

Oktiv Wireless Broadband 24 Month Contract Application Form

Section A – Contact Details							
Title:	First Name:	Surname:			D.O.B:	/ /	You must be 18 years or older to submit this form.
Identification <small>(pick one)</small>				State of Issue:		Australian Passport No:	Gender: MALE / FEMALE
Drivers Licence No.:							
Address		Street:			Suburb:		
Unit No.:	No.:						
State:		Postcode:		Mobile Phone:			
Current Operating System(s):				Daytime Phone:			

Section B – Plan Selection						
** Plan Special	Speed*	Downloads	Excess Fees	SIM + Activation	Monthly Cost	Tick
1GB inc. FREE modem	3G / HSDPA	1GB	6.6c/Mb	\$25	\$19	<input type="checkbox"/>
3GB inc. FREE modem	3G / HSDPA	3GB	6.6c/Mb	\$25	\$32	<input type="checkbox"/>
5GB inc. FREE modem	3G / HSDPA	5GB	6.6c/Mb	\$25	\$44	<input type="checkbox"/>
6GB inc. FREE modem	3G / HSDPA	6GB	6.6c/Mb	\$25	\$49	<input type="checkbox"/>
I have checked that my address / desired place of operation is in an area covered by the Optus Wireless Network. (www2.optus.com.au)						<input type="checkbox"/>

* The speed you connect to our service depends greatly on the wireless coverage provided by Optus network at your desired location:-
96% of the Australian Population is within the Optus network coverage, so limitations in service will be minor. Not all areas will receive broadband speeds.

<p>Plan Information:</p> <ul style="list-style-type: none"> Optional static IP address (\$5.00) All plans are subject to a 24 month Contract Term 5 free Email Addresses Email antivirus and spam filtering 50Mb personal web space Free technical support Free backup dial-up account when out of range of wireless reception Australian call centre
--

Section C – Email information	
<p>Current email address (invoices will be sent to this address)</p> <div style="border: 1px solid black; height: 20px; width: 100%;"></div> <p>Security Password (for telephone identification purposes)</p> <div style="border: 1px solid black; height: 20px; width: 100%;"></div>	<p>Do you want an email address @oktiv.net.au? Tick <input type="checkbox"/></p> <p>Preferred Username & Email Address (new users only)</p> <p>Please nominate 2 usernames and a password to use with Oktiv Wireless Broadband. This will also be your email address when order is complete.</p> <p>1st Pref _____ 2nd Pref _____ @ oktiv.net.au</p> <p>Password _____</p>

Section D – Shipping Details
<p><input type="checkbox"/> Tick this box if shipping details are same as contact details Section (A).</p>
<p>Full Name: _____ Company (if applicable): _____</p> <p>Address: _____ (No P.O Boxes)</p> <p>City: _____ State: _____ Post Code: _____</p> <p>Shipping information: SIS Group will dispatch via registered Australia Post. Please allow at least 2 working days for delivery. In the event that you are not at the above premises, Australia Post will leave a tag at your premises and you will need to collect it from your local Post Office.</p> <p>Our postage and handling fee is \$15.00</p>

Section F - Payment Details

Credit Card Payment

Standing Order of Authority to Debit Credit Card. I wish to use my credit card to pay for the above goods/services supplied to me by SIS Group. I hereby authorise SIS Group to debit my card account with the amount and at the intervals specified above 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 changes. This authority shall stand, in respect in the above-specified card and in respect of any card issued to me in renewal or replacement thereof, until I notify SIS Group in writing of its cancellation.

Credit Card Type: Mastercard Visacard

Credit Card Number: _____ - _____ - _____ - _____ CCV: _____ Expiry Date: ____/____

Signature of account holder: _____ Date: _____

Section G- Terms and Conditions

I request access to SIS Group/Oktiv under the terms and conditions and network rules of such.
I warrant that the information being provided is in all respects correct and true.

Signature: _____ Position: _____ Date: ____/____/____

The delegation of an account on SIS Group's network is subject to terms and conditions. Terms and conditions are subject to change without notice and may be requested via post, e-mail or read at the main web page <http://www.oktiv.net.au>. Changes to terms and conditions are updated on our website.

Application Complete!

① Please ensure any details you have entered are correct before you proceed any further.

Please fax a copy of this form to 1300 137 135, or mail the form to Post Office Box 2005, Rockdale Delivery Centre NSW 2216.

Once this form is received, you will be contacted with any progress updates to your service installation.

TERMS AND CONDITIONS - OKTIV WIRELESS BROADBAND PLANS

Billing / Invoicing / Payments - Payment method is a signed Standing Order Authority to debit your credit card. Accepted credit cards are VISA and Mastercard.

All invoices will be sent to the nominated email address on your sign up form. You may change your billing email address at any time by sending an email to accounts@oktiv.net.au with your new details. Once your service has been activated you will receive invoices for any products, services and postage costs as requested on your application form.

Your first month of service is on a pro-rata basis, depending on which day of the month your service is connected. These invoices are payable immediately and your nominated credit card will be debited accordingly. You will also receive an invoice for the following months service in advance. Your credit card will not be charged for these services until the 1st day of the month that the service is for.

