



# ADSL2+ & HomePhone Registration Form

OFFICE USE ONLY

CID

Phone: 1300 659 442

Email: [info@goldenit.net.au](mailto:info@goldenit.net.au)

ACN: 099 165 143

Website: [www.goldenit.net.au](http://www.goldenit.net.au)

1/18 Deblin Drive, Narre Warren VIC 3805

FAX THIS FORM TO: **1300 659 978**

**This information is current as of 29/04/2008 and is subject to change without notice. All prices include GST.**

## 1. Account Holder

Title (Mr/Mrs/etc)  First Name  Last Name

Street Address

Suburb  State  Post Code

Day time Phone Number  Mobile Number

After Hours Phone Number  Fax Number

Date of Birth (DD/MM/YYYY)  /  /  Email Address

Identification Type (eg. Drivers License, Passport, Medicare, Student ID)  Identification Number

**IMPORTANT:** This Email Address is for all correspondence including your invoice notices. Leave blank to use your new GoldenIT Email Address.

## 2. ADSL Installation

ADSL Telephone Line Number

**IMPORTANT!** You must complete this field if you are transferring your Phone Service. Leave blank if you are installing a new Phone Service.

Street Address LEAVE BLANK IF SAME AS ABOVE

Suburb  State  Post Code

## 3. Username and Password

**Select Status**

I am upgrading from a GoldenIT Dialup Plan or GoldenIT ADSL1 Plan - **Please enter your current Username and Password below**

I am a new customer

Username (minimum of 6 and maximum of 14 characters)

**Please choose a username and password for your account. The username you select will also be part of your first email address. It must have a minimum of 6 characters and a maximum of 14 characters. The username can not begin with a number. Characters are case sensitive.**

Password

**The password must contain at least one number and one letter with a minimum of 6 characters and a maximum of 14 characters. We recommend that you keep your Password confidential. Characters are case sensitive.**

## 4. ADSL2+ Plans

Select	Monthly Downloads	Monthly Cost	All Plans include
<input type="checkbox"/>	5GB	\$29.95	• Up to 24Mbps/1Mbps • No excess costs • Free Uploads
<input type="checkbox"/>	10GB	\$39.95	• 5 Email Addresses • 20MB Website space • Free Spam & Virus Filtering
<input type="checkbox"/>	30GB	\$59.95	
<input type="checkbox"/>	60GB	\$79.95	
<input type="checkbox"/>	120GB	\$129.95	
<input type="checkbox"/>	200GB	\$199.95	

**Shaping:** All plans have fixed monthly costs with no excess usage charges! The Broadband Download speed is reduced to 64kbps once your free Monthly Downloads are reached.

**Important Disclaimer:** While the maximum line speed is the maximum port speed enabled at the exchange level (24Mbps), actual line and download speeds for each customer will vary and is dependent on factors such as; How far you live from the local telephone exchange, the configuration and quality of your phone line, quality of your Broadband ADSL modem and line filter, the number and type of services being used in your neighbourhood, general Internet usage and load levels, interference from outside sources, your computer's hardware and software set up and the configuration of any computer you are trying to access.

A 12 or 24 month Contract applies to all ADSL2+ Plans. A \$165 Disconnection Fee applies if the telephone line OR ADSL2+ service is disconnected OR ported to another supplier, within the Contract period.

Visit [www.goldenit.net.au/terms](http://www.goldenit.net.au/terms) for full terms

## 5. ADSL2+ Hardware

Select	Modem	Description	Cost
<input type="checkbox"/>	I already have an ADSL2+ Modem		\$0
<input type="checkbox"/>	<b>Edimax</b>	Suitable for ADSL (allows up to 4 users)	\$110
<input type="checkbox"/>	<b>Edimax Wireless</b>	Suitable for ADSL (allows up to 4 users & Wireless)	\$120
<input type="checkbox"/>	<b>Billion - BiPAC7401</b>	Suitable for Wireless ADSL & VoIP (allows up to 4 users)	\$229

