

Wireless Internet Options

New Wireless Service:

7.2MB USB Wireless Modem Adapter \$149.95

[Plan | Data | Time Period]

Per 30 Days

Basic – 1GB per 30 Days \$29.95

Advanced – 2GB per 30 Days \$39.95

Pro – 3GB per 30 Days \$49.95

Express – 5GB per 30 Days \$59.95

Mammoth – 15GB Data per 12 Months \$199.95

[30 Day Bundle]

Special – Wireless 7.2MB CoastNet Adapter
+ 1GB Data per 30 Days **FREE** \$149.95

[365 Day Bundle]

Combo –Wireless 7.2MB CoastNet Adapter
+ 15GB Data per 12 Months \$299.95

3G Modem/Router [Customer to configure] \$199.95

The service is suspended once the monthly limit is reached.

AUTOMATIC DATA RECHARGE – Credit Card Details Required

AUTOMATIC DATE RECHARGE – Credit Card Details Required

Wireless [Sim ONLY] Internet Options

New Wireless [Sim ONLY] Service:

Sim ONLY \$29.95

[Plan | Data | Time Period]

*[Min 90 Days]

Per 30 Days

Prime – 1GB Data per 30 Days \$29.95

Superior – 2GB Data per 30 Days \$39.95

Expert – 3GB Data per 30 Days \$49.95

Rapid – 5GB Data per 30 Days \$59.95

Major – Sim + 3 X 1GB Data/30 Days \$109.95

*[90 Day Bundles]

Enhanced – Sim + 3 X 2GB Data/90 Days \$139.95

Skilled – Sim + 3 X 3GB Data/90 Days \$169.95

Swift – Sim + 3 X 5GB Data/90 Days \$199.95

*[Minimum connection period 90 Days]

*sim active for 30 days from last top up then obsolete/dead

AUTOMATIC DATA RECHARGE – Credit Card Details Required

AUTOMATIC DATE RECHARGE – Credit Card Details Required

No Contract \$0 Disconnection

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PAYMENT DETAILS

Monthly Access and Setup Fees can be paid via BPay, Direct deposit or credit card.

Note all connection fees and equipment must be paid in advance. Payments will be taken directly from your credit card in advance each month, recurring.

Visa and MasterCard payments will incur a 2% surcharge. Amex Credit Card payments will incur a 3% surcharge.

SERVICE DETAILS

Service Number:.....

Address:

City:..... State:..... P/C:.....

PAYMENT PERMISSION

Company Name:

ABN:..... DOB:

Name:.....

Address:

City:..... State:..... P/C:.....

Phone:..... Fax/Mobile:.....

Email:.....

ID Details License Passport 18+ Card

..... State of Issue

PAYMENT METHOD

VISA

MASTERCARD

AMEX

DIRECT DEPOSIT

Card Number:

Name on card:

Card Expiry Date: CCV

Card Holders Signature Date:.....

.....

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Mail or fax this completed application to us at:

CoastNet Pty Ltd,
PO Box 5221,
Robina Town Centre
QLD 4230

Phone: 1300 400 430

Fax: 07 5604 1622

E-mail: accounts@coastnet.net.au

DIRECT DEPOSIT DETAILS

Name: Coastnet Pty Ltd Bank: NAB

BSB: 084-899

Account No: 89-610-2885

LOGON DETAILS

Please specify your preferred Logon ID

_____@coastnet.net.au

ID must be at least 4 characters but less than 8.

Password _____

Password must be at least 7 characters and contain a mixture of **letters** and **numbers**.

Agent Code: Name:

CoastNet Pty Ltd **Wireless** Application Form **V2.275**

Information is current as of 09/11/2010, and is subject to change without notice.

