

ADSL APPLICATION FORM



70 Napier Street
ST ARNAUD VIC 3478
Ph: (03) 5495 2811
Fax: (03) 5495 2822
Email: info@gjr.net.au
Website: www.gjr.net.au

Title:	MR / MRS / MISS / MS	Full Name:			
Business Name:			ACN/ABN:		
Address:					
City / Town:			State:		P/Code:
Contact #:			Driver's License #:		

ADSL Username:			@gjr.net.au
ADSL Password			
Service Number: (phone number to be activated)	()	_____	- _____
Account Holder's Name: (full name on phone bill)			

Connection Options (please tick)	Fee	Termination Fee
<input type="checkbox"/> New Connection		
<input type="checkbox"/> 12 Month Commitment	\$132.00	\$77.00
<input type="checkbox"/> 24 Month Commitment + modem	\$199.00	\$129.00
Fast Transfer (Churn)		
<input type="checkbox"/> 12 Month Commitment	\$55.00	\$77.00
<input type="checkbox"/> 24 Month Commitment	\$0.00	\$129.00

Termination Fee
This is a once-off charge should you wish to disconnect your broadband service prior to finishing the minimum commitment term for your connection. Naturally, this charge doesn't apply if you've stayed connected longer than the selected commitment term.

Plan ¹ (please tick)	Data Quota ²	Price ³	Excess Usage ⁴	Price Cap ⁵	Shaped at ⁶
<input type="checkbox"/> Budget 256/64	300Mb	\$29.95	\$0.19/Mb	\$54.95	n/a
<input type="checkbox"/> Unlimited 256/64	15000Mb	\$45.00	n/a	n/a	15000Mb
<input type="checkbox"/> Unlimited 512/128	25000Mb	\$55.00	n/a	n/a	25000Mb
<input type="checkbox"/> Unlimited 1500/256	35000Mb	\$95.00	n/a	n/a	35000Mb
<input type="checkbox"/> Unlimited 512/512	35000Mb	\$95.00	n/a	n/a	35000Mb

1. This is the plan's theoretical maximum download (the number before the '/') and upload (the number after the '/') speed, measured in kilobits per second. While you should receive this speed most (if not all) of the time, GJR Internet makes no assertions that you will achieve this speed at all times. Residential services are provided on a "best effort delivery" basis, and don't come with an Service Level Agreement (SLA).
2. This is the plan's monthly quota measured in Megabytes. For charging purposes, GJR Internet considers 1 Megabyte to be made from 1000 Kilobytes.
3. This is the plan's monthly price, and is only an indication of the charge for ongoing provision of the ADSL service. It does not include installation/termination/modification and/or hardware fees, any fees charged through late payment of account, any add-on options provided nor excess usage fees should the plan include them.
4. This is a price per unit of usage (generally cents per megabyte) dictating how a plan is charged once you reach and exceed the monthly data quota. Not all plans have excess usage prices, and the ones that do generally have a price cap (afterwhich normal shaping applies) to limit the maximum amount that you can pay.
5. This is the maximum price you can pay on plans that have excess usage prices. Essentially once you use the monthly data quota, data is charged at the excess usage price until this price cap, afterwhich normal shaping occurs. Not all plans have price caps, generally the ones with excess usage charges (this is stop you from getting a massive bill).
6. This is the data limit at which your connection will be shaped, that is, your download speed lowered to 64Kbps for the remainder of your billing month. Once your quota rolls over you will be unshaped back to full speed.