**Pay \$0 for this Modem if you select a 24 month Contract in Section 8**  
Delivery Fee applies

Quantity	Modem	Cost
<input type="checkbox"/>	<b>ADSL Splitter-Filter</b> You will need a Filter for <u>each Phone and Fax</u> you have in your house, that is sharing your ADSL Phone Line. You get 1 free Filter if you purchase a Modem from GoldenIT.	\$15
<input type="checkbox"/>	<b>Central Splitter-Filter:</b> This type of Filter needs to be installed by a certified technician, on your telephone wiring before the first outlet of branching point.	\$35

Select	Delivery Method	Time Period	Parcel Trackable?	Cost
<input type="checkbox"/>	Regular Post	2 to 14 working days from dispatch	No	\$10
<input type="checkbox"/>	Express Post	1 to 3 working days from dispatch	Yes	\$18

Parcels are not insured and GoldenIT will not be held liable for items lost in transit.

## 6. Delivery Address

Full Name LEAVE BLANK IF SAME AS SECTION 1  Company Name (if applicable)

Street Address

Suburb  State  Post Code

## 7. HomePhone Plans

You must bundle a phone plan with your ADSL2+ service. Plans include: Call Return, Call Waiting and Three Way Call. A 33c Call Connection Fee applies to all National calls and Calls to Mobiles. Other call charges apply: [www.goldenit.net.au/phone](http://www.goldenit.net.au/phone)

Select	Plan	Call Rates	Monthly Cost
<input type="checkbox"/>	Freedom	<b>Local Calls:</b> 16.5c. <b>National Calls:</b> 23c/minute with a maximum cost of \$2.50 for up to 20 minutes, thereafter 23c/minute. <b>Calls to Mobiles:</b> 33c/minute with a maximum cost of \$3.50 for up to 20 minutes, thereafter 33c/minute.	\$29.95

Additional Features	Select
<b>Silent Phone Number:</b> Your number will not be listed in the telephone directories. (By selecting this feature, the feature below called 'Call Number Display', will be automatically blocked.)	<input type="checkbox"/> No, I don't want my Phone Number to be Silent <input type="checkbox"/> Yes, I want my Phone Number to be Silent
<b>Call Number Display:</b> This will block the display of your number when calling other parties.	<input type="checkbox"/> No, I don't want my Call Number Display to be blocked <input type="checkbox"/> Yes, I want my Call Number Display to be blocked
<b>VoiceMail</b> enables callers to leave a message if the call is unanswered. The cost of a local call applies each time you access your Voicemail box from your fixed line phone.	<input type="checkbox"/> <b>VoiceMail:</b> \$3 per month
<b>Caller ID</b> displays the caller's phone number on your handset.	<input type="checkbox"/> <b>Caller ID:</b> \$3 per month
<b>Select Call Accept</b> allows you to decide which calls you want to receive. You can choose to accept calls from up to 30 different numbers.	<input type="checkbox"/> <b>Select Call Accept:</b> \$3 per month

## 8. Setup Fee

The following prices are applicable where a previous working phone service has been cancelled and is available for automatic reconnection or reactivation by a carriage service provider, otherwise additional labour and material costs apply if cabling is required. The Setup Fee includes ADSL2+ and HomePhone.

Setup Fee	Setup Fee and Contract - tick ONE box only
I currently don't have a Phone Service, I want a <b>NEW Phone Service:</b>	<input type="checkbox"/> \$55 with a <b>12 Month Contract</b> <input type="checkbox"/> \$0 with a <b>24 Month Contract</b>
I want to <b>TRANSFER my Phone Service:</b>	<input type="checkbox"/> \$33 with a <b>12 Month Contract</b> <input type="checkbox"/> \$0 with a <b>24 Month Contract</b>
Current Phone Provider <input type="text"/>	Current Phone Provider Account Number <input type="text"/>
<input type="checkbox"/> I am the telephone account holder of this phone service or an authorised representative of the account holder	

## 9. Referral

How did you hear about GoldenIT? For example, did you see our ad in a newspaper, magazine or website? If so, which one? Or were you referred by another GoldenIT customer? If so, provide us with their Username or Account Number and they will get some GoldenCash!

GoldenCash can be used towards paying off GoldenIT Internet Bills.

