

FIXED WIRELESS RESIDENTIAL

Dealer Number:

Subscribers Details (Please use block letters)

Title:	Given Name:	Surname:			
Street Address:			Suburb:	P/code:	
Postal Address: (if different than above)			Suburb:	P/code:	
Phone:	Mobile:	Fax:			
Driver's License Number / ID:		DOB:			

Subscriber Login Details (must be lower case)

Preferred Username:	Password:
Primary Email Address: @yourhub.com.au	Mobile Phone Number:

Fixed Wireless Broadband Plans

✓	Plan	Download ²	Data	Roaming*	Contract	Price
	Fixed Wireless 50GB	50GB	50GB	Yes	24 months	\$59.95 pm
	Fixed Wireless 100GB	100GB	100GB	Yes	24 months	\$79.95 pm
	Fixed Wireless 500GB	500GB	500GB	Yes	24 months	\$99.95 pm
	Fixed Wireless 1000GB	1000GB	1000GB	Yes	24 months	\$119.95 pm
	Just Voice / Phone¹	NA	NA	NA	24 months	\$9.95 pm

Connection

New Connection Charges	\$399.95 (Save \$100.00)
Existing Connection Charges	\$132.00 (Where installation has already been installed)
*Includes up to 1 1/2 hours installation. For larger installations quotation may be required. Includes Access Point, connectors, mounts & cables.	

Optional Accessories

✓	Device	Description	Price
	NBN Compatible Router	4 Port, Wireless Router (FREE for New Connections Only. Limited Offer)	FREE/\$89.95
	Yourhub Switch 8 Port	Share your internet with up to 7 devices at same time.	\$79.95
	Yourhub Wireless AP - UAP (Indoor Boost)	Share your high speed broadband with others throughout your home with wireless. (Including iPad, iPhones, Xbox, Laptops etc. throughout the home.)	\$189.95
	Phone/Voice Adapter	Add phone to your high speed broadband service (No more telephone line rental required)	\$159.95

Add-on Features (Available with Yourhub Fixed Wireless Broadband)

<input type="checkbox"/>	Additional Email Account/s (Tick if required)	\$5 Per Month (Tick if required)	<input type="checkbox"/>	Online Backup Data/Restore Data (Storedata Package 10GB)	\$20.00 Per Month (Tick if required)
<input type="checkbox"/>	Voice/ Phone (Standard Package,)	\$9.95 Per Month & \$55 Activation (Tick if required and not included)	<input type="checkbox"/>	Keep / Port Existing Phone Number	\$110.00 (Once Off) (Tick if required)
<input type="checkbox"/>	Email Virus Scanning	\$24.00 Per Year (Tick if required)	<input type="checkbox"/>	Fixed IP Address	NA (Tick if required)