Customer Signature:		Date:	
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Additional Options (please tick)	Price
<input type="checkbox"/> Netcomm NB5 Single Ethernet/USB Modem/Router	\$99.00
<input type="checkbox"/> Netcomm NB5PLUS4 4 Port Modem/Router	\$119.00
<input type="checkbox"/> Netcomm NB5Plus4W 4 Port Modem/Router + 11g Wireless	\$149.00
<input type="checkbox"/> EM1100 ADSL Microfilter	\$19.95
<input type="checkbox"/> EM1550 ADSL In-Line Splitter/Filter	\$29.95
<input type="checkbox"/> Central ADSL Splitter	\$33.00

Other models and brands available on request

Installation Options (please tick)	Price
<input type="checkbox"/> Self Installation	n/a
<input type="checkbox"/> Professional Onsite Installation & Configuration	P.O.A

Payment Options (please tick)
<input type="checkbox"/> Automatic Direct Debit (credit card & bank accounts)
<input type="checkbox"/> Cheque / Money Order (make payable to GJR Computers)
<input type="checkbox"/> Cash (over the counter)

GJR Internet Settings	Price
ADSL Details:	
Connection Type:	PPPoE
VPI:	8
VCI:	35
Primary DNS:	203.132.64.1
Secondary DNS:	203.132.64.1
Mail Settings:	
Email Address:	<username>@gjr.net.au (refer to page 1)
Account Username:	Same as Email Address
Password:	refer to page 1
Incoming Mail Server (POP3):	pop.gjr.net.au
Outgoing Mail Server (SMTP):	mail.gjr.net.au
Website & Members Tools:	
GJR Internet Website:	www.gjr.net.au
Member's Tools Username:	<username>@members.gjr.net.au
Member's Tools Password:	refer to page 1
Help & Support	
General Enquiries:	info@gjr.net.au
Accounts:	accounts@gjr.net.au
Technical Support:	support@gjr.net.au
Phone Support:	(03) 5495 2811



Direct Debit Request (DDR)

For Credit Card Authorities, please complete sections 1, 2 and 4.

For Bank Account Direct Debits, please complete sections 2, 3 and 4.

1. Credit Card Request

Request for Debit Amounts to Credit Card by the Direct Debit System

<input type="checkbox"/> Visa	Name on Card:	
<input type="checkbox"/> Mastercard	Card Number:	
<input type="checkbox"/> Bankcard	Expiry Date:	
<input type="checkbox"/> American Express		

I wish to use my ("Card") to pay for the goods/services as supplied to me by GJR Computers t/as GJR Internet. I hereby authorize United Telecommunications Pty. Ltd. t/as Electronic Payments to debit my Card account with the amount and at the intervals specified, and in the event of any change in the charges for these goods/services – to alter the amount from the appropriate date in accordance with such change. This authority shall stand, in respect of the above specified Card and in respect of any Card issued to me in renewal or replacement thereof, until I notify GJR Computers in writing of its' cancellation.

2. Direct Debit Request

Request for Debit Amounts to Accounts by the Direct Debit System

I/We (Surname or Company Name):	
Given Names or ABN/ACN:	
Customer Address:	

I/We authorise United Telecommunications Pty. Ltd. t/as Electronic Payments User ID 253597 on behalf of GJR Computers t/as GJR Internet, until further notice in writing, to debit my/our account as described in the schedule below any amounts which you may debit or charge me/us through the Direct Debit System. I/We understand and acknowledge that: (a) Bank/Financial Institution may, in its absolute discretion, determine the order of priority of payment by it of any monies pursuant to this Request or any authority mandate. (b) GJR Internet and Electronic Payments may, by prior arrangement and advice to me/us, vary the amount or frequency of future debits.

3. Schedule Details

Schedule Details of Account to be Debited, Commencement Date & Frequency

Account held in the name of:		
Financial Institutions BSB:	____ - ____	Account Number:
Debit Amount:		Commencing: Immediately <input type="checkbox"/> or Date _____
Frequency:	Day <input type="checkbox"/> Week <input type="checkbox"/> Fortnight <input type="checkbox"/> Month <input type="checkbox"/> or Other _____	

Credit Card Request Authorisation

I wish to use my ("Card") to pay for the goods/services as supplied to me by GJR Computers t/as GJR Internet. I hereby authorize United Telecommunications Pty. Ltd. t/as Electronic Payments to debit my Card account with the amount and at the intervals specified, and in the event of any change in the charges for these goods/services – to alter the amount from the appropriate date in accordance with such change. This authority shall stand, in respect of the above specified Card and in respect of any Card issued to me in renewal or replacement thereof, until I notify GJR Computers in writing of its' cancellation.

