

Westnet Contact Details

Westnet Pty Ltd ABN: 50 086 416 908
Level 7, 152 St George's Tce, Perth, 6000
GPO Box C121 Perth 6839

For all Satellite enquiries
please contact 1300 937 863

Agent Code

Please complete this form and fax to 1300 554 160

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

 ()

Correspondence Email Address

Your username will form the first part of your email address (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.

Username and Password

Fill out this section if you are an existing Westnet member

Current Username

Current Password

Fill out this section if you are applying for a new Westnet account

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.

Satellite Installation Details

Home Phone Number

 ()

Address - (leave blank if same as above)

Suburb / Town

State

Postcode

Account Options

Satellite Plan Options (select one plan)

Save \$10/month by bundling phone & broadband internet with Westnet

Plan	Speed	Bundled Monthly Fee	Standalone Monthly Fee	Download Limit
OPTION 1	512kbps/256kbps	<input type="checkbox"/> \$29.95	<input type="checkbox"/> \$39.95	500MB
OPTION 2	512kbps/256kbps	<input type="checkbox"/> \$44.95	<input type="checkbox"/> \$54.95	1GB
OPTION 3	512kbps/256kbps	<input type="checkbox"/> \$99.95	<input type="checkbox"/> \$109.95	3GB
OPTION 1	1Mbps/512kbps	<input type="checkbox"/> \$59.95	<input type="checkbox"/> \$69.95	1GB
OPTION 2	1Mbps/512kbps	<input type="checkbox"/> \$119.95	<input type="checkbox"/> \$129.95	3GB
OPTION 3	1Mbps/512kbps	<input type="checkbox"/> \$169.95	<input type="checkbox"/> \$179.95	5GB
OPTION 1	2Mbps/512kbps	<input type="checkbox"/> \$69.95	<input type="checkbox"/> \$79.95	1GB
OPTION 2	2Mbps/512kbps	<input type="checkbox"/> \$139.95	<input type="checkbox"/> \$149.95	3GB
OPTION 3	2Mbps/512kbps	<input type="checkbox"/> \$209.95	<input type="checkbox"/> \$219.95	7GB

Please Note: Any excess downloads will be charged at 1c/MB on all plans. Once you become a Westnet member, you can view your usage at <https://myaccount.westnet.com.au/>

Broadband Service Locator Identification Number (required):

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

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 ABG Eligible

Free Set-up for standard installations*.
(12 month contract)

New Connection ABG Ineligible

\$2,750 for standard installations*.
(Standard Agreement)

Transfer

Free if transferring from the ipstar network.
(12 month contract)

* Additional changes may be incurred for non-standard installation. In general, a standard installation refers to a single storey, 84cm satellite dish roof mount. Location, dwelling type, freight and required travel distances will be considered during the application process and any additional charges will be advised prior to installation.

When transferring written authorisation from your current provider must be attached to your application. This must be supplied on company letterhead.

Phone Information (if bundling)

If you have selected a bundled option above please fill out the following section to transfer your Full Phone service to Westnet.

Phone Number

Name of lessee (as it appears on current phone bill)

Select your Westnet Phone plan option

HOME LITE

\$26.95 per month

HOME OPTIMA

\$29.95 per month

HOME PREMIUM

\$31.95 per month

BUSINESS PREMIUM ABN Required

\$39.50 per month

BUSINESS EXTRA ABN Required

\$49.50 per month

Additional Questions and Information

Would you like Email Protection? (optional - highly recommended)

EMAIL PROTECTION 3 Months (\$10) 6 Months (\$20) 12 Months (\$30)

Email Protection scans all incoming emails to your Westnet email address for viruses and spam to help protect your computer.

Building Type? (i.e. single storey, double storey, etc)

What is the roof made of? (i.e. tiles, sheet metal, etc)

What is your computer's current operating system?

What are the walls made of?

Does the building contain asbestos?

Do you currently have a network card (required)?

Additional Questions and Information (continued)

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

Payment Details

Please select either Credit Card or Direct Debit for your payment method

PAYMENT TYPE



Visa



MasterCard



Direct Debit

If you have selected Direct Debit please complete separate direct debit form. If the form is not attached, please call 1300 937 863 or go to <http://www.westnet.com.au/link/applications> to download the form. If you have selected a Credit Card option please fill in the details below.

Name on Card

Signature

Card Number

Expiry - (MM/YY)

Date - (DD/MM/YYYY)

Declaration

I/We understand

the Satellite plan and connection I/we have selected; plan upgrades will become effective immediately and all other plan changes will become effective 1st day of the following month; cancellations will become effective approximately 2-5 working days; suspension of a Satellite account is not available and if I/we cancel this Satellite account and then reconnect at a later date, fees may apply; a minimum of 21 days is required for service connection to be completed (unless otherwise notified) and connection time also depends on installation requirements; each Satellite account is only for use at the premises as indicated on this application and each account is not transportable unless moving premises; if I/we have transferred the Satellite service within the ipstar network to Westnet and have entered into a 12 month Service Contract with the Company and cancel prior to the conclusion of the contract term a \$120 pro-rata cancellation fee will apply; if I/we am/are transferring from dial up to Satellite service and I/we am/are not the current account holder, a Westnet Change of Ownership form must be completed and returned with this application; all services provided by Westnet must be paid in advance except by written agreement with Westnet management. If an account is not in credit, the account may be disconnected at the discretion of Westnet; all accounts must be paid by credit card or direct debit except where there is a prior written agreement with Westnet Management; Westnet will always aim to provide the best and most reliable service possible, but cannot be responsible for any loss of service, regardless of whose fault it is; passwords and usernames must not be shared. Any breach of this condition will lead to immediate termination of the account without refund; the account will not be used for any illegal or anti-social purposes, including obscene, abusive, fraudulent, threatening or otherwise unacceptable messages or usage; In the event the client's account remains unpaid for a period of 60 days or more, Westnet reserve the right to disconnect the client's service. Fees which result in the re-activation of the account will be payable by the client; I/We have read and understood Westnet's General Terms and Conditions, Acceptable Use Policy, Westnet Full Phone Terms and Conditions and Satellite Broadband Terms and Conditions and agree to abide by them; I/We also verify being over the age of 18.

Broadband Guarantee Terms and Conditions:

The terms and conditions of the Broadband Guarantee Satellite service contract may be changed but any changes will be approved by Department of Communications, Information Technology and the Arts and communicated to customers and DCITA; Broadband Guarantee Satellite services will always comply with Broadband Guarantee performance requirements and be priced under the three year price approved at registration. The price can be changed either in total (i.e. the three year price) or the price of individual components moved up and down providing the three year price does not exceed what was approved at registration and DCITA approve any such changes; A Broadband Guarantee Customer may upgrade or downgrade the service package it is receiving under Broadband Guarantee to a higher or lower level of Broadband Guarantee Satellite service, subject to Westnet's terms and conditions; Westnet will endeavour to maintain a throughput of 60% of the stated speed, 75% of the time when measured over any 24 hour period.

I attest:

- the site for which this service is requested was not able to obtain a DSL or wireless consumer broadband service to the best of my knowledge and has not previously had a DSL or wireless broadband service connected;
- I am an eligible Broadband Guarantee customer; that is a residential customer, business with 20 permanent employees or less, Indigenous Community Council;
- I/my organisation have not previously received a HiBIS, Broadband Connect, Metro Broadband Connect service at the site for which this service is requested, and
- I agree to provide necessary information to Westnet so that it can make a Broadband Guarantee claim for this service.

Member Name

Signature

Date - (DD/MM/YYYY)