



# Application for a Reachnet nbn™ Sky Muster™ Service

Reachnet offers satellite broadband internet on the National Broadband Network. To check your eligibility and register, contact Reachnet on 1300 798 007. If you are eligible then Reachnet can guide you through this application form and answer any question that you might have. You must be over 18 years of age to complete this application form.

## Applicant Details

Are you an existing customer?  Yes  No

Title (please tick)  Mr  Mrs  Ms  Dr  
Customer Surname:

\_\_\_\_\_

Customer Given Names:

\_\_\_\_\_

Current Email Address:

\_\_\_\_\_

Phone Number (Home):

\_\_\_\_\_

Phone Number (Work):

\_\_\_\_\_

Mobile:

\_\_\_\_\_

Installation Address: (Not PO Box, include Street, State and Postcode)

Billing/Postal Address: (All invoices sent via email, posted invoice will incur a monthly \$5 additional fee)

Please tick here if you wish to receive a paper invoice

### Email Address Preference:

Reachnet provides customers with an email address as part of the service. Please indicate below your email address preference for all notifications including invoices and outage notifications.

Current email address as noted above

Please use my Reachnet email address as below:

Email: \_\_\_\_\_ @reachnet.com.au

Password: \_\_\_\_\_

Your email password must be a minimum of 6 characters and should include both alpha and numerical characters.

### Equipment Requirements

Your computer must have an ethernet port and current operating system (minimum Windows 7 and above or Apple equivalent) to connect to the satellite service. Reachnet cannot provide support on third party products (e.g. WIFI router and tablets).

### Critical Information

12Mbps/1Mbps or 25Mbps/5Mbps data plans are available on a **minimum 30 day connection period** for broadband satellite customers that wish to access the internet and email. When the data allowance is reached the service speed is shaped (reduced) to 128/128kbps. The plan can be upgraded (to a higher data allowance) or additional data blocks may be purchased to restore the service to normal speeds on a case by case basis. Each service includes three email addresses as standard.

You must have a clear view to nbn™ Long Term Satellite. If eligible for a standard installation, a satellite dish will be mounted on the roof of your house at no charge. **All satellite equipment installed at your property remains the property of nbn™.** Additional charges may apply if you require a non-standard installation, for which you will be provided with a quotation to accept/decline. These additional charges will be charged to your nominated account as per your payment instructions.

### Installation Requirement Details

I currently have a satellite system installed at the installation address that I wish to be de-installed (does not have to be working)  Yes  No

If yes please indicate which type:

ISS nbn™ Interim Satellite Service - at the time of installation nbn™ will remove the existing nbn™ ISS equipment.

NSS nbn™ Satellite Support System - You can choose to have the equipment removed from your roof for a fee at time of installation.

ABG Australian Broadband Guarantee - You can choose to have the equipment removed from your roof for a fee at time of installation.

I have a clear line of view to the north/northwest of my roof:

Yes  No  Unsure

Roof Type:

Tin  Fibro Cement  Asbestos  Tile  Other

Building External Wall Material:

Double Brick  Single Brick/Cladding

Cladding (Timber, Compressed Cement)  Cladding (Asbestos, Fibro Cement)

Any

Building Height:  Single Storey  Two or More Storeys

Power Supply Type:  240 V AC  12-24 V DC

**DO YOU HAVE A WORKING PHONE SERVICE? (either landline or mobile must be able to make voice calls at installation site)**  YES  NO

**Please turn over to select your plan.**



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## Reachnet Plans

(Please tick one plan in the table below)

