

Australian Broadband Guarantee

ClearTown Broadband Contract – Introduction Page



Australian Government
Australian Broadband Guarantee

Customer Eligibility

To be eligible for the Australian Broadband Guarantee (ABG) Program you can be:

- An individual
- A small business customer with up to 20 full-time employees
- An indigenous Community Council

To be eligible for the Australian Broadband Guarantee Program:

- You are unable to receive a broadband service of at least a 512k/128k and 1000MB per month for a total price of \$2500 over three years;
- Your Premises need to be a separate place of residence, self-contained, not mobile and you need to live there for more than 6 months of the year. For example: a house, flat, apartment, granny flat, dwellings on a farming property, residence within a retirement village, permanently moored vessel or permanently located caravan.

How to fill in this contract

This contract consists of 2 sections:

1. Details required by the Department of Communications Information Technology & the Arts in accordance with the Australian Broadband Guarantee Program guidelines *and*
2. Details required by Clear Networks to get your service up and running

Please complete all fields and return this form to:

Clear Networks Provisioning
PO BOX 333, Blackburn VIC 3130

OR

You can apply online at www.clearnetworks.com.au/cleartowns.html

OR

You can call us on 1300 855 215

What happens next...

1. After your contract has been received by Clear Networks, we will confirm your eligibility within the ABG program. Please note that ABG eligibility processing can take 5 days.
2. You will receive an email or letter which contains:
 - A DCITA Attestation form. This includes the results of the eligibility check and reconfirms your contract details.
 - Any additional charges if your installation is determined to be non standard.
3. The DCITA Attestation must be signed and returned to Clear Networks within 14 days.
4. We will contact you to arrange the first available install date.
5. Your Wireless Technician will phone you the evening before your scheduled install date to confirm their arrival time.
6. You will be provided with a Connection Certificate once your service is active.

For more information contact
Clear Networks on 1300 855 215
(Monday to Friday 8am – 7.30pm)

Australian Broadband Guarantee ClearTown Broadband Contract



Broadband
The choice is clear

Please carefully complete all required fields (*) before submitting this application form. Your signature is required in 2 places (see ★). Return completed form to: PO BOX 333 Blackburn Vic 3130 or fax 1300 139 774. CT0708

1. AUSTRALIAN BROADBAND GUARANTEE DETAILS (Required by DCITA)

* Surname: *Other names:

If you are a business please enter your primary administrative contact details. You'll be asked to enter your business name later

* Date of Birth (DD/MM/YYYY): ___/___/___ You must be 18 years of age or over to create a Clear account. If you are a business, please enter the DOB of the primary administrative contact for verification purposes.

* Program Service Address:

*Suburb: *State: *Postcode:

*Postal Address: as above or:

Suburb: State: Postcode:

*Physical address (personal residence/organisation address): as above or:

Suburb: State: Postcode:

*Phone at service address: After-hours Phone:

Fax: Mobile:

Contact Email:

Please complete the following details if you represent a business or organisation.

Legal Name of Organisation (as it appears on legal documents, not a Trading Name):

ABN/ACN: Position Title: No. of permanent full time employees:

GST Exempt? Yes, No If you are an Indigenous Community Council, number of public access points?:

*Question 1.

Please tick:

I acknowledge that Clear Networks will check the Broadband Service Locator on my behalf to check whether I can receive an ADSL or terrestrial Metro-Comparable Broadband Service.

*Question 2.

Previous provision of a HiBIS, Broadband Connect, Metro Broadband Connect or Program service to a particular premises:

*Have you or your organisation previously received a HiBIS, Broadband Connect, Metro Broadband Connect or Program service at the 'Program Service Address' nominated above? No Yes

If Yes, do you still receive the service?: No Yes

If Yes, who is your provider:

If Yes, is the premise used as both a residence and a small business premises? No Yes

2. APPLICATION DETAILS

2a. YOUR PLAN (PRICES INCLUDE GST)

Clear Wireless is a Broadband Internet Service. It is a minimum 18 month plan where the customer owns the equipment at the end of the contract.

