



Local internet Service Provider
ABN 53 108 139 037

LISP Internet
PO Box 41
Liverpool NSW 2790
Phone: 1300 363 566
FAX: 1300 788 435
Email: accounts@lisp.com.au

ADSL CONNECTION FORM

Please complete all pages and either fax, post or drop into your LISP Office

Contact Details for Application and ADSL Line Details:

FIRST NAME: _____ SURNAME: _____

STREET ADDRESS: _____

SUBURB: _____ POSTCODE: _____

HOME PHONE #: _____ D/LICENCE #: _____

WORK #: _____ MOBILE #: _____

Please enter the details of the telephone line that is to have the ADSL activated. This information below must be the same as it appears on the telephone supplier's account. Any existing DSL connection on the telephone line must be properly cancelled before this application can be processed.

Name the telephone account is in: _____

Telephone Number for ADSL conversion: _____

Logon Details:

Preferred Username (4 - 8 characters): _____

Password (4 - 8 characters): _____

Email address: _____

_____ @lisp.com.au

Office use ONLY

Date Received	Date Provisioned	Date Paid

Please indicate which ADSL plan you wish to be connected with.

Connection fee			\$99.00	X
<i>Plans</i>	<i>Data Included</i>	<i>Excess</i>	<i>Monthly fee</i>	
256k 3G shaped	3	64k	\$33.00	
256k 3G open	3	\$5/G	\$33.00	
256k 12G shaped	12	64k	\$49.50	
256k 12G open	12	\$4/G	\$49.50	
256k 20G shaped	20	64k	\$55.00	
256k 20G open	20	\$3/G	\$55.00	
512k 10G shaped	10	64k	\$55.00	
512k 10G open	10	\$5/G	\$55.00	
512k 20G shaped	20	64k	\$66.00	
512k 20G open	20	\$4/G	\$66.00	
512k 40G shaped	40	64k	\$77.00	
512k 40G open	40	\$3/G	\$77.00	
1500k 20G shaped	20	64k	\$95.00	
1500k 20G open	20	\$5/G	\$95.00	
1500k 40G shaped	40	64k	\$110.00	
1500k 40G open	40	\$4/G	\$110.00	
1500k 60G shaped	60	64k	\$122.00	
1500k 60G open	60	\$3/G	\$122.00	

Total Cost \$

Shaped plans maintain a connection speed specified until the data included rate is reached, then the speed is turned down to 64 kilobits per second. No extra charges for data will occur.

Open plans DO NOT slow the connection after the data included rate is reached, instead, ALL DATA after this point is charged at the rate listed for that plan per gigabyte.

Payment Details

Payment Type:

- Visa** **Mastercard** **Amex**
- Direct Debit from your account** - Option to have ongoing payments taken out automatically.
- Cash, Cheque** **Direct Deposit to our bank account**

Credit Card Details:

At the time your bill is due each month we automatically take out the amount owing for the account:

Credit Card Number: _ _ _ _ _ _ _ _ _ _

Card Expiry Date: _ _ / _ _

Name on card: _____

Signature of Card Holder: _____

LiSP Residential ADSL Connection Form

Terms and Conditions:

Contract Period: 12 months then monthly blocks. LiSP will continue to provide and invoice the customer accordingly with the service until written (including email) advice is received. One month notice prior to termination of the service is required.

Early Termination of Contract: \$110 (if service is terminated within the first 12 months)

Alterations to service: \$55.00 (rate change)

Payment: All accounts must be prepaid monthly.

Technical: **LiSP to be contacted for all technical issues.**

If Telstra is contacted by the customer, a fee of \$88.00 is payable within 7 days.

Suspension of Service. Due to the nature of the service, there is no facility to suspend the service during the life of the connection.

LiSP reserves the right to alter the charges but will advise the customer when doing so via our web site and email. Payments are paid in advance and are non-refundable. Payments must be received before the service is provided or on the renewal date.

The ADSL service relies on factors outside **LiSP's** direct control as this is a resold product, and accordingly **LiSP** cannot guarantee continuous and error free access to the ADSL service. ADSL is an overlaid technology, and as such, is dependent on the telephone network infrastructure. In the event that a fault occurs on the ADSL line, please allow 2-4 day period for the problem to be resolved, due to the dependence on Telstra.

Plan speeds indicate the maximum speed expressed in bits per second. ADSL is a shared service, and as such, **LiSP** can make no guarantees on minimum speeds. For the purposes of calculating usage, 1 Gigabyte = 1000 Megabytes. Unused usage forfeited.

LiSP reserves the right to impose restriction on accounts it believes to be breaching these conditions. The introduction of an Acceptable Use Policy by our upstream provider will be passed on to the end user.

- **LiSP** will not be held responsible for your computer's security while using the Internet against viruses and hackers.
- **LiSP** reserves the right to terminate accounts involved in "spamming" with full contract fees applicable

Indemnity and Limitation of Liability

1. You must indemnify us against any loss, damage, liability, expense, cost or charge arising from or incurred in connection with:
 - a) any fault in the **LiSP** broadband Service, the broadband transmission facilities or the Software due to your negligence or willful misuse, or any unauthorised use of the **LiSP** broadband Service, the Software or the Equipment; and
 - b) breach by you of the Acceptable Use Policy ; and
 - c) any Equipment provided by you.
2. **LiSP** accepts liability for the supply of the **LiSP** broadband Service but only to the extent provided in this clause.
3. **LiSP** accepts liability where:
 - a) the **LiSP** broadband Service is not supplied with due care and skill;
 - b) any materials supplied in connection with the **LiSP** broadband Service are not reasonably fit for the purpose for which they are supplied; and
 - c) it is otherwise required to do so by the Trade Practices Act.
4. To the extent (if any) that the **LiSP** broadband Service is not of a kind ordinarily acquired for personal, domestic or household use, **LiSP's** liability under clause 3 is limited to, at **LiSP's** option:
 - a) resupplying or paying for the costs of having the services resupplied, if the liability relates to services; or
 - b) repairing the goods or refunding the purchase price of the goods, if the liability relates to goods (including for example, Equipment).
5. ADSL services are attached to the physical telephone line at the exchange.
 - a) Should a PSTN service be suspended for non payment, the DSL service can not be delivered due to the underlying transmission, (I.e. the PSTN) not being in place.
If a customer has their PSTN service suspended for non payment it may (most likely) lead to the DSL Service being disconnected at the exchange. Even if the PSTN service is reconnected only a few days later their DSL service will not be restored!
In such a case where the service has been terminated due non payment of there PSTN account a cancellation order will need to be placed and on completion a new service ordered.
This will incur cancellation and provisioning fees.
 - b) Should the customer move from one location to another, a full disconnection and reconnection is required, and this will be at the expense of the customer.
6. Except as stated above, **LiSP** is not liable in tort (including negligence), contract or otherwise for any damages, including loss of profits, business or anticipated savings or any other indirect or consequential damage.

I hereby declare that I have read and agree to abide by the terms and conditions of the service being applied for:

Name of Applicant: _____

Signature: _____ **Date:** _____