of?</b></p> <input style="width: 100%; height: 20px;" type="text"/> <p><b>Does the building contain asbestos?</b></p> <input style="width: 100%; height: 20px;" type="text"/> <p><b>Do you currently have a network card (required)?</b></p> <input style="width: 100%; height: 20px;" type="text"/>
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## 6 Additional Questions




**How did you hear about Westnet?**

**How would you prefer to be notified about the progress of your application?**

SMS notification to: 
 Email notification to: 
 Both

## 7 Payment Details - Please select either Credit Card or Direct Debit for your payment method

<p><b>CREDIT CARD</b>    <input type="checkbox"/>  Visa    <input type="checkbox"/>  MasterCard</p> <p><b>Name on Card</b></p> <input style="width: 100%; height: 20px;" type="text"/> <p><b>Card Number</b></p> <input style="width: 20%; height: 20px;" type="text"/> <input style="width: 20%; height: 20px;" type="text"/> <input style="width: 20%; height: 20px;" type="text"/> <input style="width: 20%; height: 20px;" type="text"/> <p><b>Expiry - (MM/YY)</b></p> <input style="width: 20%; height: 20px;" type="text"/> / <input style="width: 20%; height: 20px;" type="text"/> <p><b>Signature</b></p> <input style="width: 100%; height: 40px;" type="text"/> <p><b>Date - (DD/MM/YYYY)</b></p> <input style="width: 20%; height: 20px;" type="text"/> / <input style="width: 20%; height: 20px;" type="text"/> / <input style="width: 20%; height: 20px;" type="text"/>	<p><input type="checkbox"/> <b>DIRECT DEBIT</b>  Please read the terms and conditions</p> <p><b>BSB Number</b></p> <input style="width: 100%; height: 20px;" type="text"/> <p><b>Account Number</b></p> <input style="width: 100%; height: 20px;" type="text"/> <p><b>Account Name</b></p> <input style="width: 100%; height: 20px;" type="text"/> <p><input type="checkbox"/> Monthly</p> <hr/> <p><input type="checkbox"/> <b>Guarantor to Existing Account</b></p> <p>Link the billing of the new account to an existing active account. To do so, we require the Application to be faxed/submitted with an accompanying business letterhead from the existing account, authorising the new account to be linked for billing purposes.</p>
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## 8 Declaration

### Important information about your Satellite installation:

Although Westnet gathers as much information as possible, it is not possible to provide a guaranteed installation until the time the technician arrives at your premises and inspects the surroundings.

Unusual circumstances surrounding your premises can often lead to complicated or impossible installations. These may include, but are not limited to, buildings of unsound structure or containing asbestos, trees which may affect line of sight, roof structure, power supply, or property accessibility by road. If you suspect your property may be affected by these or any other potential installation obstacles, please bring them to our attention prior to the provisioning of your service. Failure to do so may lead to additional charges and delays with your installation. If a technician realises there was a foreseeable issue which has caused increased expense, delayed or prevented the installation, you will be charged a fee of \$185 plus expense to cover the costs. The technician will then re-assess and advise Westnet if the installation is still possible.

Additionally, withdrawing your application on the day of installation may result in a cancellation fee of \$185 plus expenses.

### Application and Service Conditions:

- All correspondence such as receipts and general notices will be sent to your nominated email address.
- Westnet has conducted tests with your agreement and believes you may be eligible for the a subsidised broadband service under the Australian Broadband Guarantee. Your eligibility can not be confirmed by Westnet until you provide Westnet with your customer declaration form.
- Your Westnet application will not be submitted for provisioning until your Australian Broadband Guarantee customer declaration form has been received.
- Upon confirmation of your eligibility a rebate for the approved installation costs will be applied to your installation costs.
- Once submitted, your Satellite installation will take approximately 21-28 days to be connected from the time it is provisioned.
- All usage including downloads and uploads are counted towards your monthly allowance. If you exceed your usage allowance you will be charged 5c per megabyte excluding the Everyday Option 3 and Active Option 2 plans which are shaped to 64kbps/64kbps once monthly limit is reached. Usage can be checked through Westnet's MyAccount page.
- A prorated invoice for your nominated plan will be raised from completion of your application. The full fee for the term in advance will be billed from the first day of the following month.
- Once your Satellite service has been connected, Westnet's back-up dial-up service incurs a charge of \$1.10 per hour.
- You will be entering into a 12 month service contract with Westnet. If you cancel or transfer this service before the end of the contract a \$120 pro-rata cancellation fee will apply.
- Your Satellite service and payments will continue until you advise our Accounts team you wish to cancel or change your service.
- Your Westnet Satellite service can not be voluntarily suspended at any time.

## Signature

The full terms and conditions for Westnet Satellite broadband are available on the Westnet website and it is your responsibility to check these. Any changes to these conditions will be updated on the website and will automatically apply to your service.

### Phone Terms & Conditions:

To transfer your phone service you must be the telephone account holder or an authorised representative of the account holder; you authorise Westnet to act on your behalf to transfer the phone service to Westnet for all phone charges; Westnet will begin charging for the service once the line has been transferred and your current provider will charge for the service up to that time; it is your responsibility to check the terms and conditions of your current telephone provider/s in relation to the services being transferred to Westnet.

### I/We understand and attest:

I/we are the owner or lessee of the nominated installation premises or have the authority to create a Satellite broadband connection at the premises; I/we consent to Westnet providing the nominated password to a third party installer to assist with the Satellite setup and understand that Westnet recommends I/we change the password once the installation is complete; I/we consent to Westnet automatically debiting payments in accordance with the agreement from the nominated Credit Card or Direct Debit account.

I/we authorise Westnet to use any information provided by me/us during this application to conduct a search which will determine my/our credit worthiness. I/we understand that Westnet will send information about me/us to a reporting agency via a secure connection and the response received from this agency may determine my/our credit worthiness. Full details about Westnet's Credit Check policy can be found at [www.westnet.com.au](http://www.westnet.com.au).

I/we accept that it is my/our responsibility to understand the 'Important information about your Satellite Installation', 'Important Conditions', 'Phone Terms & Conditions' and any additional information or links provided to me/us prior to provisioning the Satellite and/or Phone service/s.

I/we understand that I/we am/are able to contact Westnet should I/we have any questions or require clarification on any of these items.

### Printed Full Name

### Date - (DD/MM/YYYY)

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**Australian Government**

## Australian Broadband Guarantee

This offer is made possible with support from the Australian Government's Australian Broadband Guarantee.  
For information on the Australian Broadband Guarantee Program, call 1800 883 488 or visit [www.abcde.gov.au/abg](http://www.abcde.gov.au/abg).