

# Hwy ADSL Broadband Hwy Phone/Internet Bundle

Application Form

## Requirements & Availability

Hwy ADSL Broadband requires an active telephone connection for the service to be provisioned. You can use a suitable telephone service from another provider or you can select Hwy's Phone / Internet Bundled plan.

For more info on Hwy's plans and pricing, visit:  
[www.hwy.com.au](http://www.hwy.com.au)



Submit your completed and signed form to Highway by:

Email: [admin@hwy.com.au](mailto:admin@hwy.com.au)

Fax: 02 6372 0963

Post: PO Box 461 Mudgee,  
NSW 2850

## 1. CUSTOMER DETAILS

\* Required fields

Applicant Name \*

For Businesses, company name

A.B.N

Contact Email Address\*

Address \*

Suburb/Town\*

State \*

Postcode \*

Telephone (Business hours) \*

Mobile

Fax

## 2. HWY ADSL SERVICE DETAILS

### 2.1. Plan and Contract Details

Choose a Hwy ADSL2+ plan or Phone/ADSL bundle + tel features (if required). Where ADSL2 is not available, 8Mb ADSL1 will be provisioned instead. Please refer to [www.hwy.com.au](http://www.hwy.com.au) for details

**HWY-DSL25** **\$60.50**

ADSL2+ shaped at 25Gb (\$2.42/Gb)

**HWY-DSL50** **\$70.40**

ADSL2+ shaped at 50Gb (\$1.40/Gb)

**HWY-DSL100** **\$72.60**

ADSL2+ shaped at 100Gb (\$0.72/Gb)

**HWY-DSL250** **\$78.10**

ADSL2+ shaped at 250Gb (\$0.31/Gb)

**HWY-DSL500** **\$82.50**

ADSL2+ shaped at 500Gb (\$0.16/Gb)

**ADSL connection fee** **\$99**

Once-off. 6mth contract. \$88 Early Termination Fee

**Phone/Internet Bundle** **250Gb \$99**  
**500Gb \$115**

ADSL2+ shaped at 250Gb, Unlimited Local & National calls, Mobile calls 30cts/min capped at \$3. See [www.hwy.com.au/](http://www.hwy.com.au/) for more info.

**Message Bank**  
**\$3.30**

**Call Number Display**  
**\$6.60**

Only available with Bundle. If services are already enabled, these will automatically transfer over.

**Bundle connection fee** **FREE**

24mth contract. \$170.50 Early Termination Fee.

**USERNAME** (username@hwy.com.au) \*

**PASSWORD \***

3 to 10 characters in length. Or enter your existing email address if you do not need a Hwy email.

MUST be 8-10 characters. MUST include upper & lowercase and at least 2 numbers and/or special characters. Examples: French88 = BAD. \$%fre88NCH = GOOD.

## 2.2. Service Location and/or Transfer Details

Existing Phone No to attach ADSL

OR

**New Phone Line Activation**

Line inplace. No tech visit required	\$75.90
Line inplace. Tech visit required	\$137.50
New line installation	\$328.90

You will need to maintain a 'basic telephone service' at all times. If you cancel your telephone service, your ADSL connection will also be cancelled.

Street address of Phone Service \*

Suburb / Town \*

State \*

Postcode \*

Date of Birth of Applicant (only needed for Bundled plan)

If transferring service to Hwy, name of current provider

## 3. HARDWARE & DELIVERY

All hardware orders will require credit card or direct debit details, or payment made prior to shipping.

**Modem required**  
TP-Link TDW8960N 4port Wireless Modem Router \$69

Highway only provides support services for the ADSL equipment that we sell. If you will be using your own modem, ensure that you are capable of re-configuring your modem for your new Hwy ADSL service.

**I have my own modem**

**Extra filter(s) required** \$10 each  
Qty:

A filter is needed for each telephone/fax that connects to the ADSL line. One filter is included with each modem purchased

**Deliver my hardware**  **Pick up from Hwy**

Delivery Address (Registered delivery \$15)

## 4. BILLING OPTIONS

Highway invoices your services monthly, in advance. Excess usage & phone charges (if applicable) are post-paid. Please select your payment type:

**Automatically charge my credit/debit card**  **Invoice quarterly / half yearly and email invoice**

Card type: Mastercard | Visa

Card No

Expiry   /   CVV    Name on Card \_\_\_\_\_

## 5. CUSTOMER AUTHORISATION

The Applicant accepts and agrees to the Highway Internet Services Customer Relationship Agreement, ADSL Service Description and corresponding user policies. These documents are available online at [www.hwy.com.au/policies](http://www.hwy.com.au/policies); as well as the Additional Notes contained within this document. The Applicant also confirms that he/she is 18 years of age or older.

If the Applicant is a company, then the signee warrants that he/she is authorised to execute this Agreement on behalf of the company.

Signature\*

Date\*

## 5. CUSTOMER AUTHORISATION (*customer copy*)

The Applicant accepts and agrees to the Highway Internet Services Customer Relationship Agreement, ADSL Service Description and corresponding user policies. These documents are available online at [www.hwy.com.au/policies](http://www.hwy.com.au/policies); as well as the Additional Notes contained within this document. The Applicant also confirms that he/she is 18 years of age or older.

If the Applicant is a company, then the signee warrants that he/she is authorised to execute this Agreement on behalf of the company.