4. Request Authorisation

Authorisation Signature Panel

I/We have read the "Customer DDR Service Agreement" that is attached and acknowledge and agree with its terms and conditions. I/We request this arrangement to remain in force in accordance with the details set out in the Schedule described above and in compliance with the "Customer DDR Service Agreement".

Customer's Name:	
Customer's Signature:	
Date:	



Customer DDR Service Agreement

This document outlines our service commitment to you, in relation to the Direct Debit Request made between United Telecommunications Pty. Ltd. t/as Electronic Payments. User ID 253597 and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

Direct Debit Customer Service Agreement

United Telecommunications Pty. Ltd. t/as Electronic Payments. commitment to you

- (a) We United Telecommunications Pty. Ltd. t/as Electronic Payments. act as direct debit agent for GJR Computers t/as GJR Internet.
- (b) We undertake to periodically debit your nominated account for the agreed amount as setout in the schedule of your signed DDR
- (c) The first drawing under this agreement will occur as stated in Frequency on the DDR
- (d) Where the due date falls on a non-business day, we will draw the amount on the next business day.
- (e) Should you wish to discuss any matters in relation to this DDR, you may do so by contacting us by:
 - a. Email: accounts@electronicpayments.com.au
 - b. Post: PO Box 843, OXENFORD QLD 4210
 - c. Fax: 1300 248 329 Phone: 1300 248 638

GJR Internet commitment to you

- (a) To provide you with the goods or services that this DDR relates.
- (b) We will advise you by notice, statement or invoice prior to the date of the drawings.
- (c) We will provide written notice of any proposed changes to your drawing arrangement, providing no less than 14 days notice.
- (d) We reserve the right to cancel the drawing arrangement if drawings are continually returned unpaid by your nominated Financial Institution. Where drawings are returned unpaid, we will arrange with you an alternate payment method. A fee may apply for drawings that are returned unpaid.
- (e) We will keep all information provided by you and details of your nominated account at the Financial Institution private and confidential.
- (f) We will investigate and deal promptly with any queries, claims or complaints regarding debits, providing a response within 20 business days.
- (g) Should you wish to discuss any matters in relation to your account or this DDR, you may do so by contacting GJR Internet by:
 - a. Email: accounts@gjr.net.au
 - b. Post: 70 Napier Street, ST ARNAUD VIC 3478
 - c. Phone: (03) 5495 2811 Fax: (03) 5495 2822

Your rights

- (a) If you wish to make changes to the drawing arrangements, contact us in any of the ways listed above. These changes may include:
 - a. Deferring the drawing; or
 - b. Altering the schedule; or
 - c. Stopping an individual debit; or
 - d. Suspending the DDR; or
 - e. Cancelling the DDR completely.
- (b) Direct all enquiries to GJR Internet, rather than your financial institution, and these should be made at least 7 days prior to the scheduled drawing date. All communication should include your customer reference information.
- (c) Should you believe any drawing has been initiated incorrectly, we encourage you to take the matter up directly with GJR Internet as listed above.
- (d) If you do not receive a satisfactory response from GJR Internet to your dispute, contact your us or your financial institution who will respond to you with an answer to your claim:
 - a. Within 7 business days (for claims lodged within 12 months of disputed drawing); or
 - b. Within 30 business days (for claims lodged more than 12 months after the disputed drawing)
- (e) You will receive a refund of the drawing amount if we can not substantiate the reason for drawing.

Your commitment to us

It is your responsibility to ensure that:

- (a) your nominated account can accept direct debiting (your financial institution can confirm this); and.
- (b) that the authorisation on the Direct Debit Request is identical to the account signing instruction held by the Financial Institution of the nominated account.
- (c) at all times, that sufficient funds are available in the nominated account to meet a drawing on the due date for payment.
- (d) to arrange with us a suitable alternate payment method if the drawing arrangements are stopped, either by you or the nominated Financial Institution.
- (e) meet any charges resulting from the use of the Direct Debit System. This may include fees charged to us as a result of returned drawings.