

StrataNet Fibre Authorisation Form

This form is to be completed in conjunction with a Direct Debit Form and used to connect customer premises to fibre.

Contact Details

| | | | |
|---|----------------------|------------------------|--|
| Business / Family name | <input type="text"/> | | |
| Trading name (if applicable) | <input type="text"/> | | |
| Postal address | <input type="text"/> | | |
| Email address | <input type="text"/> | | |
| Please indicate if you would prefer to receive your monthly account by post or by email: Post <input type="checkbox"/> Email <input type="checkbox"/> | | | |
| (All accounts will be automatically emailed each month, if you request to receive by post a cost of \$2.95 per month will apply) | | | |
| Primary contact name | <input type="text"/> | Primary contact email | <input type="text"/> |
| Primary contact phone | <input type="text"/> | Primary contact mobile | <input type="text"/> |
| Delivery address | <input type="text"/> | | |
| Expected install date | <input type="text"/> | ASAP or | <input type="text"/> / <input type="text"/> / <input type="text"/> |
| Fibre ONT to be located | <input type="text"/> | | |
| | <input type="text"/> | | |

Internet

Choose your circuit

| | | |
|-------------------------------------|-------|--------------------------------|
| <input type="checkbox"/> | \$170 | Ultra-Fast Fibre: 30/10 Mbps |
| <input type="checkbox"/> | \$200 | Ultra-Fast Fibre: 100/50 Mbps |
| <input type="checkbox"/> | \$500 | Ultra-Fast Fibre: 100/100 Mbps |
| <input checked="" type="checkbox"/> | \$15 | Static IP Address (required) |

Extras

(Quantity)

| | | |
|--------------------------|-------|------------------------------|
| <input type="checkbox"/> | \$5 | Additional 2.5 Mbps Down CIR |
| <input type="checkbox"/> | \$10 | Additional 2.5 Mbps Up CIR |
| <input type="checkbox"/> | \$150 | National Backhaul |
| <input type="checkbox"/> | \$125 | MPLS Private Cloud |

Acceptance

I agree to a 24 month term from the date of delivery of the services. Cancellation before the expiry term will result in the full remaining contracted term requiring payment. I accept these conditions and those outlined on the reverse of this form. All prices quoted are exclusive of GST, are monthly unless otherwise stated & are subject to our standard T&C's which are available at www.stratanet.co.nz. Installation fee for all services above, including the fibre will be provided for a fixed fee of 2 months of the circuit total.

Name Signed Date

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

Terms and Conditions

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

Internet

Our Responsibilities & Conditions:

- All fibre circuits are subject to any and all applicable Service Level Agreements from upstream providers.
- The fibre circuits mentioned use GPON fibre technology and have various CIR's dependant on the service and provider.
- Our Customer Care Centre is only available during NZ business hours, 9am-5pm, Monday to Friday (excluding Public Holidays).
- All Sprint plans include unlimited, flat rate, national and international data usage and may be upgraded or downgraded throughout the term of the agreement.
- Sprint Starter & Multi Tenant services are only available in limited situations.
- Deliver a live fibre circuit and terminate this to the ONT (Optical Network Terminal) point designated by you.
- A national backhaul fee is required to bring any fibre service outside of Auckland back to Skytower.

Your Responsibilities:

- To provide cabling from the ONT (Optical Network Terminal) to your network equipment.
- Once an RFS (Request For Service) date has been provided, charges for your service will commence.
- Unless you have requested a Managed Router or Installed and Migrated, you are responsible to connect the fibre service to your LAN (Local Area Network) at your cost.
- To obtain all relevant consents for this Fibre 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:

- **Managed Routers:** We will scope, supply & install the managed router at our cost and it will be our ongoing responsibility to monitor, maintain and supply a replacement should it be necessary.
- **One off purchase:** We will courier you a router. You will configure, install and migrate your LAN (Local Area Network) onto the new fibre service.
- **Configured:** We will configure a router to allow internet only and we will open the required ports you specify. We will then courier this to you, and you will connect and migrate your LAN (Local Area Network) onto the new fibre service.
- **Installed and Migrated:** We will supply and configure a router. We will then have a contractor come to your location and migrate your LAN (Local Area Network) to your new fibre service. This will be scoped before this is completed and you will be advised if any additional fees are to be incurred.

Your Responsibilities:

- **Self Supply:** You will supply, configure, install and migrate your LAN (Local Area Network) onto the new fibre service.
- **Unmanaged Routers:** All ongoing configuration, changes or support will need to be completed by your local IT provider or in-house IT resource. We are unable to provide this service.

Other exclusions and inclusions

This authorisation form is subject to the fibre provider's 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 this agreement with no charges.
- If no additional fees are to be incurred, this agreement stands in entirety.

Cancellation before the service has been delivered will result in payment of the full contracted term.

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