Signature\*

X

Date\*

## 6. ADDITIONAL NOTES

When you apply for Hwy ADSL service, you should be aware of certain obligations and conditions once the order form is received by Highway. Firstly, please be aware that by signing the application form you accept and agree to be bound by the Highway Internet Services Customer Relationship Agreement, ADSL Service Description and (if applicable) the Phone/Internet Service Description (these documents are available at [www.hwy.com.au/policies](http://www.hwy.com.au/policies)). Please call us if you would like any help understanding these documents.

Withdrawal of an order - where the order is not yet provisioned but has sufficiently progressed such that we incur charges from our suppliers for its withdrawal – an Order Withdrawal Charge of \$99 is charged.

### Customer Details

- Please complete all information contained in Section 1. This information will be used for the purposes of supplying you with the service, to administer your account with us and if necessary, to transfer you from your existing supplier.
- For your security and privacy, it is important that you provide all the information we request. We will use it to verify your identity when dealing with you over the phone. For individuals, this is your date of birth. For registered businesses, also include your Australian Business Number (ABN).

### Hwy ADSL2 Details

- Line speed modifications (ie. ADSL1 upgrades to ADSL2) incur a once-off fee of \$33
- If you have an alarm system or PABX attached to your ADSL number, rewiring by your security/communications company may be required if ADSL is provisioned. Please check with your alarm/network administrator prior to placing your order, as placed orders cannot be refunded. If you have an existing ADSL service on the same line you are applying for your Hwy ADSL service, please enter your current ADSL provider's name in the transfer section of the order form.
- The holder of the phone account must have given their permission for ADSL to be provisioned on this line by Highway. Please ensure that this requirement has been met before submitting your order.

### Hardware

- You will require an ADSL2+ compatible modem for the broadband and a telephone handset (approved for use in Australia) to use the phone service. You can purchase an ADSL modem router through us – please visit [www.hwy.com.au](http://www.hwy.com.au) for details – or alternatively, source your own hardware, however Highway cannot guarantee that we can provide support for your modem.
- Highway sells and supports TP-Link modem routers; and includes one splitter/filter with each purchase. A modem from Highway will be preconfigured so all you have to do is plug it in. Modem can be picked up from Highway office or posted out to you (Registered post: \$15).
- If you currently use a Telstra-rented handset, Telstra's rental charges (\$3.30/mth) will be added to your bill with Highway

### Billing Information

- Tax invoices and other notifications are sent to your Hwy email address, unless you have supplied an alternative email address. Please refer to the configuration sheet (supplied when your service is activated) for details of your Hwy email address.
- Posting of paper invoices is discouraged for environmental reasons, but is available upon request at a \$2.50 surcharge per invoice.
- As per the Customer Relationship Agreement, payment is required in advance. You will be required to pay the setup fee and any equipment costs (if applicable) and the first monthly fee upon provisioning of your service.
- Billing will begin on the day of the service being provisioned by our carrier; not the day that you first registered a successful login. There are no credit card surcharges however failed charges to Visa or Mastercard incur a \$0.20 surcharge per failed transaction; up to a max of 5 failed attempts. You must ensure there are sufficient funds in your card and notify us if your card details ever change.
- We also accept payment via Cash, Cheque or Direct Deposit / Electronic Funds Transfer (EFT). Our bank account details for deposits are on our invoices. You must mention your invoice number or username on all Direct Deposit or EFT payments.

## Other Important Information

- Hwy ADSL2 services and phone services are normally provisioned within 5 to 10 business days, if no problems arise.
- Customers who select the 24 Month Contract option, and cancel their Hwy ADSL service prior to the end of the first 24 months from the activation date, are liable to pay an early termination fee. This early termination fee is \$170.50 during the first 12 months; and \$108.90 during the second twelve months.
- Please be aware that your Hwy ADSL service will be automatically cancelled and a new service will need to be ordered by you (including a \$99 Activation fee) if your Telephone account is cancelled; or if you order an ADSL-incompatible product on the line ADSL is delivered on. Please contact our office to discuss any changes to your phone service prior to making those changes.
- Relocation: An ADSL service is provisioned on the physical phone line and, as such, cannot be transferred. If you're moving, the existing ADSL connection will have to be cancelled and a new connection activated at your new location.  
  
If you are transferring your old phone number to your new line, please contact Hwy with sufficient advance notice (at least 7 days) so we can arrange the relocation/reactivation of your services with as little disruption as possible. Please note that we cannot submit an ADSL order until the phone order is completed so if you intend to transfer your old phone number to your new location, we recommend this number transfer not be left till the last minute- preferably several days before the move.
- Due to technical constraints Hwy ADSL2 is not available in all areas. There is no charge if we cannot provision your service. Please visit [www.hwy.com.au](http://www.hwy.com.au) for more information on our services, policies and Critical Information Summaries of the services you are ordering. By submitting this form, you acknowledge that you have read and understood the agreement and agree to all its terms and conditions.
- The monthly quota on Hwy ADSL services is counted as the sum of your downloads plus your uploads. Excess traffic (beyond your monthly quota) is shaped to 128 kbps until the anniversary date of your plan where it returns to full speed. You can lift the shaping by purchasing additional data, sold in 1Gb blocks at \$2.20/Gb.
- Single location only – Hwy ADSL plans are designed to allow one concurrent router login on one specific physical line. You can of course have multiple users sharing this connection via a Wifi capable modem/router from Hwy.

*This information is current as of 1 July 2014 and is subject to change without notice. All prices quoted include GST.*



### Submit your completed and signed form to Highway by:

Email: [admin@hwy.com.au](mailto:admin@hwy.com.au)

Fax: 02 6372 0963

Post: PO Box 461

Mudgee, NSW 2850