CoastNet Management USE ONLY:

Date Agreement Received: ____ / ____ / ____

Date Entered: ____ / ____ / ____

Service Agreement Start Date: ____ / ____ / ____

Approved: Y / N

Comments:

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Notes:

- The Service is a residential grade product and applications that are sensitive to latency, jitter or packet loss, such as voice/video streaming, or require high volume continuous file transfers may be adversely affected. It is a mobility Internet access product and is not intended as a fixed broadband replacement, nor intended for mission critical applications.
- The service does not support peer to peer applications.
- Maximum download speeds on the 3G/HSDPA network are 7.2 Mbps. Based on network testing, average speeds are between 500 kbps and 1500 kbps. Actual speeds may be slower.
- "Included Megabytes" and "Additional Megabytes" mean the total of uploaded and downloaded data. Unused data or time does not carry forward to subsequent months.
- If a customer is on a 30 day plan, and uses more than 8GB in any 30 day period, the service will be suspend until midnight on the last day of that month.
- Two e-mail addresses are included. Additional email addresses are available at \$22/annum.
- Plans are payable via direct deposit or credit card only on a 30 day basis.
- Top Ups are payable via direct deposit or credit card only as required.
- Migration to a higher or lower plan incurs no charge.
- All plans are subject to availability. Customers must check coverage maps before signing <http://www.coastnet.net.au/wireless/coverage> or by Postcode.

CoastNet Pty Ltd, PO Box 5221, Robina Town Centre QLD 4230
 Phone: 1300 400 430 Fax: 07 5604 1622 E-mail: accounts@coastnet.net.au

Terms and Conditions

In the following Terms and Conditions, the COMPANY refers to CoastNet Pty Ltd or its subsidiary businesses. The CUSTOMER refers to the signatory or their associated business. The signatory must be the Customer or an authorised representative.

I understand and acknowledge that:

- The Customer must comply with the "Acceptable Use Policy" of the Company's and that of other network systems that are accessed indirectly or directly, please see <http://www.coastnet.net.au/policies/termsfuse.html>. A maximum usage limit of 8GB applies per calendar month.
- The Company reserves the right to suspend or terminate, with or without notice, any Customer's account which, in Company's opinion, is directly or indirectly involved in activities which are detrimental to the Company's Internet service or jeopardise the use of the Company's service or its performance for other customers or how the wider community will perceive Company. This includes, but is not limited to sending or forwarding 'spam', Customers listed or who cause the listing of the Company or its customers on any Real-time Black List, e-mail bombing and the use of bulk e-mail programs to unsolicited recipients, commercial advertising, informational announcements, charity requests, petitions for signatures, chain letters and political or religious messages, attempted unauthorised access to other Internet servers and systems, misrepresentation and abusive or offensive behavior in newsgroups and other online facilities.
- The Company assumes no responsibility or liability arising from the content of, or for any error, defamation, libel, slander, omission, falsehood, obscenity, pornography, profanity, danger or inaccuracy contained in any information accessed. The Customer is prohibited from posting or transmitting any unlawful, threatening, libelous, offensive, obscene, scandalous, inflammatory, pornographic, or other materials that could constitute or encourage conduct that would be considered a criminal offence, give rise to civil liability, or otherwise violate any law.
- The Customer is responsible, for all charges in respect of the use of the wireless broadband service whether or not such usage was authorised by the Customer. It is the Customer's responsibility to maintain the security of the means of access to the wireless broadband service and to ensure unauthorised usage does not occur.
- The Customer agrees to pay all set-up, hardware, access and usage charges (where applicable) and any other charges related to the service chosen by the Customer, upon submission of the Application Form. Plans with a data or time limit are charged via direct debit or credit card on a monthly basis, monthly fees in advance and excess data or time in arrears. Accounts in dispute must be paid by the Due Date, and a credit will be made if dispute is resolved in the Customer's favor.
- Access fees will be charged in advance on the first day of the 30 day period. Monthly charges will also include any excess time or download charges or other fees payable from the previous month (where applicable). Any additional time or download charges or outstanding fees due at the time of termination MUST be paid at the time of Termination.

