

On-Net Fibre Service Order Application Form

(Fibre Internet subject to a site survey)

1. Account Holder

Business name * ACN/ABN *

Surname (Account holder) * Given Name(s) *

2. Billing and Technical contact details

Billing address * Suburb *

State * Postcode *

Accounts payable E-mail Address * Accounts payable phone number *

Technical contact (Full name)

Phone number E-mail Address

3. I would like to connect to On-Net fibre at the following address

Suite / Unit Number Level / Floor Number Street Number *

Street Name *

Suburb * State * Postcode *

Select required service capacity * (Enter X in your selection):

- 50/50 Mbps \$99.00 inc GST per month
- 150/150 Mbps \$165.00 inc GST per month
- 500/500 Mbps \$220.00 inc GST per month
- 1000/1000 Mbps \$450.00 inc GST per month

Select service delivery options * (Enter X in your selection):

- Mikrotik router RB2011iLS-IN \$220.00 inc GST once off
- Ethernet hand off no equipment required

Included Internet data: UNLIMITED. Connection fee: \$399.00 (includes cabling to your office only). Minimum contract duration: rolling month to month. 30 calendar days written cancellation notice required. Refundable security deposit equivalent to one month of services fees is required. Internal network cabling is recommended for serviced offices with crowded wireless networks, available on request and subject to a site survey.

Business Name * Full name * Date *

I am an authorised company representative. I accept and agree to terms and conditions as published on <https://au.voipcloud.online/legal>, Master Service Agreement, Service Schedule and SLA - Internet Connectivity and page 2 & 3 of the On-Net Fibre Application Form - Critical Information Summary

Signature of authorised company representative

Critical information summary

1. Information about the service

VoIPcloud provides On-Net Fibre services for the purpose of improving quality of VoIP connectivity. A broadband education pack can be found on the following link, <https://www.commsalliance.com.au/BEP>.

Symmetrical access speeds (upload and download) Unlimited data allowance, suitable for data and voice.

On-Net Fibre services provided by VoIPcloud Wholesale are unlimited internet usage and can be used for both, voice and data services. If the On-Net Fibre service is utilised for both, data and voice traffic, it is highly recommended to install a suitable QoS (Quality of Service) router that would give a higher priority to voice traffic.

2. Information about billing and pricing

Service charges are billed on the first calendar day of each month on a pro-rata basis. Automatic payments can be setup from stored bank cards, direct debiting facilities, or a PayPal account, configured from inside the customer portal. Postpaid billing accounts will require a refundable security deposit equivalent to one calendar month of service charges.

Customers will be provided with a username and password to access an online customer portal, which will allow the ability to control account billing, invoices, payment receipts and history, service subscriptions and usage reporting.

Service usage reports will be automatically emailed to the customer on the 1st calendar day of each month. VoIPcloud does not provide paper-based invoices, invoices will be emailed through to the nominated email addresses, configured from inside the online customer portal, every time a payment is made.

On-Net Fibre Service	Price AUD (inc GST)
Once off new service activation	\$399.00
On-Net Fibre 50/50 mbps	\$99.00 p/month
On-Net Fibre 150/150 mbps	\$165.00 p/month
On-Net Fibre 500/500 mbps	\$220.00 p/month
On-Net Fibre 1000/1000mbps	\$450.00 p/month

Maximum monthly spend:

- \$99.00 AUD inc GST** for On-Net Fibre 50/50mbps
- \$165.00 AUD inc GST** for On-Net Fibre 150/150mbps
- \$220.00 AUD inc GST** for On-Net Fibre 500/500mbps
- \$450.00 AUD inc GST** for On-Net Fibre 1000/1000mbps

Cancellation fees:

The maximum cancellation fee for On-Net 50/50mbps:

\$99.00 AUD inc GST

The maximum cancellation fee for On-Net 150/150mbps:

\$165.00 AUD inc GST

The maximum cancellation fee for On-Net 500/500mbps:

\$220.00 AUD inc GST

The maximum cancellation fee for On-Net 1000/1000mbps:

\$440.00 AUD inc GST

Minimum Term:

Minimum term of On-Net Fibre services are 30 calendar days also known as month to month rolling. 30 calendar days notice in writing by email to support@au.voipcloud.online is required for a cancellation of On-Net Fibre service.

The minimum fee for On-Net 50/50mbps service over the 30 calendar day term: **\$498.00 AUD inc GST**

The minimum fee for On-Net 150/150mbps service over the 30 calendar day term: **\$564.00 AUD inc GST**

The minimum fee for On-Net 500/500mbps service over the 30 calendar day term: **\$619.00 AUD inc GST**

The minimum fee for On-Net 1000/1000mbps service over the 30 calendar day term: **\$849.00 AUD inc GST**

The table below outlines additional fees and charges that may be applicable to On-Net Fibre services:

Description	Price AUD (inc GST)
Reconnection of service or change of speed	\$199.00
Additional static IP address	\$10.00
Late payment fee	\$15.00
Reconnection of suspended service	\$199.00

3. Service installation and restrictions

- Subject to a site survey.
- VoIPcloud Wholesale provides no guarantee that the On-Net Fibre service will be provided within any specified timeframe. Standard processing timeframes for On-Net Fibre service provisioning are 5 – 60 business days, however in some cases this can take longer.
- CAT 6 handoff to the premises is included, you will also require a network router (A network router can be purchased from VoIPcloud Wholesale in this service order or from another hardware supplier).
- Connection will be provided to the CAT 6 handoff NTU at the customer premises. Customers may have to organise additional data cabling from the NTU to its desired network router location.
- Actual download and upload speeds achievable with On-Net Fibre services will be guaranteed to the CAT 6 handoff NTU.

Service suspension and cancellation for non-payment

If you have an outstanding invoice that is overdue by more the 30 calendar days, VoIPcloud Wholesale reserve the right to suspend your NBN service. If an outstanding invoice remains overdues for more than 60 calendar days, your service will be cancelled.

Additional information

Account balances and service usage information can be obtained from within the online customer billing portal: <https://au.voipcloud.online/customer>

This document only outlines the critical information summary and should be read in conjunction with the VoIPcloud Master Services Agreement, Volce (IP) Service Schedule and SLA, Porting Terms and Conditions, and service policies. A full set of terms and condition can be located at <https://au.voipcloud.online/legal>

Customer service details



You can contact us
on 03 906 7770

Critical information summary



Support requests can also be emailed to support@au.voipcloud.online

Complaint resolution

If you wish to make a complaint, please contact VoIPcloud using details published on our website. We take complaints very seriously and assure you that any matter you raise will be carefully investigated. However, if you have exhausted all venues for resolving your complaint within VoIPcloud and are still not satisfied with the outcome, you may seek further assistance from Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058.