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Service Details					
Current Provider (Internet):				Is the fiber to the home installed already? <input type="checkbox"/> Yes, <input type="checkbox"/> No	
Service Install Address:		(<input type="checkbox"/> Tick if the same as above)			
Address:					
Suburb / Town:		State:		Postcode:	
Payment Details (Used for initial charges and ongoing monthly charges.)					
Payment Method:		<input type="checkbox"/> Direct Debit (Complete Yourhub Direct Debit Form) <input type="checkbox"/> Credit Card			
Credit Card Details:	Card Type	Card Number	Expiry Date	Name on card	
	Master card				
	Visa				
I hereby authorise Yourhub to bill my credit card for all charges owing to my account for hardware and installation of services outlined and monthly charges incurred.					
Signature:			Date:		
The subscriber accepts and agrees to be bound by the Yourhub Standard Terms & Conditions and Service Specifications (these documents are available online at www.yourhub.com.au/files); and the Additional Notes on Page 2 of this document. The subscriber 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:/...../.....					
Additional Information					
Application:	When you apply for a Yourhub Fixed Wireless Broadband services, you should be aware of certain obligations and conditions once the order form is received by Yourhub. Firstly, please be aware that when you sign the subscription form you are signing to say that you accept and agree to be bound by the Yourhub Terms & Conditions.				
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. The requested information for registered businesses includes your Australian Business Number (ABN), and for individuals includes your date of birth and (if applicable) Driver's License Number. Your mobile number may also be used to alert you of your order status via SMS				
Connection:	A connection / installation charge as outlined above applies to all internet and or voice services.				
Installation:	Where installations are required the above charges outlined include the first hour and half of labour only. Any additional time required will be charged at \$60.00per ½ hr where applicable. If you have an existing internet connection with an existing carrier there is no service interruption.				
Contract:	There is a minimum 24 month contract for the listed Yourhub Fixed Wireless Broadband residential service. Voice / Phone services are also subject to a minimum 24 month contract, A full calendar month written notice is required for cancellation after expiry of the contract period. Cancellation prior to the end of the contract period will incur a cancellation fee equal to 50% of the remaining term of the contract.				
* Roaming:	Indicates that you can access Yourhub wireless internet service at any Yourhub Hotspot location using your allocated username and password (see location map at www.yourhub.com.au). Use your internet connection away from home 24/7. Unused time and or data are not accumulative and will be lost at the end of each month.				
²Download Limits/Shaping:	Your Yourhub Fixed Wireless Broadband residential service is limited by the data amount allocated to your chosen package each month. If you exceed your allocated data early your speeds will be shaped to 256/256mbps until the anniversary date of your account. Additional data Blocks may be purchased via our website.				
Recharging/Data Blocks:	If the data amount is exceeded prior to a full month you may recharge your account by purchasing data blocks at any time. Any data blocks purchased must be used prior to your anniversary date. Any remaining data after that date will be lost and not carried forward into the new month. You may recharge your account at www.yourhub.com.au				
¹Voice / Phone:	Yourhub Voice over Internet Protocol service (VoIP) and is not part of the ageing POTs telephone system. For an additional \$9.95 per month include Nettek Phone with your Fixed Wireless Broadband. Turn off your existing analogue telephone service and stop paying line rental and excessive call charges. Voice / Phone is available without the high speed broadband service for those that just want the phone service. Voice / Phone as a standalone valued at \$19.95 per month and for a minimum period of 12 months. Call rates are 20c for local and national calls untimed. Phone calls to mobiles are 13.5c per 30 seconds with no flag fall. Phone calls to other Yourhub customers are FREE so get your family to join the network. A fixed Install is required for this service as listed.				
Keep phone No:	When you change your Phone/Voice service to Yourhub you can keep your existing local telephone number, Yourhub can port your current number from your previous telephone provider or we can allocate you a new local number, the choice is yours!				
Payment Options:	All Yourhub Fixed Wireless Broadband residential services are paid by either credit card or direct debit authority. Credit card details or direct debit authority are to be provided upon application for the services. It is the subscribers responsibility to ensure payment details are kept up to date at all times.				
Relocating:	You will need to contact Yourhub if you are intending to relocate your service. We strongly advise that you contact our Sales department to discuss any pending changes to your phone service prior to making those changes. Due to technical constraints, not all NBN & Fixed Wireless services are available in all areas. There is no charge if we cannot provision the service however you may be liable to cancellation charges.				



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Note: Please be aware that your existing phone and internet service will not be affected by the installation of Yourhub Fixed Wireless broadband services. We recommend that you retain your standard copper phone and internet services until such time as the Yourhub Fixed Wireless broadband service is installed and complete to avoid down time. All prices quoted include GST.

Hardware / Installation Slip

Yourhub high speed broadband service requires a suitable CPE to be installed at your premises to function. Please provide us with your preferred time and date for installation / connection of the service below (We aim to have you connected within 2 business days).

Preferred installation Time: AM (between 8am – 12noon) PM 1(2noon – 5pm)

Preferred Installation Date:(Mon – Fri Business Days Only)

Site Contacts Name: Contact Number:

Installation Address: Street Number: Street Name:.....

Suburb:..... City:.....

Postcode:

Signed: Name:..... Date: