

IBPA Internet Bill Processing Australia

We offer internet and telephone services to both Residential and Business customers throughout Australia. We are an Australian company, operating in Brisbane, Australia.

No Paper Billing

IBPA sends all your notifications and bills by email. Saving time and trees.

Automatic Payments

You can request us to deduct your invoice automatically from your nominated credit card or bank account.

Email Alerts

Worried about large internet or telephone bills? We will notify you by email when your internet is running low, getting near the limit or when you reach your preset call charges limit.

Other Services

- Hourly Dialup
- Unlimited Dialup
- Wireless Broadband
- Landline Telephones
- Virus protection
- Domain Registration and Hosting

IBPA

1300 300 066

Unit 7 / 53 Metroplex Avenue
Murarrie, Queensland, 4172

accounts@bigbutton.com.au
www.bigbutton.com.au

IBPA

Internet Bill Processing Australia

ADSL Broadband

Speed	Downloads	Access Fee
256k/64k	1 GB	\$29.95
512k/128k	1 GB	\$39.95
1500k/256k	1 GB	\$49.95
Open <small>Max — 8000K/384K</small>	1 GB	\$69.95

- Larger Download limits available
- Capped Excess Download fees
- Save on dialup calls!
- Local customer support
- 5 free email addresses

ADSL Broadband Application

Customer Details

Company Name *(if applicable)*: _____ ABN / ACN: _____
 Mr / Mrs / Ms / Other: ___ Surname: _____ First Name: _____
 Address: _____
 Suburb: _____ State: _____ Post Code: _____
 Phone Number: (____) _____ Mobile Number: _____
 Fax: (____) _____ Contact Email Address: _____
 How did you find out about us? _____
 Authorised Contacts: _____
Only authorised contacts will be able to contact us for account issues and technical support.

Account Details

Address: _____
 Suburb: _____ State: _____ Post Code: _____
 Service number: _____ *(ADSL service will be installed on this number)*
 Email Name: _____ *(5 to 20 characters, all lower case and no spaces)*
 Password: _____ *(5 to 10 characters, all lower case and no spaces)*

Plan Options

Connection Speed	Download Limit	Access Fee	Optional Download Limit Upgrades	
<input type="checkbox"/> 256K/64K	1 GB	\$ 29.95	Please note: larger download limits incur additional monthly charges as shown.	
<input type="checkbox"/> 512K/128K	1 GB	\$ 39.95	<input type="checkbox"/> 5 GB	Add \$10.00 /month
<input type="checkbox"/> 1500K/256K	1 GB	\$ 49.95	<input type="checkbox"/> 15 GB	Add \$20.00 /month
<input type="checkbox"/> Open	1 GB	\$ 69.95	<input type="checkbox"/> 30 GB	Add \$30.00 /month

Maximum speed ~ 8000K/384K

IBPA recognises 1000 MB as equal to 1 GB. Additional downloads are charged at 11c/MB. Excess Download fee caps and speed limiting apply. Plan downgrades are not permitted within minimum contract. Changes to the speed of the connection incur \$55.00 fee.
 - Only available as bundled Telephone and Broadband service. Applies to 1500K/256K and Open speed connections with 15 GB download limit and all connection speeds with 30 GB download limit. Selecting one of these plans authorises IBPA to transfer your telephone service to IBPA.

Setup and Contract Options

Setup Fee <i>(Select only one)</i>	Modem Options <i>(Select only one)</i>
<input type="checkbox"/> Churn ADSL from another ISP \$ 55.00	<input type="checkbox"/> BYO Modem \$ 0.00
<input type="checkbox"/> Setup Fee only \$ 99.00	<input type="checkbox"/> Standard Modem <i>(Ethernet only)</i> \$ 87.00
<input type="checkbox"/> Setup fee on 1 month contract \$149.00	<input type="checkbox"/> Wireless Modem <i>(Ethernet and Wireless)</i> \$145.00

Select your contract period below *(Excluding if 1 month contract option is selected above)*

6 month contract – No Discount
 12 month contract – Discount up to \$99.00
 24 month contract – Discount up to \$186.00

Modem models may vary depending on availability at time of installation. Discount does not apply to additional equipment purchased.


ADSL filters are required on all devices (excluding ADSL modem) connected to the telephone line.
 Telephone Numbers connected to the premises: _____ Telephone devices connected to line: _____
 Alarm or medical alert system installed? Yes/No _____ Any other additional services? _____
 Version of Windows on computer? _____ How old is the computer? _____

Customer Agreement

The Subscriber named above, hereby applies to become a subscriber to the Acenet system in accordance with the Subscriber Agreement and agrees it forms part of this application. The Subscriber Agreement is available at <http://www.bigbutton.net.au/policy/subagree.pdf>. The Subscriber agrees to be bound by the Subscriber Agreement and to ensure all persons having access to the Acenet system using the Username issued to the Subscriber shall also be bound by the Subscriber Agreement. All ADSL plans are for a minimum contracted 6 month period, unless bound by any other special offer or agreement as outlined within this application or elsewhere.

I understand that transferring my ADSL service to a new address or telephone number will incur disconnection fees (if within 6 months of the provision date excluding services on 1 month contract) and reconnection fees.

I confirm I have read, understood and agree to the Company Policy as outlined within this application.