	Plan	Speed	Monthly Data	\$/Month	Install 18 months	Install 36 months	Email boxes	Excess per MB
Volume Plans								
<input type="checkbox"/>	Bronze 500W	256k/64k	500MB	Popular! \$24.95	\$199	FREE	2	\$0.09
<input type="checkbox"/>	Budget 1	256k/64k	1GB	\$34.95	\$199	FREE	3	\$0.09
<input type="checkbox"/>	Budget 2	256k/64k	2GB	\$49.95	\$199	FREE	2	\$0.09
<input type="checkbox"/>	Budget 4	256k/64k	4GB	\$66.00	\$199	FREE	2	\$0.09
<input type="checkbox"/>	Silver 2W	512k/128k	2GB	Popular! \$34.95	\$199	FREE	2	\$0.09
<input type="checkbox"/>	Standard 4	512k/128k	4GB	\$69.95	\$199	FREE	2	\$0.09
<input type="checkbox"/>	Standard 10	512k/128k	10GB	\$99.95	\$199	FREE	2	\$0.09
<input type="checkbox"/>	Edge 2	512k/512k	2GB	\$79.95	\$199	FREE	3	\$0.09
<input type="checkbox"/>	Edge 3	512k/512k	4GB	\$99.95	\$199	FREE	3	\$0.09
<input type="checkbox"/>	Edge 10	512k/512k	10GB	\$129.95	\$199	FREE	3	\$0.09
<input type="checkbox"/>	Pro 2	1M/256k	2GB	\$69.95	\$199	FREE	4	\$0.09
<input type="checkbox"/>	Pro 4	1M/256k	4GB	\$89.95	\$199	FREE	4	\$0.09
<input type="checkbox"/>	Pro 10	1M/256k	10GB	\$121.00	\$199	FREE	4	\$0.09
<input type="checkbox"/>	Gold 5W	1M/512k	5GB	Popular! \$54.95	\$199	FREE	4	\$0.09
<input type="checkbox"/>	Advantage 2*	1M/1M	2GB	\$89.95	\$199	FREE	4	\$0.09
<input type="checkbox"/>	Advantage 4*	1M/1M	4GB	\$119.95	\$199	FREE	4	\$0.09

<input type="checkbox"/>	Advantage 10*	1M/1M	10GB	\$143.00	\$199	FREE	4	\$0.09
<input type="checkbox"/>	Enterprise 2*	2M/512k	2GB	\$79.95	\$199	FREE	4	\$0.09
<input type="checkbox"/>	Enterprise 4*	2M/512k	4GB	\$99.95	\$199	FREE	4	\$0.09
<input type="checkbox"/>	Enterprise 10*	2M/512k	10GB	\$132.00	\$199	FREE	4	\$0.09
Capped Plans								
<input type="checkbox"/>	Bronze 500WCAP	256k/64k	Unlimited 500**	\$29.95	\$199	FREE	2	N/A
<input type="checkbox"/>	Silver 2WCAP	512k/128k	Unlimited 2**	Popular! \$39.95	\$199	FREE	2	N/A
<input type="checkbox"/>	Gold 5WCAP	1M/256k	Unlimited 5**	\$59.95	\$199	FREE	4	N/A
<input type="checkbox"/>	Enterprise Cap*	2M/512k	Unlimited 5**	\$120.00	\$199	FREE	4	N/A

* Only available in some areas. ** Unlimited download. Speed reduced to 64k/32k when cap reached.

Contract Length: 18 months 36 months

Included: Free 10MB webspace – Free Spam/Anti-Virus filtering – Free Public IP Address.

2b. CLEARMAIL ACCOUNT

Depending on your plan we also offer you an email address/s at no extra cost. Please specify your desired username and password below. (Note: Minimum of 6 alphanumeric characters only. No special characters). Get additional emails for \$2.20 per month per email.

