

Hwy NBN Fixed Wireless & Fibre plus optional Phone Bundle

Application Form

Fixed Wireless areas: you can keep your existing landline, even if you also run a VoIP phone service.

NBN Fibre areas: your landline will eventually be deactivated; however Hwy can transfer your existing phone number to a VoIP phone service.



Submit your completed and signed form to Highway by:

Email: admin@hwy.com.au

For more info, call 02 6372 3645

1. CUSTOMER DETAILS

* required fields

Applicant Name*

Business / Company Name

NBN Location ID (if known)

Contact Email Address*

Phone *

Mobile

Unit / Lot

Street No *

Street Name*

Suburb/ Town *

State *

Postcode *

2. HWY NBN PLAN

MONTHLY CONTRACT

Select your Speed and Data. When data limit is reached, speed is reduced to 256Kbps & is reset on plan's anniversary date.

12Mbps/ 1Mbps Fixed Wireless & Fibre	25Mbps / 5Mbps Fixed Wireless & Fibre	50Mbps / 20Mbps Fixed Wireless & Fibre	100Mbps / 40Mbps Fibre only
<input type="radio"/> 50GB \$52.80	<input type="radio"/> 50GB \$68.20	<input type="radio"/> 50GB \$77.00	<input type="radio"/> 50GB \$85.80
<input type="radio"/> 100GB \$64.90	<input type="radio"/> 100GB \$74.80	<input type="radio"/> 100GB \$85.80	<input type="radio"/> 100GB \$94.60
<input type="radio"/> 600GB \$74.80	<input type="radio"/> 600GB \$85.80	<input type="radio"/> 600GB \$95.70	<input type="radio"/> 600GB \$103.40
<input type="radio"/> 1000GB \$82.50	<input type="radio"/> 1000GB \$91.30	<input type="radio"/> 1000GB \$99.00	<input type="radio"/> 1000GB \$110.00

- Installation of your service by the NBNCo technicians varies and can take up to 1–3 weeks from application.
- No Termination Fee applies for cancelling a service however 30 days notice is required.
- For more information and Critical Information Summaries of these NBN plans, visit our website www.hwy.com.au

3. NBN HARDWARE

All NBN connections MUST use an NBN-certified router.

Routers are preconfigured & tested by Hwy before delivering to you. Sorry, at this stage BYO router is not an option.

- NETCOMM NF4V VDSL2 MODEM ROUTER**
4 Ethernet ports, WAN port, WIFI, Inbuilt Analogue telephone adapter for VOIP,
1x VDSL2+ splitter/filter

\$154

Delivery included

[NBN HARDWARE contd.](#)

Delivery address (write AS ABOVE if same as installation address)

4. OTHER FEES & CHARGES

- New Connection (standard installation ≠) FREE
- Change plan speed or data (GBs) \$33
- Static IP - do you need a static IP address? Yes | No \$5.50/mth

≠ Fees may be incurred for non-standard NBN installations. These fees will be determined by NBNCo. To know exactly what to expect with your NBN installation, download the info sheets found at: <http://www.hwy.com.au>

5. DIGITAL PHONE SERVICE delivered via VoIP (Voice over IP)

Do you require a VoIP Phone service?

YES. Port my phone number to VoIP **\$12** once off
My existing phone number is:

() _____

Porting will cancel your landline, ADSL & any other services on that line.

Current Phone provider: _____

Account number: _____

Please include a scanned copy of your phone bill

NO. By not getting VOIP, I am aware that my phone line will no longer work when Telstra decommissions its copper network. (Fixed Wireless NBN users exempt)

ADDITIONAL VoIP SERVICES (tick to select)

Include number in White Pages (free listing)

Listing Name: _____
eg. John Smith, or John & Mary Smith, or J & M Smith

Voicemail /Message Bank (free)
Do not select if you want to use your own answering machine

UPS (Uninterruptible Power Supply)
For use in short term power outages so NBN and VOIP will still work. **from \$110**
depending on size of unit

Please contact us to discuss other hardware options, eg. cordless phones, multiple handsets, UPS requirements etc.

6. PICK A VoIP PHONE PLAN

* Business/ Home office networks – please contact us to discuss.

Super Saver **\$15/mth**

Unlimited Local & National Calls
Calls to Aust mobiles 20cts/min

HWY RECOMMENDS

Mobile Saver **\$25/mth**

Unlimited Local & National Calls
400mins free to Aust mobiles
then 20cts/min thereafter

Extreme Saver **\$35/mth**

Unlimited Local & National Calls
Unlimited Calls to Aust mobiles

- Plans do not include calls to 13/1300 numbers (50cts each), calls to Premium Rate numbers (19+) or overseas calls
- VoIP is a service that allows you make and receive phone calls over your internet connection. Please note your quality of phone calls may be affected on lower speed plans with high bandwidth usage.
- For more information and Critical Information Summaries of these VoIP plans, visit our website www.hwy.com.au

NB: The above Phone Plans are best suited to single home user phone lines. For Business/ Home office networks and/or multiple phone numbers – please contact us to discuss the best solution for your needs.

7. EMAIL

Do you require a Hwy email address?

YES. Please make my email address

@hwy.com.au

PASSWORD *

NO. I already have an email I'd like to use

My email address is:

Passwords MUST be 8-10 characters. MUST include upper & lowercase and at least 2 numbers and/or special characters. Examples:
French88 = BAD. \$%#re88NCH = GOOD..