PLAN		MONTHLY DATA ALLOWANCE			PRICE (INCL. GST)			PLAN		MONTHLY DATA ALLOWANCE			PRICE (INCL. GST)				
12/1 Mbps (Peak: 7am to 1am, Off peak: 1am to 7am)								25/5 Mbps (Peak: 7am to 1am, Off peak: 1am to 7am)									
Tick	NAME	SPEED (Mbps)	PEAK (18hrs)	OFF PEAK (6hrs)	TOTAL	MONTH	PER GB	MIN COST FOR 12 MONTHS	Tick	NAME	SPEED (Mbps)	PEAK (18hrs)	OFF PEAK (6hrs)	TOTAL	MONTH	PER GB	MIN COST FOR 12 MONTHS
	LTS-12-1	12/1	5GB	12GB	17GB	\$34	\$2.00	\$408		LTS-25-1	25/5	5GB	12GB	17GB	\$39	\$2.29	\$468
	LTS-12-2	12/1	15GB	20GB	35GB	\$39	\$1.11	\$468		LTS-25-2	25/5	15GB	20GB	35GB	\$44	\$1.26	\$528
	LTS-12-3	12/1	30GB	30GB	60GB	\$44	\$0.73	\$528		LTS-25-3	25/5	30GB	30GB	60GB	\$49	\$0.82	\$588
	LTS-12-4	12/1	40GB	60GB	100GB	\$69	\$0.69	\$828		LTS-25-4	25/5	40GB	60GB	100GB	\$74	\$0.74	\$888
	LTS-12-5	12/1	45GB	70GB	115GB	\$94	\$0.82	\$1,128		LTS-25-5	25/5	45GB	70GB	115GB	\$99	\$0.86	\$1,188
	LTS-12-6	12/1	55GB	70GB	125GB	\$130	\$1.04	\$1,560		LTS-25-6	25/5	55GB	70GB	125GB	\$135	\$1.08	\$1,620
	LTS-12-7	12/1	60GB	85GB	145GB	\$140	\$0.97	\$1,680		LTS-25-7	25/5	60GB	85GB	145GB	\$145	\$1.00	\$1,740
	LTS-12-8	12/1	70GB	75GB	145GB	\$145	\$1.00	\$1,740		LTS-25-8	25/5	70GB	75GB	145GB	\$150	\$1.03	\$1,800
	LTS-12-9	12/1	80GB	65GB	145GB	\$175	\$1.21	\$2,100		LTS-25-9	25/5	80GB	65GB	145GB	\$180	\$1.24	\$2,160
	LTS-12-10	12/1	90GB	55GB	145GB	\$199	\$1.37	\$2,380		LTS-25-10	25/5	90GB	55GB	145GB	\$204	\$1.41	\$2,448

### Appointment Details:

Next Available

Specify time and date range

If Specify time and date range, please indicate:

Preferred Time:  Any time  AM Only  PM only

#### Date Range:

Start(dd/mm/yy):

End(dd/mm/yy):

Note if your chosen date range is not available, the operator will automatically chose the next available date.

### Signature

\_\_\_\_\_

### Name of Customer

\_\_\_\_\_

### Date

\_\_\_\_\_

- I hereby apply for a nbn™ Sky Muster™ satellite connection with Reachnet as indicated in this application form.
  - I may be required to provide further information or documentation to substantiate this order or any statement made therein.
  - I may be asked to participate in program and/or service evaluation activities.
  - I give permission for the NBN installer to attend the installation address and install the new LTS Satellite Equipment.
- At the time of installation, if I request the de-installation of the ABG/ NSS Satellite Equipment from my roof (up to 1.2m dish), it will incur a cost of \$135.00 + GST. I understand that this will be charged to my nominated account. At the time of the de-installation the equipment will be removed from my roof, but will be left at my premise.
- I acknowledge that there will be a representative of minimum 18 years old present at all times during the installation.
- The Service must be paid for monthly in advance. If my account is not in credit, the Service may be suspended or terminated in accordance with the Reachnet Standard Form of Agreement (SFOA).
- I agree that this agreement is bound by the Reachnet Standard Form of Agreement (SFOA). Details at [www.reachnet.com.au/SFOA](http://www.reachnet.com.au/SFOA)

Return Signed and completed Application (2 pages) and Payment (2 pages) forms to:

Post: PO Box 3109 Hay Street, East Perth, WA 6892

Email: [sales@reachnet.com.au](mailto:sales@reachnet.com.au)

Fax: 08 9225 7811