If you'd like to earn GoldenCash, enter your friends details so we can contact them.  
If they register for one of our ADSL Plans, you'll receive GoldenCash depending on the Plan they choose -->

Full Name	Phone Number	and/or	Email Address
<input type="text"/>	<input type="text"/>		<input type="text"/>

Full Name	Phone Number	and/or	Email Address
<input type="text"/>	<input type="text"/>		<input type="text"/>

Full Name	Phone Number	and/or	Email Address
<input type="text"/>	<input type="text"/>		<input type="text"/>

Plan	How much GoldenCash you can get!
256/64K / 1GB	\$3
256/64K / 3GB	\$4
256/64K / 10GB	\$5
256/64K / 20GB	\$6
512/128K / 10GB	\$5
512/128K / 20GB	\$6
512/128K / 40GB	\$7
512/512K / 10GB	\$8
512/512K / 30GB	\$9
512/512K / 50GB	\$10
1500/256K / 15GB	\$7
1500/256K / 30GB	\$8
1500/256K / 50GB	\$9
8000/384K / 15GB	\$8
8000/384K / 30GB	\$9
8000/384K / 50GB	\$10
ADSL2+ / 1GB / 3GB	\$6
ADSL2+ / 5GB / 15GB	\$7
ADSL2+ / 25GB	\$8
ADSL2+ / 35GB	\$9
ADSL2+ / 45GB / 55GB	\$10
ADSL2+ / 65GB	\$11
ADSL2+ / 80GB	\$12
ADSL2+ / 100GB	\$13

## 10. Payment Method

Select	Payment Method
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- Direct Debit your Savings or Cheque Account** - complete the form on the next page. Allow an additional 3 days to debit your Bank Account before we can begin provisioning.
- Direct Debit your Credit Card** - complete the below information
- Cheque - ONLY initial costs can be paid by Cheque/Money Order which includes first Monthly Cost, Setup Fee, Hardware and Delivery Fee. Make payable to: 'GoldenIT'. Monthly charges after Service Activation must be paid by Direct Debit.

MasterCard     Visa     Amex     Diners Club

Card Name	Card Number
<input type="text"/>	<input type="text"/>

Card Expiry Date (MM/YY)	Signature	Date of Birth (DD/MM/YYYY)
<input type="text"/>	<input type="text"/>	<input type="text"/>

Select	Invoice Method	Cost
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- By Email: You will receive Invoices via your correspondence email address (which you stated above)      \$0
- By Post: If you would like to receive a printed invoice via your mailing address.      \$1.50 per invoice

## 11. Agreement

By signing below, I agree to the following:

- I am authorising GoldenIT to debit my Credit Card or Bank Account for payment of any fees associated with the service.
- I acknowledge that I am over 18 years of age.
- I understand provisioning may take approximately 14 to 21 days.
- I have fully read, understood and agree to the GoldenIT ADSL2+ and HomePhone Terms and Conditions, Customer Service Guarantee Waiver (for New Phone Services only), Acceptable Use Policy and Privacy Policy found on the website: [www.goldenit.net.au/terms](http://www.goldenit.net.au/terms)

Full Name	Date of signing (DD/MM/YYYY)
<input type="text"/>	<input type="text"/>

Signature

**Please continue to page 4 - The Customer Service Guarantee Waiver, if you have selected a 'New Phone Service with the CSG Waiver' in Section 8**

PLEASE RETURN BY EITHER...      Fax: **1300 659 978**      Email: **sales@goldenit.net.au**  
 Post: **GoldenIT Sales, 1/18 Deblin Drive Narre Warren VIC 3805**

## Customer Service Guarantee Waiver (Only applicable to NEW Phone Service connections)

By executing this CSG Waiver you agree to waive in whole your Customer Service Guarantee Rights under Part 5 of the Telecommunications (Consumer Protection and Service Standards) Act 2000 in relation to GoldenIT's HomePhone Services. Please read the following paragraphs carefully as they contain important information affecting your rights.

