

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
- 100/100 Mbps \$165.00 inc GST per month
- 400/400 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 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.

Symmetrical access speeds (upload & download). Unlimited data allowance.

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. Automatic top up by credit card and PayPal can be configured in the billing portal. Postpaid billing accounts will require a refundable security deposit equivalent to one calendar month of service charges.

You will be provided with an online username and password that will allow you to check your account usage, download invoices and top up your account.

Service usage reports will be automatically emailed to you on the 1st calendar day of each month. VoIPcloud does not provide paper based invoices. Invoices are emailed when a payment has been made, to the accounts payable contact listed on your customer billing account.

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 100/100 mbps	\$165.00 p/month
On-Net Fibre 400/400 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 100/100mbps

\$220.00 AUD inc GST for On-Net Fibre 400/400mbps

\$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 100/100mbps:

\$165.00 AUD inc GST

The maximum cancellation fee for On-Net 400/400mbps:

\$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 100/100mbps service over the 30 calendar day term: **\$564.00 AUD inc GST**

The minimum fee for On-Net 400/400mbps 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**

Table below outlines additional fees and charges that maybe 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

Service limitations and restriction

- 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 40 – 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. Customer 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 On-Net Fibre service. If an outstanding invoice remains overdues for more than 60 calendar days, your service will be cancelled.

Customer service details

Our customer services department can be contacted on 03 906 77700. Support requests must be submitted via email to support@au.voipcloud.online.

Complaint resolution

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

Note: this document only outlines critical information summary in addition to the Master Services Agreement and Service Schedule Internet as published on our website: <http://au.voipcloud.online/legal>

Date * _____ Initial * _____