

# Bigbutton

## 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: \_\_\_\_\_ @bigbutton.com.au (5 to 20 characters, all lower case and no spaces)

Password: \_\_\_\_\_ (5 to 10 characters, all lower case and no spaces)

Plan	Traffic Limit	Access Fee	Setup fees and Contract Period		
<input type="checkbox"/> Starter	1 GB	\$29.95	You may select a longer contract for reduced setup fees for your Wireless connection.		
<input type="checkbox"/> Light	2 GB	\$39.95			
<input type="checkbox"/> Medium	3 GB	\$49.95	<input type="checkbox"/> 1 Month	(No discount)	\$149.00
<input type="checkbox"/> Heavy	5 GB	\$59.95	<input type="checkbox"/> 12 Month	(\$50 discount)	\$99.00
<input type="checkbox"/> Mailscan Email Virus and Spam filter		\$4 per month	<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.
- For calculation of usage 1000 MB as equal to 1 GB.

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 the system in accordance with the Subscriber Agreement and agrees it forms part of this application. The Subscriber Agreement is available at <http://www.bigbutton.com.au/subagree.pdf>. The Subscriber agrees to be bound by the Subscriber Agreement and to ensure all persons having access to the system using the Username issued to the Subscriber shall also be bound by the Subscriber Agreement.

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: **x** \_\_\_\_\_

Date of Authorisation: DD / MM / YY

Print Name: \_\_\_\_\_

Date of birth: DD / MM / YYYY



## Residential Wireless Broadband Accounts

These conditions apply in addition to the General Policies of Big Button (available at [www.bigbutton.com.au/policy/companypolicy.asp](http://www.bigbutton.com.au/policy/companypolicy.asp)).

### 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. Big Button 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 our 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 We 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 us 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.