

EZBiz ISDN Application

Account Holder Details			
Company Name		ABN	
Contact Person			
Billing Address			
Phone		Fax	
Email Address		Mobile	
Where did you hear about Adam Internet?			

EZBiz ISDN Details			
Account Options	<input type="checkbox"/> Start a new account – provide new username below <input type="checkbox"/> Upgrade existing account – provide existing username below		
Account Username	@adam.com.au	Password	

ISDN Details				
EZBiz Plan Selection <i>All plans include domain name hosting, mail services with up to 10 email accounts, 40MB web space and monthly web traffic statistics.</i>		Service	Data per Month	Annual Cost
	x	Once Off Setup Fee		\$ 149.00
		64K ISDN Light	5000MB	\$ 1130.00 p.a. (metro) \$ 1310.00 p.a. (regional)
		64K ISDN Average	10000MB	\$ 1720.00 p.a. (metro) \$ 2020.00 p.a. (regional)
		64K ISDN Super	20000MB	\$ 2330.00 p.a. (metro) \$ 2745.00 p.a. (regional)
		128K ISDN Light	5000MB	\$ 1490.00 p.a. (metro) \$ 1740.00 p.a. (regional)
		128K ISDN Average	10000MB	\$ 2085.00 p.a. (metro) \$ 2450.00 p.a. (regional)
		128K ISDN Super	20000MB	\$ 2690.00 p.a. (metro) \$ 3180.00 p.a. (regional)
	x	Excess Data	Per MB	\$ 0.08
	Static IP	<input type="checkbox"/> Please provide me with a Static IP Address <input type="checkbox"/> Add /29 subnet to my service (provides 6 IP Addresses – requires justification) - \$240 p.a.		

Domain Name Details			
Domain Details	<input type="checkbox"/> Register a new Domain Name – \$99 / 2yrs – provide new domain name below <input type="checkbox"/> Use an Existing Domain Name – provide existing domain, registrar & registry key below		
Domain Name		2nd preference	NEW DOMAIN ONLY
Domain Registrar	EXISTING DOMAIN ONLY	Registry Key / Password	
<input type="checkbox"/> Yes, please transfer my domain name to Melbourne IT (recommended) - \$70.00 <i>If your domain is registered via a registrar other than Melbourne IT, you have the option for Adam Internet to transfer this domain to Melbourne IT. This will enable us to assist with future renewals etc without any third party intervention. This is strongly recommended.</i> ** Note that if your domain is not with Melbourne IT, Adam Internet cannot help you with renewals or domain management! **			

Email Details			
Email	Please specify the email addresses you need to have created for your staff. If you will be running your own in-house mail server, please write "mail server" in the space below.		
	User	Email Address Requested	Password
	1		
	2		
	3		
	4		
	5		
	6		
	7		
	8		
	9		
10			
<i>Additional users are \$22 each p.a., please detail on separate page</i>			

Web Site Details		
Web Site	<input type="checkbox"/> Standard (RaQ) Hosting	<input type="checkbox"/> Windows (FrontPage) Hosting
Web Site Features (no extra cost)	<input type="checkbox"/> Add CGI/PERL/PHP support	<input type="checkbox"/> Add FrontPage Extensions
	<input type="checkbox"/> Add ODBC for MySQL Db	<input type="checkbox"/> Add Active Server Pages
Web Site Extras	<input type="checkbox"/> Add ODBC for MS Access Db	
	<input type="checkbox"/> Monthly Traffic Statistics – no extra cost	
	<input type="checkbox"/> SSL Server (shared) - For running a secure online order form \$ 185.00 p.a.	
<input type="checkbox"/> SSL Server (dedicated) - Includes Thawte Certificate Licence \$ 485.00 p.a.		