1. The Customer Service Guarantee ("CSG") can be found on the Australian Communications and Media Authority website ([www.acma.gov.au](http://www.acma.gov.au)).
2. Part 5 of the Telecommunications (Customer Service Guarantee) Standard 2000 (No.2) allows GoldenIT to propose that you waive in whole, the protections and rights provided to you under the CSG.
3. We offer significantly lower call costs on all our HomePhone Services and importantly we are offering significantly reduced Installation Fees for new services if such Installation Fees apply to your selected HomePhone Service; however we are only able to do this on the basis that we are not required to meet the CSG.
4. By agreeing to this Waiver you agree to waive all your protections and rights under the CSG. So that GoldenIT may continue to offer lower costs, we require all of our customers to waive their rights afforded by the CSG.
5. The protections and rights you are waiving are:  
Provision of written information to you, at least every two years about:
  - the performance standards that apply to supply of specified services;
  - the obligations of the service provider under those standards;
  - the customer's entitlements to damages under the Act for contravention of the performance standards and
  - on request, the provision of information about a performance standard.

### Guaranteed maximum connection periods

- the prescribed maximum timeframes within which connection to services should occur.

### Guaranteed maximum rectification periods

- the prescribed maximum timeframes within which rectification of service faults should occur.

### Making and changing appointments

- our requirement to make appointments for purpose of service Installation or Fault Restoration at times that are convenient for you that are either for a particular time of the day or nominate a five hour period during which the appointment will occur, and
- changing appointments by giving at least 24 hours notice by obtaining the agreement of the customer to the change.

5.1 For specific details of the protections described above, please refer to the "Summary of the Telecommunications (Customer Service Guarantee) Standard 2000 (No. 2)", found at [www.goldenit.net.au/terms](http://www.goldenit.net.au/terms)

6. This Waiver will take effect seven days from the date of you agreeing to it, unless you notify GoldenIT in writing that you no longer wish to waive your rights under the CSG. You are under no obligation to waive the CSG but if you do so notify GoldenIT that you no longer wish to complete the Waiver, we reserve the right not to provide the service to you.

6.1 If you have withdrawn your CSG Waiver and we chose to provide the service to you then any application Installation Fee will be at the Standard Installation Fee rate as indicated on the Registration Form.

7. By agreeing to waive your protection and rights afforded by the CSG you will not be able to claim compensation from us for any failure by us to meet the prescribed performance standards.

By signing below you acknowledge that you understand the effect of the CSG Waiver and that you are completing this Waiver freely and voluntarily. If you do not understand the Waiver then you should seek independent advice and not execute this Agreement.

### **IMPORTANT:** Complete the fields below after you have carefully read this CSG Waiver

Full Name

Date of signing (DD/MM/YYYY)

Signature

PLEASE RETURN BY EITHER...

Fax: **1300 659 978**

Email: **[sales@goldenit.net.au](mailto:sales@goldenit.net.au)**

Post: **GoldenIT Sales, 1/18 Deblin Drive Narre Warren VIC 3805**

# Direct Debit Request Form

Phone: 1300 659 442  
Email: [info@goldenit.net.au](mailto:info@goldenit.net.au)  
Website: [www.goldenit.net.au](http://www.goldenit.net.au)

ACN: 099 165 143  
1/18 Deblin Drive, Narre Warren VIC 3805

FAX THIS FORM TO: **1300 659 978**

## Request and Authority to debit the account named below to pay GoldenIT

### Request and Authority to debit

Surname or company name

Given names or ACN/ARBN

Username

request and authorise GoldenIT to arrange, through its own financial institution, for any amount GoldenIT may debit or charge you to be debited through the Bulk Electronic Clearing System from an account held at the financial institution identified below and paid to the Debit User, subject to the terms and conditions of the Direct Debit Request Service Agreement.

### Insert the name and address of financial institution at which account is held

Financial institution name

Address

### Insert details of account to be debited

Name of account

BSB Number

 - 

Account number

### Acknowledgement

By signing this Direct Debit Request you acknowledge having read and understood the terms and conditions governing the debit arrangements between you and GoldenIT as set out in this Request and in your Direct Debit Request Service Agreement on the following page.

### Payment Details

Debits may be made fourteen days after the issue of a billing advice

### Insert your signature and address

If signing for a company, sign and print full name and your title.

Full Name

Title

Date of signing (DD/MM/YYYY)

 /  / 

Signature

Address

The first Debit may be made 1-14 days after we receive your Direct Debit Request. Debits thereafter may be made 1-14 days after the issue of a billing advice. We will continue to Direct Debit your account monthly or yearly as per our Terms and Conditions, until we receive written notification from you, 14 days in advance of your next Billing Date. If your payment is declined you will be charged a fee of \$35.

