NBN Broadband

ROCTEL

Single provider for all your telco needs

Wide range of plan options

Simple to understand Plan & pricing

NBN 12 1000 GB	NBN 25 1000 GB	NBN 50 1000 GB	NBN 100 1000 GB
9 Mbps Typical evening speed	18 Mbps Typical evening speed	40 Mbps Typical evening speed	75 Mbps Typical evening speed
$69.95/mth	$79.95/mth	$94.95/mth	$109.95/mth
WI-FI Modem	WI-FI Modem	WI-FI Modem	WI-FI Modem
PAYG Calls	PAYG Calls	PAYG Calls	PAYG Calls
$0 Setup Fee on 12 months Free Installation if required	$0 Setup Fee on 12 months Free Installation if required	$0 Setup Fee on 12 months free installation if required	$0 Setup Fee on 12 months Free installation if required
Suitable for Internet Browsing & Youtube	Suitable for Medium Users & Video Streaming	Suitable for Online Games & Video Streaming	Suitable for Multiple Video Streaming & Multiple Online Gaming

Typical evening speeds: These speeds are the average download speeds our customers experience during evening peak times (7pm to 11pm local time). Actual throughput speeds may be slower and could vary due to various factors. FTTC/N/B speeds to be confirmed when active.

Please complete the application at the back and email it to **accounts@roctel.com.au** or fax to **1300 771 540**

*Not currently available on fixed wireless.

Get in contact with **Roctel today**

1800 ROCTEL (762835)

info@roctel.com.au
www.roctel.com.au

1. All prices quoted are inclusive of GST. 2. Dishonoured direct debit payments may incur a charge. 3. Acceptable Usage Policy applies. 4. If you choose to cancel your service or it is disconnected for any reason within the 12-month contract term you will be charged an early termination fee of $218.90 (inc. GST). You must provide 30 days' notice to us to disconnect a service. 5. Customer Service Guarantee - You agree to waive the Customer Service Guarantee (CSG) when taking this service. If you do not choose not to waive your rights under the Customer Service Guarantee, we cannot provide you with this service. 6. We will deliver your service to the Network Boundary Point at your premises, which is defined as the physical port or 'UNI' on the NBN Network Termination or port on the Home Network Gateway if selected. The cabling that is required in your premises beyond the Network Boundary Point is your cost and responsibility, as is the provision of a suitable 240V AC power outlet. 7. You must obtain the consent of the property owner to have the NBN installation performed. 8. The installation will be performed during business hours, and you will need to be home to provide access for the installation technicians. If you select to take the Home Network Gateway and choose the Professional Installation option, a second appointment will be required. 9. A single static IP address is provided which may be changed due to technical and operational reasons by providing 30 days' notice. 10. Speeds are theoretical maximum speeds. Actual speeds may be less due to a number of factors including but not limited to: network configuration, line quality and length, customer premises interference, traffic, hardware and software. 11. Data Allowance each month includes both Upload and Download traffic for that billing period and quota not used in a month is not carried forward to the next month. 1 Gigabyte (GB) = 1024 Megabytes (MB). 12. If you have chosen a shaped plan, once you have reached your usage allowance, the speed of your service will slow to 256kbps. 13. If you have chosen an unshaped plan, excess data used will be charged at $3.00 per GB in 1 Mb increments (excl. GST). 14. The New Development Charge (NDC) which is a one-time charge of $329.00 will apply to all new orders for NBN in new development locations, and applies to the first connection at a premises in a newly developed area (e.g. new housing estate/suburb or sub-division of existing property) with no pre-existing telecommunications infrastructure. 15. Full Terms and Condition as per Application Form

Roctel Group Pty Ltd ABN: 80 136 863 459
Ph: 1800 ROCTEL Fax 1300 771 540
Email: customerservice@roctel.com.au
Web: www.roctel.com.au

Customer Application Form

ROCTEL

CUSTOMER INFORMATION

Name					
ACN / ABN		Postal Add			
Address		State		Postcode	
Contact Name		Customer No			
Phone		Mobile			
E-mail		Fax			
D.O.B.		Drivers Licence			

PAYMENT OPTIONS – PAYMENT METHOD AND DECLARATION

By signing this document, you authorise ROCTEL Group(Telco payment services) to debit your account detailed in the Schedule below on our behalf, with any amount at the time due according to the arrangement between you and us, using the Direct Debit System, for charges incurred for services provided by us. This authority will remain in force until notice is received by us in accordance with the Direct Debit Terms and Conditions.

