



PLEASE COMPLETE AND FAX BACK TO 03 9853 2622  
OR POST IT TO 420 HIGH STREET KEW VIC 3101

**CUSTOMER DETAILS**

Hotkey Account Number:

(If applicable)

Customer or Company Name:

Company ABN/ACN:

Customer Address:

Contact Name:

Daytime Phone Number:

Evening / Mobile Number:

Fax Number:

Contact Email:

Technical Contact Name:

Technical Contact Number:

Technical Contact Email:

Date of Birth:

**DETAILS OF YOUR NEW ADSL LOCATION**

ADSL Phone Number:

(e.g. 03 9123 4567)

ADSL Install Address:

(This must be at the same address as the phone number nominated above)

Do You have a current ADSL Service with another provider on the line specified above?

Yes  No

If yes, do you consent to the transfer of this ADSL service to Hotkey?

Yes  No

**PLEASE SELECT ONE PLAN FROM THE CAPPED OR FIXED PRICE TABLES**

<b>CAPPED PLANS</b>					
<b>SELECT PLAN<sup>1,4,5</sup></b>	<b>DATA INCLUDED</b>	<b>MONTHLY FEE</b>	<b>EXCESS MB</b>	<b>PRICE CAP<sup>3</sup></b>	<b>RATE LIMITS AT<sup>2</sup></b>
<input type="checkbox"/> Fast Internet 1GB RL	1 Gb	\$34.95	\$0.14	\$79.95	12Gb
<input type="checkbox"/> Fast Internet 3GB RL	3 Gb	\$39.95	\$0.14	\$79.95	12Gb
<input type="checkbox"/> Fast Internet 5GB RL	5 Gb	\$44.95	\$0.14	\$79.95	12Gb
<b>CONTRACT LENGTH for CAPPED PLANS</b>					
<b>CONTRACT TERM</b>	<b>SET UP FEE<sup>6</sup></b>		<b>MODEM COST</b>		
<input type="checkbox"/> 24 Months	\$0		<b>FREE</b> Modem (USB/Ethernet) – Filter included		

<b>FIXED PRICE PLANS</b>			
<b>SELECT A PLAN<sup>4,5</sup></b>	<b>DATA LIMIT<sup>#</sup></b>	<b>FIXED MONTHLY FEE</b>	<b>EXCESS DATA (\$/MB)</b>
<input type="checkbox"/> Fast Internet 12GB RL	12 Gb	\$69.95	\$0
<input type="checkbox"/> Fast Internet 20GB RL	20 Gb	\$89.95	\$0
<input type="checkbox"/> Fast Internet 30GB RL	30 Gb	\$109.95	\$0
<input type="checkbox"/> Fast Internet 40GB RL	40 Gb	\$129.95	\$0
<b>CONTRACT LENGTH for FIXED PRICE PLANS</b>			
<b>CONTRACT TERM</b>	<b>SET UP FEE<sup>6</sup></b>		<b>MODEM COST</b>
<input type="checkbox"/> 12 Months	\$59		<b>FREE</b> Modem (USB/Ethernet) – Filter included
<input type="checkbox"/> 24 Months	\$0		<b>FREE</b> Modem (USB/Ethernet) – Filter included

<b>THINGS TO NOTE</b>
<ol style="list-style-type: none"> <li>1. Above plans are available on 24months contract only.</li> <li>2. These plans have an inclusive data limit. Once this limit is reached any more data downloaded will be charged at the 'Excess data rate' and the charge for this will be added to the 'Minimum Monthly Charge' up to the point where it reaches the 'Maximum Monthly Charge' at which point no more charges will be added for that month. Data can still be downloaded after this point at full speed until "Rate Limit" inclusive data has been reached at which point the speed will be reduced to dial-up speed.</li> <li>3. Excess charges will not exceed the maximum monthly charge.</li> <li>4. A Static IP Address is not available on any of these plans.</li> <li>5. Minimum line speed of the 'Fast Internet' plans is 1500 kbps, higher speeds can be achieved depending on factors such as your distance from the exchange, phone line quality, the broadband hardware you use and the speed of the website you connect to.</li> <li>6. The "set up fee" is a cost incurred for provisioning the ADSL service on your phone line. This does not include the cost of a modem or installation at your premises (most customers carry out their own installation)</li> <li>7. The ADSL Connection process will take between 5-10 working days, depending on availability of service to your local telephone exchange. If the product is not available or any delays are anticipated due to incompatible hardware at the exchange, we will advise you as soon as possible.</li> </ol>



**PLEASE SELECT IF ALTERNATIVE MODEM OPTION IS REQUIRED**

MODEM		COST
<input type="checkbox"/>	ADSL Wireless Modem, 4 Ethernet ports	\$89.95 (RRP \$199)
<input type="checkbox"/>	I am supplying my own ADSL modem	\$50 CREDIT

**MODEM DELIVERY DETAILS**

Modem Delivery Method: **Post (\$20, charged to your Hotkey account)**

Address to deliver your modem to:

\_\_\_\_\_  
\_\_\_\_\_

**ADSL LINE FILTERS**

In order for your ADSL service to work correctly, each telephone or device connected to the phone line must have an ADSL filter installed. This includes telephones; fax machines, answering machines, back to base house alarms and your Foxtel Digital set-top box. Hotkey hold no responsibility for any service degradation caused by any unfiltered devices.

