

StrataNet Wireless Broadband Residential Application Form

This form is to be completed for connection to wireless broadband.

Contact Details

Full Name	<input type="text"/>		
Trading name (if applicable)	<input type="text"/>		
Physical address	<input type="text"/>		
Email address	<input type="text"/>		
Landline phone	<input type="text"/>	Mobile	<input type="text"/>
Billing name (if different from above)	<input type="text"/>	Billing email	<input type="text"/>
Additional notes	<input type="text"/>		
	<input type="text"/>		

Plans & Pricing

Plan	Data (GB)	Speed up to (download)	Price (monthly)	Tick	Choose your installation (one-off)
Turbo 10	10	6 Mb/s	\$50	<input type="checkbox"/>	<input type="checkbox"/> \$250 24 month contract term
Turbo 30	30	6 Mb/s	\$70	<input type="checkbox"/>	<input type="checkbox"/> \$500 12 month contract term
Nitro 10	10	10 Mb/s	\$70	<input type="checkbox"/>	<input type="checkbox"/> \$1,100 Long range install*
Nitro 30	30	10 Mb/s	\$80	<input type="checkbox"/>	*Long range install required for South Head and other areas that are of significant distance from the appropriate broadcast tower. Our sales team can advise on this when running preliminary feasibility studies.
Nitro 50	50	10 Mb/s	\$90	<input type="checkbox"/>	
Nitro 100	100	10 Mb/s	\$110	<input type="checkbox"/>	
Nitro Max	Unlimited	10 Mb/s	\$150	<input type="checkbox"/>	
Ultra 30	30	30 Mb/s	\$90	<input type="checkbox"/>	
Ultra 50	50	30 Mb/s	\$100	<input type="checkbox"/>	
Ultra 100	100	30 Mb/s	\$120	<input type="checkbox"/>	
Ultra Max	Unlimited	30 Mb/s	\$200	<input type="checkbox"/>	

Choose your hardware (one-off)

- \$135+ Wireless router (various options available)
- \$0 Reconfiguration of existing modem (some models only)

Static IP

- \$10 Static IP Address (monthly)

Acceptance

I agree to the contract term accepted above (12 months assumed if none selected) from the date of delivery of the services. Cancellation before the expiry term will result in a disconnection fee of no less than \$200 (subject to approval). If a technician comes to site and we cannot deliver service, then this will incur a standard site test fee of \$170.

I agree to authorise you to undertake a credit assessment if StrataNet (SN) choose to and I authorise (SN) and/or any (SN) service partner to do everything required to action this request. I hereby certify that I am the authorised account holder, or have the authority to make changes to the above account. I agree the signed and submitted application form is legally binding upon me even if sent via scanned/photographed email/facsimile or mailed hard copy. I accept these conditions and those outlined on the reverse of this form. All prices quoted are inclusive of GST unless otherwise stated & are subject to our standard T&C's which are available at www.stratanet.co.nz.

Name Signed Date

Reseller <input type="text"/>	StrataNet Finance use only	<input type="checkbox"/> Completed	<input type="checkbox"/> DD Loaded
	Account number <input type="text"/>	<input type="checkbox"/> Credit Check	<input type="checkbox"/> Credit Limit
		<input type="checkbox"/> One Bill Set	<input type="checkbox"/> Scan and File
			Signed <input type="text"/>

Residential Terms and Conditions

This form acts as an appendix to our standard Terms and Conditions.

Internet

Our Responsibilities & Conditions:

- Broadband internet service and delivered speeds are provided on a best-efforts basis in New Zealand, performance will always be influenced by a range of factors such as the choice of broadband plan, home or business wiring, router type and the distance between your address and the nearest broadcast tower
- Our call centre is only available during NZ business hours, 9am-5pm, Monday to Friday (excluding Public Holidays).
- All plans may be upgraded or downgraded throughout the term of the agreement.
- A site test is required to confirm services available at an address, and even then the information provided is indicative only and should not be relied upon as a guarantee of network service or performance.
- If supplied, we will endeavour to configure up to one existing router that you may have. This is subject to the discretion of the technician onsite, and if they are unable to configure the router in a timely manner they may refuse to do so. You would then be given the opportunity to purchase a new router.

Your Responsibilities:

- Once an installation has been completed, charges for your service will commence unless otherwise agreed upon.
- To obtain all relevant consents for this broadband circuit to be installed i.e. permission from the building owner.
- To ensure there are adequate AC power outlets at the service demarcation point.
- To check outstanding obligations to the existing provider and to discharge such obligations and disconnect the current services.

Routers

Our Responsibilities & Conditions:

- **StrataNet Supplied Routers:** We will supply & install a router at your cost. Ongoing management of this router is our responsibility. It will be your responsibility to arrange supply of a replacement (either via us or a third party) should it be necessary.
- **Self-Supplied Routers:** You may supply your own router. We will endeavour to configure, install and migrate your LAN (Local Area Network) onto the new broadband service at the time of your broadband service install. This service is not guaranteed, and all ongoing management of the router is your responsibility.

Email & IT support

Our Responsibilities & Conditions:

- We no longer provides email services for new customers. We recommend using third party providers that are independant from your internet service provider (such a Gmail) to ensure that you can retain your email address should you change provider.
- Our technicians are not trained in email tasks or general IT support. We will assist with basic tasks such as setting outgoing email servers etc, however this is subject to our discretion and we may refuse to offer support if we choose. In this case, we would recommend a competent support provider.
- We generally do not offer support or management of internal networks. As an internet provider, we supply a service up as far as an incoming router - anything beyond this is your responsibility.

Other exclusions and inclusions

This authorisation form is subject to a site test and feasibility study:

- If you are to incur any additional fees above the standard install cost, due to the outcome of the feasibility study, you will be advised and have the right to either accept these, or terminate the order for connection. In most cases if you choose to terminate the order at this point, you would be charged a site test fee.
- If no additional fees are to be incurred, this agreement stands in entirety.

Once you have exceeded your data allowance your internet speed will drop to 64 kb/s (dial-up speed) until the end of the billing month, alternatively you can purchase additional data for \$10 per 10 GB (pre-arranged).

Billing periods are per calendar month, your first month's bill may be for a part-month.

Pricing subject to change without notice.

Ultra and Nitro plans may not be available in all areas.

Turbo 10, Turbo 30, and Nitro 10 plans are not eligible for free installation.

All plans are customisable on request.

Additional cabling and other internal network requirements beyond the standard installation is at your cost. The standard installation allows for a single length of up to 20 metres of shielded Cat5 cable. Usually, an unshielded patch cable of up to 3 metres will also be supplied.

Installation cost may vary outside of the listed install fees.

The service is a best-efforts service; speed and uptime cannot be guaranteed without a Commercial Agreement Addon.

Cancellation before the service has been delivered may result in additional fees.

Late payment may be subject to late fees and/or referral to a debt collection agency.

Service level agreements can be found on our website at www.stratanet.co.nz.