Direct Debit

Financial Institution		Name on	
BSB No		A/C No.	

Credit Card

Name on Card		Card Type	Visa / MasterCard / AMEX /Diners
Credit Card Number		Expiry Date (mm / yy)	/

1. We agree to be bound by this agreement when we receive your Direct Debit Request complete with the particulars we need to draw an amount under it. 2. We only draw money out of your account in accordance with the terms of your Direct Debit Request. 3. On giving you at least 14 days notice, we may: Change our procedures in this agreement; Change the terms of your Direct Debit Request; or Cancel your Direct Debit Request. 4. You may ask us to: Alter the terms of your Direct Debit Request; Defer a payment to be made under your Direct Debit Request; Stop a drawing under your Direct Debit Request; or Cancel your Direct Debit appropriate organisation to assist you. 5. You may dispute any amount we draw under Direct Debit Request by contacting us, detailing your (customer reference details) and your bank account number. You will also be required to provide a detailed explanation of the dispute to assist in a resolution. 6. We deal with such any dispute by the following procedure: a. We will investigate the dispute, and where necessary you are expected to provide your cooperation. This cooperation may include contacting your bank, providing account statements, or other means of substantiating a dispute. b. While a dispute is being investigated, you may request that we suspend pending payments until a resolution is reached. Please note that we will keep written record of dispute proceedings to assist in dispute resolution 7. Payments will be made on 15th of each month, or otherwise in accordance with your contract. If the day on which you must make any payment to us is not a business day, we draw on your account under your Direct Debit Request on the following business day institution rejects any of our attempts to draw an amount in accordance with your Direct Debit Request, we may continue to seek that payment and recoupment of any fees incurred by us as a consequence of that rejection until all amounts due are paid. 9. We will not disclose to any person any information you give us on your Direct Debit Request, which is not generally available, unless: You dispute any amount we draw under your Direct Debit Request and we need to disclose any information relating to your Direct Debit Request or to any You to ensure the details on your Direct Debit Request are completed correctly an amount we draw under your Direct Debit Request on a day which is not a business day account, by the due date on which we draw any amount under your Direct Debit Request, to enable us to obtain payment in accordance with your Direct Debit Request. 14. To contact us in accordance with the above, please use the contact details available on our website by clicking on the link titled "Contact Us".

Residential Fibre Internet Plan:

Please choose connection speed

☐ 12/1 Mbps	Data Pack: 1000 GB
☐ 25/10 Mbps	Data Pack: 1000 GB
☐ 50/20 Mbps	Data Pack: 1000 GB
☐100/40 Mbps	Data Pack: 1000 GB

Minimum Term: 12 Months

Installation: ☐ Yes ☐ No

No Installation fee

Number Porting: ☐ Yes ☐ No

Please list the number to be ported(Existing home Phone Number)

Please Include a copy of your latest Telecom Invoice with application.

Notification email:

1. All prices quoted are inclusive of GST. 2. NBN is minimum 12 months contract service . 3. No installation charge 4. There is no early termination fee. 30 days notice is required to disconnect a service. 5. Speeds are theoretical maximum speeds. Actual speeds may be less due to a number of factors including network configuration, customer premises interference, traffic, hardware and software. 6. One static IP address provided. 7. Acceptable Usage Policy Applies. 8. We will deliver your service to your premises directly into an approved and provided Roctel modem. The cabling that is required in your premises beyond the Roctel provided and installed modem is your cost and responsibility, as is the provision of a suitable 240V AC power outlet. 9. You must obtain the consent of the property owner to have the NBN installation performed. 10. The installation will be performed during business hours, unless otherwise agreed to for an additional charge, and you will need to be home to provide access for the installation technicians.

AGREEMENT AND SIGNATURE

I have read & understood the Standard Form of Agreement, which is available on the website www.roctel.com.au, and agree to the Direct Debit terms and conditions and NBN terms and conditions outlined above.

Signature of Customer	X	Date:
Name (PRINT)		