 **FOR BUNDLED SERVICES** - I confirm I am the Lessee, or the authorised representative of the Lessee where the Lessee is not a natural person, of the service(s) named on this form and request that these service(s) be transferred in accordance with the terms and conditions described elsewhere.

I confirm I have read, understood and agree to the IBPA Telephone Company Policy on <http://www.bigbutton.com.au/policy/policy.pdf>.

Signature: _____

Date of Authorisation: / /

Print Name: _____

Date of birth: / /

What Happens Next?

Once you have completed the application form, send it and the attached Payment Authority to IBPA by post, fax or email. On receipt of your application an IBPA staff member will contact you to confirm your application details. It can take up to 10 business days to have your new ADSL Broadband service installed, however most are completed within 4 business days.

When your new ADSL service has been connected, we will contact you by telephone to advise you and arrange to send out your modem (if purchased). Modems are sent by Express Post and usually arrive the next business day (excluding regional areas).

If you have selected a bundled telephone and Broadband package, your telephone service will be transferred over after your ADSL service has been connected. You will receive a combined telephone and internet bill each month by email.

If you have any questions about the status of your application contact us on 1300 85 99 85 during office hours.

Residential and SOHO ADSL Accounts

These conditions apply in addition to the General Policies (available at www.bigbutton.com.au/policy/policy.pdf).

Internet Access

"Provision Date" means the date the ADSL service became available at the telephone exchange level.

"Service number" means the telephone number/line the ADSL service is connected to. The ADSL service is fixed to the service number.

"Downloads" means to any data received from the internet by the ADSL modem connected to the service number.

- a. Access fee is billed one month in advance and includes downloads as specified on the application form. The Access fee is payable monthly regardless of downloads used. Unused downloads do not carry forward.
- b. Download usage is calculated in megabytes (MB) 1000 megabytes = 1 gigabyte (GB). Excess megabyte usage (download only) is billed at 11c/mb. Excess Traffic fee is capped at the maximum Access fee for each speed as specified on the Acenet website, www.acenet.net.au.
- c. Connection speed slowed to 64K/64K on all plans when downloads reach 15 GB (excluding 30 GB download limit, which is slowed to 64K/64K at 30 GB).
- d. Data transmission speeds are shown as 'downstream/upstream' speeds, for example 256/64 refers to a speed of 256kbps for data being downloaded to the computer and 64kbps for data uploaded from the computer. These speeds may not be achieved in some cases; for example, constraints include modem, line quality and the computer's capabilities.
- e. Change to the speed of the plan incurs a Change to Plan fee (\$55.00). Users are permitted to change their plan (within the same speed) once every three (3) months without incurring a Change to Plan fee (\$55.00). Users may upgrade but are not permitted to downgrade their plan during the minimum contract period.
- f. Dynamic IP allocation is standard. Fixed IP available for an additional fee (\$11.00 per month).
- g. An active Telstra PSTN line is required for the ADSL service. Access fee does not include PSTN line rental.
- h. Payments for monthly fees made by cheque or direct deposit must be made for 3 months in advance. Acenet accepts payment monthly by automatic deduction of a bank or credit account.
- i. Acenet reserves the right to suspend services should outgoing data from the users' connection exceed three times the download limit or 30 GB, whichever is the lesser, in any billing period.
- j. Accounts detected causing excessive flows indicative of virus, spyware or spam activity are subject to disconnection and suspension. The account will remain suspended until the problem is amended to Acenet's satisfaction.
- k. Not suitable for Mail/Web servers or VPN use.

Application, Installation and Cancellations

- a. Applications will not be processed until first payment or payment authorisation (for automatic Credit Card and Direct Debit transactions) is received.
- b. Accepted applications will be processed within two (2) business days and Acenet will endeavour to provision the ADSL service within fourteen (14) business days but cannot guarantee availability or a date of commencement.
- c. Transfers from an existing DSL connection with a participating ISP (Rapid Transfer) incur a Churn fee of \$55.00 in lieu of the Setup Fee.
- d. If the telephone line or number is altered or disconnected this may disconnect the ADSL service and incur an Early Termination fee (\$99.00) if within six (6) months of provision date (Early Termination fees do not apply to services on 1 month contract) and Setup fee (\$99.00) to reconnect service.
- e. To move an ADSL service to a new premise or service number, a Relocation Application must be submitted to Acenet seven (7) days prior to the move. If within six (6) months of provision date an Early Termination fee (\$99.00) applies and if within contract a Setup fee (\$99.00) for the new service number also applies.
- f. To terminate the contract within the minimum contract period, written notice must be provided to Acenet with thirty (30) days notice. User will be liable for an Early Contract Termination fee plus any unpaid Excess Traffic or Access fees incurred on the account until the termination date. The Early Contract Termination fee is calculated by the Early Termination fee (\$99.00 for services disconnected within the first six (6) months) plus any waived or discounted Setup fees received for the contract period selected, prorated over the remaining months of the contract.
- g. Computer equipment utilising the service must meet minimum requirements. Users are permitted to use a modem of their choice but accept that only limited support is provided for the configuration and troubleshooting.
- h. Termination of the account, after the minimum period, must be given in writing with thirty (30) days notice. Accounts terminated without notice will continue to incur fees until thirty (30) days after written notice is received.