

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
- ADSL Broadband
- Landline Telephones
- Virus protection
- Domain Registration and Hosting
- Community Website Hosting

IBPA

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www.bigbutton.com.au

IBPA

Internet Bill Processing Australia

Wireless Broadband

Plan	Traffic Limit	Access Fee
Starter	1 GB 📞	\$ 19.95
Medium	3 GB 📞	\$ 29.95
Heavy	5 GB 📞	\$ 39.95



- Simple to Setup
- Internet for mobile users
- Save on dialup calls
- Local customer support
- 5 free email addresses

*\$0 Connection fee based on 24 month contract 📞 Only available as bundled Telephone and Broadband service.

Wireless 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

Email Name: _____ (5 to 20 characters, all lower case and no spaces)
 Password: _____ (5 to 10 characters, all lower case and no spaces)

Plan and Contract

Plan Name	Traffic	Access Fee		Contract Period		
		With ☎	Without ☎			
Starter	1 GB	<input type="checkbox"/> \$ 19.95	<input type="checkbox"/> \$ 29.95	<input type="checkbox"/> 1 Month	(No discount)	\$149.00
Medium	3 GB	<input type="checkbox"/> \$ 29.95	<input type="checkbox"/> \$ 49.95	<input type="checkbox"/> 12 Month	(\$50 discount)	\$99.00
Heavy	5 GB	<input type="checkbox"/> \$ 39.95	<input type="checkbox"/> \$ 59.95	<input type="checkbox"/> 24 Month	(\$149 discount)	\$0.00

◆ Traffic includes uploads and downloads. ◆ Additional traffic is charged at 8c/MB. ◆ Traffic is charged on a calendar month. ◆ Services that exceed 8 GB of traffic within a calendar month will be suspended. ◆ IBPA recognises 1000 MB as equal to 1 GB. ☎ Only available as bundled Telephone and Broadband service. Selecting one of these plans authorises IBPA to transfer your telephone service to IBPA.

We can send your new modem by Express Post for \$10.00 or you can collect it from our office in Murarrie.

I would like my modem sent out by Express Post for \$10.00.

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.

☎ **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>.

I understand that the wireless broadband service is subject to network coverage and signal strength.

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

Signature: ✕ _____ Date of Authorisation: DD / MM / YYYY

Print Name: _____ Date of birth: DD / MM / YYYY

Residential Wireless Broadband Accounts

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

Internet Access

- a. Access fee is billed one month in advance and includes Traffic as specified on the application form. The Access fee is payable monthly regardless of downloads used. Unused Traffic does not carry forward.
- b. Traffic usage is calculated in megabytes (MB) 1000 megabytes = 1 gigabyte (GB) and includes uploaded and downloaded data. Excess traffic is billed at 8c/mb. Services that exceed 8 GB of traffic within one billing month are suspended until the next billing month.
- c. Any change to the Traffic limit incurs a Change to Plan fee (\$11.00). Users may upgrade but are not permitted to downgrade their Traffic limit during the minimum contract period.
- d. Dynamic IP allocation is standard. Fixed IP available for an additional fee (\$5.00 per month).
- e. 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.
- f. 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.
- g. Not suitable for Mail/Web servers or VPN use. Not suitable for use in a static location.

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 Wireless Broadband service within five (5) business days but cannot guarantee availability or a date of commencement.
- c. 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 any waived or discounted Setup fees received for the contract period selected prorated over the remaining months of the contract.
- d. 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.
- e. 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.