- Access fees will be charged in advance on the first day of the 30 day period. Monthly charges will also include any excess time or download charges or other fees payable from the previous month (where applicable). Any additional time or download charges or outstanding fees due at the time of termination MUST be paid at the time of Termination.
 - Unused time / usage will not be carried over to the following 30 day period. Customers may migrate to another wireless plan in the same category at no charge. If monthly data or time has been exceeded at the time of migration, excess charges will apply.
 - Each Plan has a set period (Expiry) in which the allowance must be used. If the allowance has been depleted before the Expiry, the service becomes inactive and unused allowance is lost. Customers should top up before their allowance is depleted or their plan expires.
 - The Expiry Date of a "re-charge" is for 30 days from the purchase date of the "re-charge".
 - The Expiry Date of the Dongle/Sim combination is 24 months.
 - The Sim only has a minimum connection period 90 days
 - The Expiry Date of the Sim Only is 30 days from last refill, after this period the Sim becomes obsolete/dead.
 - If credit card details are supplied, the Company is authorised to debit that credit card for any fees as and when they fall due. If updated credit card details are provided to Company, the Customer agrees the cardholder's signature on the original form is binding for the new details.
 - Accounts with a negative balance and no automatic debit authority from a valid credit card may be disabled without notice, if outstanding amounts are not paid by the due date.
 - The Customer is required to pay for any and all charges by Internal or External collection agencies in regards to overdue monies owed to the Company by the Customer.
 - The Company may increase its charges by any new or increased Government taxes, charges, fees, or duties.
 - The Customer acknowledges that the Company cannot be held responsible for any loss incurred by the Customer because of faults and/or failures within the Third Party Carrier's Network infrastructure.
 - The wireless broadband service is used at the Customer's own risk and the Company takes no responsibility for any data downloaded and/or the content stored on the Customer's computer. The Customer agrees not to make any claim against the Company, its suppliers, employees, contractors or assignees for any loss, damages or expenses relating to, or arising from, the use of the wireless broadband service.
 - The Company will use its best endeavors to make the wireless broadband service available to the Customer 24 hours a day, 7 days a week. The Customer acknowledges that the Company cannot guarantee uninterrupted service, the speed, performance or quality of the wireless broadband service. The Customer further acknowledges that the wireless broadband service is not fault free and there may be interruptions and/or access problems from time to time as the Company depends on the performance of Third Parties over which the Company has no control and therefore can accept no liability for problems that may arise from the service.
 - The Customer is not permitted to on-sell any services or data provided to them via Company's wireless broadband link. This includes but is not limited to situations such as an Internet Café, other wireless networks, web servers, news services or multiple businesses via a single connection, unless previously agreed to by the Company.
 - The Customer agrees to direct all queries regarding faults and outages of the wireless broadband service to the Company's Technical Support. The Customer is liable for any charges relating to enquires to Third Party service providers. The Company will invoice the Customer for any cost incurred by the Customer calling any Third Party service provider for help or queries relating to the wireless broadband service.
 - The Company reserves the right to change these Terms and Conditions without notice to the Customer.
 - This contract will be ongoing until terminated by either party giving twenty one (21) days notice in writing. If the Customer terminates this Agreement before the expiry of the initial contract period, the Customer will be liable to pay the Early Termination Fee (where applicable).
- Customer Authorisation:**
 I have read, understood and agree to the Terms and Conditions of this Agreement as stated on the all pages of this document. I am 18 years or older and am the Customer or authorised to sign on behalf of the Customer. I acknowledge that the wireless service is a residential grade product
- Account Holder's Signature:** **Date:** .../.../.....
Name:
- (The signatory must be the account holder or an authorised representative)



COASTNET PTY LTD

ABN/ACN: 46 137 425 382

PO Box 5221

Robina Town Centre, Qld 4230

PH: 07 5607 6055

FX: 07 5604 1622

E: sales@coastnet.net.au

Wireless Internet Application

1300 400 430