Username 1:@clearmail.com.au Password 1: (min. 6 characters)
 Username 2:@clearmail.com.au Password 2: (min. 6 characters)
 Username 3:@clearmail.com.au Password 3: (min. 6 characters)
 Username 4:@clearmail.com.au Password 4: (min. 6 characters)

Note: * Your preferred address may not be available. In this case we will ask you to specify alternatives.

* This username will become your primary ClearMail email address and webspace address. * Your invoice will be sent by email to your ClearMail account.

2c. COMPUTER INFORMATION

*Which operating system are you running?

Win XP Win 2000 Win ME Win 98 NT4 Mac OSX Mac OS8/9 Other

Note: Our system supports Mac OSX, Win XP, and Linux. If you do not have these you may need additional hardware or software. It is also recommended you have a firewall. Please call 1300 855 215 to discuss.

2d. ZONE ALARM Security Products – 1 year License (single user)

It is recommended that you have a firewall to protect your PC. You can purchase one from Clear Networks. Choose from the three options below.

<input type="checkbox"/> Zone Alarm ANTIVIRUS \$26.95 1 Triple Defense Firewall Antivirus Email Security	<input type="checkbox"/> Zone Alarm PRO \$45.95 2 Triple Defense Firewall Anti-Spyware ID & Privacy Protection Email Security	<input type="checkbox"/> Zone Alarm INTERNET SECURITY SUITE \$64.95 3 Triple Defense Firewall Anti-Spyware Antivirus ID & Privacy Protection Email Security Web content filtering Anti-phishing Protection Spam Blocker
<i>Recommended minimum requirement.</i>	<i>This doesn't include Antivirus. Suitable if you already have Antivirus.</i>	<i>Highest level of security.</i>

*Download Price Only. Prices include GST and are below recommended retail prices. Multi-user licenses are available. Other products are not supported by Clear Networks. If you need a CD copy it will cost an extra \$15 for CD and postage. Please call 1300 855 215 if you want a CD copy. If you purchase a Zone Alarm product it will be charged to your first month's bill.

2e. PAYMENT DETAILS (SELECT ONE)

Credit Card

Name on Credit Card:

*Card Type: VISA Mastercard *Card Number: ____ / ____ / ____ / ____ *Card Expiry: ____ / ____

Direct Debit

Name of Bank/Credit Union:

Bank Account Name:

BSB Number:

Bank Account Number:

You are entering into an agreement with Clear Networks Pty Ltd. Do you authorise Clear Networks to direct debit money from your account, through the bank's bulk electronic clearing system, when invoices fall due to cover the charges on your account?

- I agree that Clear can deduct money from that account, on the day my invoice is due as long as I have a Clear account, or;
- I agree until I withdraw their permission for the direct debit and make another payment arrangement.
- I am able to operate this nominated account as a sole signatory.
- I authorise Clear to contact my financial institution to verify my bank account details.
- I authorise my financial institution to release information allowing Clear to verify my bank account details.
- I understand that by proceeding now I will be deemed to have signed a direct debit authority.

* Your signature below indicates your consent to this Direct Debit/Credit Card authority

★ Signed:

2f. I AGREE TO:

I attest to, and understand that:

- the personal information I have provided is true and accurate; and
- I may be required to provide documents to substantiate my attestation;
- I may be asked to participate in Australian Broadband Guarantee evaluation activities; and
- it is a criminal offence under the *Crimes Act 1914* to deliberately make false or misleading statements.

Please tick:

I agree with and understand the Terms and Conditions in applying for an Australian Broadband Guarantee broadband service with Clear Networks. I agree that I have sighted the contract and the Acceptable Use Policy either by visiting www.clearnetworks.com.au/tnc.html or have received a hard copy of the conditions. I therefore accept the contract Terms and Conditions and the Acceptable Use Policy.

Print name: ★ Signed: Date:

How did you hear about Clear Networks?.....

Referred by a friend? Enter their details here: Name:..... CN number:.....

Clear Networks Pty Ltd. Return completed forms to PO BOX 333 Blackburn VIC 3130 or fax to 1300 139 774.