**Note:** Foxtel Digital cable and satellite services both utilise a dial-up "back channel" which uses your phone line and allows you to select pay per view and Box Office movies. This connection requires an ADSL filter.

Some monitored house alarm services are incompatible with ADSL. Please check with your alarm provider before applying for your ADSL service for any special requirements which apply to your alarm service (e.g. you may need a Central Splitter)

**Inline Filter (\$15 each)** Number Required \_\_\_\_\_

**Central Filter (\$30 each)** Number Required \_\_\_\_\_

**INVOICE OPTIONS**

How would you like to receive your Hotkey invoices?

**Email** Email Address: \_\_\_\_\_

**Post<sup>1</sup>** Postal Address: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

<sup>1</sup> A \$2.75 per month fee is charged when you elect to have invoices posted out to you.

**PAYMENT DETAILS****Preferred Billing Method:** Credit Card

Card Type: \_\_\_\_\_

Card Number: \_\_\_\_\_

Expiry date: \_\_\_\_\_

Card Name: \_\_\_\_\_

Card Signature<sup>2</sup>: \_\_\_\_\_ Direct Debit

Name of Bank Account: \_\_\_\_\_

Name of Branch: \_\_\_\_\_

Financial Institution: \_\_\_\_\_

BSB Number (6 digits): \_\_\_\_\_

Account Number: \_\_\_\_\_

Account Type: \_\_\_\_\_

Account Signature<sup>2</sup>: \_\_\_\_\_ BPay Cash/Cheque I already have an account with Hotkey. Please continue to pay in accordance with my existing instructions

<sup>2</sup> By signing this section of the form, you will be authorising us to deduct your monthly account payments from the specified account. Direct Debit payments will be processed on the 8<sup>th</sup> of each month.

**EXTRA SERVICES**

Hotkey offers a range of services in order to enhance your online experience. Please select the options below if you are interested in any of these services.

 Installation of ADSL Service  
Melbourne only

We will call you with details

 Voice over IP  
ADSL speed of 512/128 or above is required.

We will call you with details

 Command Anti Virus  
Monthly Subscription

\$5.99 per month

 Backup Dial-up Account  
Useful for occasional travelers

\$2.75 per hour, no monthly fee

 Cancel your existing dialup connection

If ticked, dial up plan changed to a Mailbox Free Plan

 Web Hosting and Domain Registration  
Create an online presence for your business.

We will call you with details

**DECLARATION**

I/we have the authority to sign this order form.

I/we acknowledge and accept Hotkey's terms and conditions (outlined on this form and at <http://www.hotkey.net.au/aboutus/tandc.htm>), and the fees applicable to this order form.

We understand this order is for the provision of an ADSL service for the contract period specified above:

**Signature:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Position:** \_\_\_\_\_

**Date of Birth:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**PERSONAL INFORMATION CREDIT CHECKS**

You ("Customer") authorise Hotkey to conduct credit checks and searches and to use that information to assess Customer's credit worthiness. Hotkey may give to a credit reporting agency the following information: identity particulars (as permitted by the Privacy Commissioner's determination); the fact that Customer has applied for credit and the amount; the fact that Hotkey is a current credit provider to Customer; payments which become overdue more than 60 days and for which collection action has commenced; advice that payments are no longer overdue; cheques drawn by Customer which have been dishonored more than once; in specified circumstances, that in the opinion of Hotkey, Customer has committed a serious credit infringement; that the credit provided to Customer by Hotkey has been paid or otherwise discharged.

Hotkey may give to or seek from any credit provider named in a credit report issued by a credit reporting agency information about Customer's arrangements. Customer understands that this information can include any information about Customer's credit worthiness, credit standing, credit history or credit capacity that credit providers are allowed to give or receive from each other (Section 18N(1)(b) Privacy Act). Customer understands the information may be used for the following purposes: to assess an application for Customer for credit; to notify other credit providers of a default by Customer; to exchange information with other credit providers as to the status of this credit where Customer is in default; to assess Customer's credit worthiness.