On the first day of each month, you will be invoiced for any excess data used in the prior month. Data usage is calculated for both downloads and uploads. Data usage will be counted in megabytes where 1 Megabyte(MB) = 1000 Kilobytes (KB)
Refer to **Plans** for more information

These charges are payable immediately and your credit card will be debited, together with the service charge for the current month. After the initial setup invoicing, you will receive an invoice via our normal monthly billing run on the 15th day of each month, for the following months service. (ie) 15th March 2010 invoice will be generated for services 1/04/10 – 30/04/10. This invoice is due and payable on 01/04/10 and your nominated credit card will be debited.

You will need to contact our accounts department if there are any changes to your credit card details, such as updating expiry dates and new details if your card has been cancelled, lost or stolen. Failure to update this information may cause your account to become overdue and your account will automatically be suspended until payment has been made.

Pricing - All pricing includes GST. Current pricing is only available to new customers or to customers whose contracts have expired.

Plans - Individual Services exceeding 8GB of Usage (download and upload) in any given calendar month will be immediately suspended without prior notice. In this event your service will not be reactivated until the beginning of the following month. If service is suspended, the monthly recurring charges will continue to be invoiced and must be paid by you. Any unused MB's of included usage for a month that are not used in the month do not carry forward. Your monthly plan includes an amount of fixed data; excess charges will be charged each month for any additional data used. If your service goes into excess data usage a credit limit of \$125.00 will apply. Once this limit has been reached your account will automatically suspend. You will need to contact our accounts department to reactivate your account. Payment of this amount will reactivate the service. Your service will only reactivate once the credit limit has returned to zero.

You may upgrade your plan within your contract term. All plan charges incur a \$5.50 fee - In addition to the \$5.50 fee, individual services will incur the following charges for down grades of services from a standard plan to the Budget plan - \$75.00 for downgrade to 300mb plan. NB: Budget Plan 300mb is a month to month service only and not available on a 24 month contract.

Requests for change of plan are to be received in writing 10 days prior to the next billing period. All plan changes occur on the first day of the billing cycle, which is the first day of the month. Plan changes cannot be backdated. Once you have entered into a Contract Plan you may not change to a Non Contract plan until the term of your contract has expired. After the contract has expired the service will be continued on a month to month basis.

Cancellation of Service - 30 days notice of intention to cancel the service must be received in writing.

Early Disconnection - An early disconnection fee will apply if you wish to cancel any remaining term of your contract.

Months 0 to 6 of committed term \$160
Months 7 to 12 of committed term \$120
Months 13 to 18 of committed term \$80
Months 19 to 24 of committed term \$40

Lost or Stolen Modem and SIM Card - If your Modem and SIM card have been lost or stolen, you must notify us immediately so we can cancel your SIM card. If your contract is still current and has not expired, early termination charges will apply. Please see **Early Disconnection** for information regarding these fees. Another modem & SIM will need to be purchased to activate a new service.

Hardware Warranty - The only warranty provided is DOA or Dead on Arrival. If the modem fails whilst trying to activate the service for the first time, you will need to return the modem to us for testing. If the modem is faulty we will send you a free replacement. Once the service has been activated successfully and there has been usage there is no warranty on the modem. You will need to purchase a new modem if the existing one is faulty or broken.

Postage and Handling - Oktiv Wireless Broadband products are sent via Registered Australia Post and the following charges will apply: Modem + SIM \$15.00, SIM only \$5.00

Pick up (Sydney Metro only) - You may arrange to pick up your Modem / SIM from our Head Office. Please call our office on 1300 137 454 for more information.

Free Installation (Sydney Metro only) - Bring your computer to us to install your Wireless Broadband. Please call our office on 1300 137 454 for more information.

Service Availability - This 3G Service is subject to network availability. It is the customer's responsibility to check whether this service is suitable for use in the desired place of operation. Check wireless coverage at your desired location below:
www2.optus.com.au

Returns - SIS Group may at its own discretion accept the return of this product [if deemed unsuitable due to network unavailability]. You must notify SIS Group (via telephone) within 48 hours of receipt of goods if wireless network coverage is not available in your primary location.

Specific criteria apply (not limited to, but including):

1. Box condition and MODEM/SIM Card are in perfect (as new) condition.
2. Goods must be returned via registered Australia Post (the customer pays the cost of return postage).
3. On receipt of returned Product, if SIS Group determines the Product is in good condition (new), a refund will be issued - excluding the following amounts:
 - (a) original postage and handling costs
 - (b) \$25.00 sim cancellation costs
 - (c) less pro rata monthly access cost
 - (d) less one month service cost
4. Goods must be returned within 5 working days from notification.
5. Oktiv Wireless Broadband is not a fixed line alternative.

Speeds - Speeds available and mobile reception will vary, based upon many factors. These factors may include but are not limited to: location, local conditions, distance from the mobile phone tower, congestion, high rise buildings, inside concrete buildings, hardware, software and general internet traffic. Based on the nature of the 3G Network, wireless coverage, consistency of service, speed and reception cannot be guaranteed.

The maximum speed available on a 3G service is currently 3.6 Mbit/s. You are more likely to receive speeds around 2Mbit/s in ideal conditions and the majority of customers may expect to experience speeds between 512kbit/s to 1.5Mbit/s.

Oktiv Wireless Broadband service cannot be used to make and/or receive voice calls or SMS.