Additional Details		
ISDN Hardware	<input type="checkbox"/> I will be supplying my own ISDN hardware Hardware not supplied by Adam Internet may be subject to limited support	--
	<input type="checkbox"/> Purchase NETjet ISDN PCI Card	\$299
	<input type="checkbox"/> Purchase Cisco 803 ISDN Router	\$1145
	<input type="checkbox"/> Purchase Cisco 1712 ISDN Router, with Firewall & VPN	\$2100
Other Services	<input type="checkbox"/> Domain Name Hosting for email only	\$60 p.a.
	<input type="checkbox"/> SPAM Filtering on your domain name	\$60 p.a.
	<input type="checkbox"/> VIRUS Scanning on your domain name – coming mid-2005 !	TBA
	<input type="checkbox"/> Network Installation – Max 8 PCs - \$99 up to 1 hr onsite, extra time billed by installer	

Payment Details		
I,, authorise Adam Internet		
<input type="checkbox"/> to charge my credit card for all charges relating to my account		
<input type="checkbox"/> to charge my credit card for the setup & any third party fees only, and invoice me for my normal account charges		
Payment Type	VISA MASTERCARD AMEX DINERS CHEQUE ATTACHED	
Credit Card Number		Expiry Date
Total Payable	\$	
Cardholder's Name		
Cardholder's Signature		

A Note about Telstra Charges

For all above ISDN connection plans, you are required to subscribe to an ISDN service from Telstra. Adam Internet recommends Telstra's "ISDN Home" product, which allows ISDN calls at up to 128K. Please refer to <http://www.telstra.com.au/isdn> for more information.

Adelaide Metro Area

64K and 128K ISDN clients in the Adelaide Metro area are required to connect to our network via DoV (Data-over-Voice) technology. This feature enables you to use high-speed ISDN services at the same price as a local untimed call. This service requires a DoV compliant modem or router. We recommend either the NetJet ISDN Modem for a single computer, or a Cisco 800 Series ISDN Router for a network.

Regional Areas

64K and 128K ISDN clients outside the Adelaide Metro area are required to connect to our network via our "Regional POP" facility. This allows you to use high-speed ISDN services at reasonable prices. This service does not require a DoV compliant modem or router, instead you will be required to connect your computer directly to the Telstra ISDN equipment in your premises. The data calls that are made to our network will incur a maximum charge of \$16.00 per month, provided you contact Telstra and request the "\$16 capped data call" option on your ISDN Home product.

General Notes

If you wish to use a Business ISDN service from Telstra, you need to be aware that all ISDN calls to Adam Internet's network will be charged at the applicable (timed) rate on your Telstra bill. Local "voice" calls do not exist on ISDN plans. The costs for using a Telstra Business ISDN line to connect to us are in excess of \$400 per month.

If you do not currently have a Telstra ISDN service, Adam Internet can apply for an ISDN home service on your behalf. If you would like Adam Internet to handle this for you, please complete the online form located on the Adam Internet website at http://www.adam.com.au/promo/form_ISDN.php. If you require assistance with the details on this form, please call our Business Solutions staff on 8423 4020.

You should be aware that, even if Adam Internet applies for the ISDN service on your behalf, the ISDN agreement is between the end user and Telstra. It is the end user's responsibility to confirm all applicable charges.

Signed

Date

Service Agreement

In addition to the following specific terms & conditions, the applicant also agrees to the Adam Internet standard terms and conditions. The applicant may view these terms & conditions at <http://www.adam.com.au/terms.php> or may request a written copy NOW before signing.