If Hotkey considers it relevant to assess Customer's application for personal credit, Customer agrees that Hotkey may: obtain a report about Customer's commercial activities or commercial credit worthiness from a business which provides information about the commercial credit worthiness of persons; obtain from a credit reporting agency a credit report containing personal credit information about Customer in relation to commercial credit provided by Hotkey; receive from a credit reporting agency a credit report containing personal information about Customer in relation to collecting overdue payments.

Customer acknowledges and agrees that: Hotkey may use Customer's personal information in connection with the Services and for this purpose may share it within the Hotkey Group and with other entities which provide services to Hotkey related to the provision of the Services; Hotkey may use it to inform Customer about other services offered by Hotkey and business partners and associates of Hotkey (Customer may elect not to have personal information used in that manner on request to Hotkey). Customer has the right to contact Hotkey to obtain access to certain Customer personal information held by Hotkey; Customer will inform Hotkey whenever a change occurs in Customer personal information; Hotkey Privacy Policy and Privacy Statement are available from Hotkey on request.

**HOTKEY TERMS AND CONDITIONS**

1. You apply to Redback Communications Pty Ltd ("Trading as Hotkey Redback" ABN 64 103 466 628) to provide to you Broadband ADSL Internet Access under the Plan, for the Contract Term and on the terms specified in this application
2. If Hotkey accepts your application, Hotkey Terms and Conditions for Internet services (available at [www.hotkey.net.au](http://www.hotkey.net.au)) are applicable.
3. You declare that you are over the age of 18 and that you are the account holder for the telephone number to which the service is to be connected.
4. You consent to Hotkey communicating with you by email.
5. The Contract Term and monthly charges will commence on the day the ADSL service is provisioned by Hotkey or on such other date as Hotkey reasonably designates.
6. You authorise Hotkey, on your behalf, if it is necessary to do so, to obtain information from your existing telecommunications provider, to complete and sign documentation and to take all steps necessary to give effect to this application and to transfer your accounts and services from that existing provider to Hotkey.
7. If you cancel your contract before the end of the Plan Period or if, before then, your contract is terminated or your service is discontinued because of breach by you, you will be liable to pay to Hotkey, in addition to charges up to that time, a cancellation fee of \$230.00 to cover set up and equipment costs incurred by Hotkey.
8. Your computer configuration must meet minimum requirements.
9. If your telephone line is cancelled or transferred during this contract you will lose your Hotkey Broadband connection.
10. 'Inclusive Data' is the amount of data, which you can download (data uploads are not generally charged – see terms and conditions) in a month without incurring 'Excess Data' charges (or, for some plans, having the speed of your connection reduced for the rest of the month).
11. There may be an 'Excess Data' charge for amounts of data in excess of the 'Inclusive Data' allowance, downloaded by you, in any month. This does not apply for plans shown as "Fixed Price".
12. Data transmission speeds are shown as downstream/upstream speeds e.g. 256/64 represents 256kbps downstream/ 64kbps upstream.
13. You are responsible for all usage incurred on your account. This may include unauthorised access through an unsecured network. Usage can be checked from <http://www.hotkey.net.au>, My Account, View Connection Statistics.
14. The modem and other equipment purchased by you will become your property when you pay the set-up and modem cost (and any cancellation fee if applicable).
15. You are entering into an agreement for the Contract Term and Plan chosen by you. You cannot change to a lower plan. If you wish to change to a higher plan an administration fee of \$50.00 applies.
16. All charges are inclusive of GST.
17. Features and pricing are subject to change.
18. Minimum package cost is: Monthly Fee x Contract Term + Setup Cost. For example: Minimum package cost for 'Fast Internet 1GB RL' over the 24 month Contract Term = \$838.8 (\$34.95 x 24 months + \$0 set up/modem).
19. Approximately once every 24 hours, your connection will be interrupted for less than 30 seconds for a billing record update. You may reconnect promptly. You may configure your connection software to reconnect automatically. There are no telephone charges incurred in reconnection.
20. 10MB of personal web space is available to you.
21. Up to 10 email addresses are included without charge. (Each additional e-mail address costs \$2.20 per month).
22. You will NOT be assigned a Static IP Address.
23. You may request Hotkey to relocate your Hotkey Broadband service, providing that your new location is one to which Broadband is available. (There will be a relocation charge of \$119.00, plus any additional equipment required).
24. In some circumstances (depending for example on the nature of your existing equipment) additional charges may apply. Hotkey will advise if this applies to you.
25. This service may not be available or its commencement may be delayed by factors beyond the control of Hotkey.
26. To contact Hotkey phone 1300 134 336 or go to [www.hotkey.net.au](http://www.hotkey.net.au).
27. TIO: The Telecommunications Industry Ombudsman (free call 1800 062 058) is available as a last resort to resolve disputes that cannot be resolved with Hotkey. The Office of Fair Trading in each State or Territory may also investigate consumer complaints about telecommunications services.