Additional email addresses are available for \$5.50/mth

@hwy.com.au

Password

8. INSTALLATION

Unit No

Street No *

Street Name*

Suburb/ Town *

State *

Postcode *

NB: If you rent your home, you'll need consent from the owners for the installation of the NBN equipment prior to the installation appointment, including its preferred location. **Have you got the owner's consent? YES / NO**

DO YOU REQUIRE A BACKUP BATTERY INSTALLED? (FTTP installations ONLY)

YES / NO

Hwy recommends a backup battery be installed. Without one, your VOIP phone services will not work in a power outage.

Backup Battery installation is mandatory for users with Priority Assistance services. For those on FTTN, please consider purchasing a UPS (see Additional VOIP hardware above)

9. BILLING OPTIONS

Highway invoices your services at the start of each month. Please select your payment type:

Automatically charge my credit card

Electronic Funds Transfer / Bank Deposit

Card Number

Visa / Master (select one)

Expiry:

CCV

Name on Card:

10. CUSTOMER AUTHORISATION

The Applicant accepts and agrees to the Highway Internet Services Customer Relationship Agreement, Service Description and corresponding user policies. These documents are available online at www.hwy.com.au/policies; as well as the Additional Notes contained within this document.

The Applicant 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*

X

dd / mm / yyyy

TERMS, CONDITIONS & ADDITIONAL NOTES

Terms summary

There are no setup fees on standard NBN service installations. Non-standard installations may incur charges payable by you - NBN Co will advise you of any applicable charges.

All new NBN installations must be used with Hwy's preconfigured NBN router. If, at some point, you choose to replace this router with your own equipment, Hwy cannot guarantee support for hardware that we have not provided.

If you exceed the monthly quota on your nominated plan, your download speed is shaped for the remainder of your billing month.

You may switch between our NBN plans at any time without incurring contract break or early termination fees. Plan change fees will apply.

NBN Fibre may affect any existing services operating on your phone line, such as back-to-base alarms, personal response systems, fax machines or EFTPOS. Please check with your device manufacturer or service provider to see if the device is NBN Fibre compatible.

If you want to keep using any other phone sockets in your home, you will need to get a registered cabler to come and connect these up to your NBN service. You will be responsible for the cost of any such cabling work.

Where your NBN service includes a battery back-up, it is your responsibility to check and maintain the batteries.

Once the NBN Fibre roll out has been completed in your area, services over the legacy copper network will no longer be available at your premises. If your area only has NBN Fixed Wireless, the legacy copper network will continue indefinitely.

All quoted pricing includes GST.

Your Agreement with Highway

When you apply for Highway NBN Wireless Broadband, you should be aware that you are entering an agreement with Highway Internet Services. You agree to the Highway Customer Relationship Agreement, Highway NBN Service Description and Highway's standard terms and conditions for the Highway NBN Broadband service.

Before applying for Highway NBN, you confirm that there is no person at the premises who:

(A) requires Priority Assistance; or

(B) is a Priority Customer; or

(C) is a Provisional Priority Customer; and

(D) the NBN Broadband and Voice Service will not be used to acquire Priority Assistance services.

The Performance of NBN Broadband Services

Speeds are based on "theoretical maximums" and the end user's achievable speeds may be affected by other limiting factors outside Hwy's control: eg. end user hardware, Wi-Fi limitations and network congestion on an NBN CVC level. Hwy closely monitors our network performance and capacity with our upstream provider and NBNCo to provide optimal speed outcomes for our customers.

Other Limitations

We have highlighted below some of the important limitations of the Highway NBN Broadband service:

No resale of bandwidth - Highway NBN services provide access for personal and immediate family or business use only.

Single location only - Highway NBN services are designed to allow one concurrent router login on one specific physical connection (you can of course have multiple users sharing this connection).

Terms, Conditions & Additional Info...contd

Dynamic IP address - A dynamic IP address is supplied by default. A Static IP address is available, if required.

Downloads- The monthly quota allocation on Highway NBN services is counted on data both ways. Definitions (in accordance with Australian ISP conventions):

- 1 MB or 1 Mbyte is 1 Megabyte = 1,000,000 bytes.
- 1 GB or 1 Gbyte is 1 Gigabyte = 1,000 Megabytes.
- 1 TB or 1 Tbyte is 1 Terabyte = 1,000 Gigabytes.

Billing & Notifications

Tax invoices, Highway newsletters and automated data usage warning messages are sent to your Highway email address. Please notify us if you prefer it to be emailed to a different address.

If you have ordered hardware, payment is required before it can be dispatched. As per the Highway Customer Relationship Agreement, payment for all recurring charges is required monthly in advance. Your first invoice will include any setup fees (if applicable) plus the prorated plan fees for the first month. No charges apply until the service is confirmed as deliverable by our carrier.

Posting of paper invoices is available, but discouraged for environmental reasons. If requested, this will attract a \$2.50 surcharge per invoice.

Specific Highway NBN Wireless Broadband Terms and Conditions

The NBN represents a new generation of broadband infrastructure, and there are some unique terms and conditions associated with these services, some of which we have highlighted below:

You must obtain the consent of the property owner to have the NBN installation performed. If you are not the property owner, you will need to obtain the property owner's written consent (dated and signed), and be able to provide that to Highway upon request.

NBN services are available to single dwelling units (SDUs) and multiple dwelling units (MDUs) in areas covered by the NBN rollout. Please note that MDU addresses may take longer to become available due to additional cabling requirements.

The installation will be performed during business hours, and **you will need to be home to provide access for the installation technicians.** The installation includes an external antenna and an internal network termination device, which requires a standard 240V AC power outlet.

The cabling that is required in your premises beyond the wireless network termination device is your cost and responsibility, as is the provision of a suitable 240V AC power outlet.

Further Information

Please refer to the NBNCo documentation found on our website www.hwy.com.au or visit www.nbnco.com.au

This information is current as of 1 Dec 2016 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

Post: PO Box 461

Mudgee, NSW 2850