EZBiz ISDN Specific Terms & Conditions

1. EZBiz ISDN is a 12-month contract, with an additional \$99 disconnection if cancelled with-in 12 months.
2. Allowed maximum storage for email is 5MB per mailbox, maximum storage for web hosting is as per the plan selected. Applicant is responsible for any charges incurred as a result of exceeding the maximum allowed storage included as part of the service.
3. Allowed maximum outgoing traffic from Applicant's web site is 3000MB per month. Any excess traffic may be charged at \$0.12 / MB.
4. Applicant will not use the Adam Internet Service to distribute illegal or copyrighted material.
5. Applicant will not use the Adam Internet Service to send mass or unsolicited email. There are penalties for breaching this condition, as detailed in the Adam Internet standard Terms & Conditions.
6. Although Adam Internet takes measures to ensure service reliability, no guarantees are made that any portion of the service will be active at any given time, or that the service provided will be without downtime. Adam Internet cannot be held liable for any loss or disappointment you may suffer as a result of any faults or interruptions in Adam Internet's ISDN service
7. Applicant is fully responsible for the maintenance, upkeep and uploading of the web site. The applicant acknowledges that Adam Internet staff cannot upload, modify or delete portions of a web site, with the exception of web sites developed by Adam Internet and maintained as part of an ongoing agreement.
8. Although Adam Internet takes a nightly backup of all web sites hosted under a business service, the Applicant is fully responsible for keeping their own backup copies of any web site(s) hosted by Adam Internet. Should a site need to be restored from backup, Adam Internet will take steps to ensure data integrity, however no responsibility will be taken for any loss of data. Applicant indemnifies Adam Internet from any loss of business or income due to any fault within the Adam Network.
9. If, though no fault of Adam Internet, the Applicant requires a web site to be restored from nightly backup a charge will be applied to the Applicant's account. This charge is set at \$250 or \$88 per hour, whichever is the greater.
10. Applicant understands that this domain hosting service agreement is to rent space and additional services (if applicable) on one of Adam's web servers. The service provides access to the allocated space on the web server using the username and password supplied. Adam Internet does NOT offer free technical support to assist with uploading files, support with FTP programs, support for scripts, programming or web design. Technical assistance is only available by email to webdesign@adam.com.au, at the cost of \$55 per hour or part thereof.
11. You must comply with the Acceptable Use Policy and you acknowledge and agree that we may exercise any of the rights specified in the Acceptable Use Policy.
12. You must do the following in relation to your Adam Internet's ISDN service: adopt appropriate measures to ensure the security of your account information, password and your data; and advise us in a timely manner if you have reason to suspect that the service is being used contrary to the applicable Terms and Conditions or the Acceptable Use Policy.
13. You agree not to connect any equipment other than the Equipment authorised by us
14. Applications will only be accepted with credit card details that enable a successful initial payment, or upfront payment for all setup and third party charges.
15. If specified by you, your credit card will be used for all charges relating to this service. If credit card billing is not specified, we will invoice you for the ongoing costs relating to your service, and only use your credit card for any set-up, hardware or third party fees.
16. Your credit card details will be kept on file, and should any invoices remain unpaid for a time deemed longer than reasonable, you authorise Adam Internet to charge these amounts to your credit card.
17. Your data usage is counted on incoming data only, except when outgoing traffic is greater than incoming traffic, in which case you are charged for outgoing traffic only. Any excess traffic above your allowance will be billed monthly at the current rate. This rate is fixed for 30 days and is subject to change without notice.
18. You warrant that you are the same end user acquiring a standard telephone service on the line to which your application relates or that

you have obtained authority of the legal lessee of the standard telephone service.

19. You acknowledge that where you have asked us to supply the Adam Internet's ISDN Service you acknowledge that there may be a minor disruption to you or the legal lessee's standard telephone service during ISDN provisioning; and you acknowledge that certain incompatible products may not be available to you.
20. You agree that you will be liable for the EZBiz ISDN payment Schedule in accordance with your contract term. In the event that the legal lessee terminates the standard telephone service, Adam Internet excludes liability for the termination of your ISDN service; but you agree to continue the payment of the ISDN payment schedule for the term of your current contract.
21. You acknowledge that should you default on your scheduled monthly payment, and, if we are unable to secure a suitable payment, debt recovery services will be used to recover any amount outstanding plus the setup fee of \$99. Please note that you may be liable for any financial institution charges and collection fees including but not limited to solicitors costs or a collection agent appointed by Adam Internet.
22. Should you wish to cancel this account and the account has been active for more than 12 Months you may cancel the account with 28 days notice. An additional fee of \$99 is payable if the account has been active for less than 12 Months and the set-up fee was waived at time of joining, in addition to any part of the current 12 month contract that is outstanding at time of cancellation.
23. These terms and conditions are subject to change and a current copy can be provided on request.
24. Adam Internet may in some instances carry out credit checks on you with credit reference agencies or we may follow up references. The fact that Adam Internet has carried out such a credit check, and in some instances the nature or results of the credit check, will appear on the agency's register. You can obtain a copy of your register entry by writing to the relevant credit reference agency, sometimes on payment of a fee.
25. Applicant is fully responsible for the upkeep of any third-party licences/renewals –for example domains, secure certificates etc. In some cases, Adam Internet may offer a service to manage the renewals and maintenance of such third-party objects. In these cases, we act as an agent only and the final responsibility still lies with the Applicant.
26. Adam Internet cannot be held responsible for any third party charges relating to the use of the service. This includes, but is not limited to, telecommunications charges such as STD or ISDN calls.

Signed

Date