PLEASE RETURN BY EITHER... Fax: **1300 659 978** Email: **[sales@goldenit.net.au](mailto:sales@goldenit.net.au)**  
Post: **GoldenIT Sales, 1/18 Deblin Drive Narre Warren VIC 3805**

# Direct Debit Request Form

## Definitions

**account** means the account held at your financial institution from which we are authorised to arrange for funds to be debited.

**agreement** means this Direct Debit Request Service Agreement between you and us.

**banking day** means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

**debit day** means the day that payment by you to us is due.

**debit payment** means a particular transaction where a debit is made.

**direct debit request** means the Direct Debit Request between us and you (and includes any Form PD-C approved for use in the transitional period).

**transitional period** means the period commencing on the industry implementation date for Direct Debit Requests (currently 31 March 2000) and concluding 12 calendar months from that date.

**us** or **we** means [name of Debit User], (the Debit User) you have authorised by signing a direct debit request.

**you** means the customer who signed the direct debit request.

**your financial institution** is the financial institution where you hold the account that you have authorised us to arrange to debit.

## 1. Debiting your account

- 1.1 By signing a direct debit request, you have authorised us to arrange for funds to be debited from your account. You should refer to the direct debit request and this agreement for the terms of the arrangement between us and you.
- 1.2 We will only arrange for funds to be debited from your account if we have sent to the address nominated by you in the direct debit request, a billing advice which specifies the amount payable by you to us and when it is due.
- 1.3 If the debit day falls on a day that is not a banking day, we may direct your financial institution to debit your account on the following banking day. If you are unsure about which day your account has or will be debited you should ask your financial institution.

## 2. Changes by us

- 2.1 We may vary any details of this agreement or a direct debit request at any time by giving you at least fourteen (14) days' written notice.

## 3. Changes by you

- 3.1 Subject to 3.2 and 3.3, you may change the arrangements under a direct debit request by contacting us on 1300 659 442.
- 3.2 If you wish to stop or defer a debit payment you must notify us in writing at least 14 days before the next debit day. This notice should be given to us in the first instance.
- 3.3 You may also cancel your authority for us to debit your account at any time by giving us 30 days notice in writing before the next debit day. This notice should be given to us in the first instance.

## 4. Your obligations

- 4.1 It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the direct debit request.
- 4.2 If there are insufficient clear funds in your account to meet a debit payment:
  - (a) you may be charged a fee and/or interest by your financial institution;
  - (b) you may also incur fees or charges imposed or incurred by us; and
  - (c) you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.
- 4.3 You should check your account statement to verify that the amounts debited from your account are correct.
- 4.4 If GoldenIT is liable to pay goods and services tax ("GST") on a supply made in connection with this agreement, then you agree to pay GoldenIT on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.

## 5. Dispute

- 5.1 If you believe that there has been an error in debiting your account, you should notify us directly on 1300 659 442 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly.
- 5.2 If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.
- 5.3 If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding.
- 5.4 Any queries you may have about an error made in debiting your account should be directed to us in the first instance so that we can attempt to resolve the matter between us and you. If we cannot resolve the matter you can still refer it to your financial institution which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

## 6. Accounts

You should check:

- (a) with your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions.
- (b) your account details which you have provided to us are correct by checking them against a recent account statement; and
- (c) with your financial institution before completing the direct debit request if you have any queries about how to complete the direct debit request.

## 7. Confidentiality

- 7.1 We will keep any information (including your account details) in your direct debit request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.
- 7.2 We will only disclose information that we have about you:
  - (a) to the extent specifically required by law; or
  - (b) for the purposes of this agreement (including disclosing information in connection with any query or claim).

## 8. Notice

- 8.1 If you wish to notify us in writing about anything relating to this agreement, you should write to GoldenIT, 1/18 Deblin Dreive Narre Warren VIC 3805.
- 8.2 We will notify you by sending a notice in the ordinary post to the address you have given us in the direct debit request.
- 8.3 Any notice will be deemed to have been received on the third banking day after posting.