

# GLOBAL INTERNET APPLICATION FORM FOR WIRELESS, ADSL, DIAL-UP, LEASED LINE

## SECTION A: CUSTOMER DETAILS

Please provide your contact information as we may need to get hold of you about your application / account.

### BUSINESS ACCOUNTS:

BUSINESS NAME:  
.....  
.....

STREET ADDRESS:  
.....  
.....

PROVINCE:

POST CODE:  
.....

### TECHNICAL CONTACT:

FIRST NAME:  
.....

LAST NAME:  
.....

PHONE:  
.....

FAX:  
.....

EMAIL:  
.....

### PERSONAL ACCOUNTS:

FIRST NAME:  
.....

LAST NAME:  
.....

PLACE OF EMPLOYMENT AND ADDRESS:  
.....  
.....

PHONE (HOME):  
.....

PHONE (WORK):  
.....

FAX:

MOBILE:  
.....

EMAIL:  
.....

### NEW USERS:

DRIVERS LICENSE / PASSPORT NUMBER:  
.....

## SECTION B: ACCOUNT DETAILS

Your username is used for authentication on your Internet Access. You may use any combination of numbers and/or letters in lowercase, no shorter than six (6) characters, and no longer than thirty (30) characters. Please do not include symbols.

### NEW CUSTOMER:

PREFERRED USERNAME:  
.....

SECOND PREFERENCE:  
.....

PASSWORD:  
.....

Password is case sensitive, and is to be a minimum of eight (8) and maximum of twelve (12) characters in length.

### EXISTING CUSTOMER:

To retain your existing email address and username, enter your username below.

EXISTING GLOBAL INTERNET USERNAME:  
.....  
.....

## SECTION C: PLANS AND PRICING

**Step 1:** Please choose an Internet Data Usage Plan based on your estimated monthly data usage and the number of accounts and emails you require (additional accounts and emails are available – see Other Fees for current prices).

Please note additional fees may be applicable including a K25.00 registration fee, set up, phone per hour rates, equipment and payments to third parties. We'll confirm these costs with you upon receiving your Application.

### STEP 1: CHOOSE AN INTERNET DATA USAGE PLAN

Plan	Pre-paid Monthly Fee	Monthly Usage (data)	Excess Usage/MB	Access Accounts	POP email addresses
<input type="checkbox"/> Base User	K40.00	100MB	33t	1	1
<input type="checkbox"/> Frequent User	K80.00	225MB	29t	2	2
<input type="checkbox"/> Gold User	K200.00	650MB	25t	5	5
<input type="checkbox"/> Corporate User	K400.00	1.5GB	21t	10	10
<input type="checkbox"/> SME Business 1 Office	K500.00	2.5GB	17t	1 router/mail gateway	
<input type="checkbox"/> SME Business 2 Offices	K750.00	3.7GB	17t	2 router/mail gateway	
<input type="checkbox"/> SME Business 3 Offices	K1,000.00	5GB	17t	3 router/mail gateway	

### STEP 2: CHOOSE AN INTERNET ACCESS SERVICE

**Step 2:** Please choose an Internet Access Service (Dial-up, Broadband ADSL or Wireless) based on how fast your connection needs to be and where you are located. If you would like more than one Access Service, simply tick the services you require.

#### DIAL UP

For access to the Internet using Dial-up, you are charged an hourly Global Internet rate based on your Internet Plan. Dial-up can also be used in conjunction with Wireless or ADSL access services.

Plan	Free Hours	Peak Rates Mon – Sat: 6am – 12am	Off-peak Rates Mon – Sat: 12am – 6am + all day Sunday	Max Download Speed
<input type="checkbox"/> Base User	40	K1.00 per hour	FREE	56K
<input type="checkbox"/> Frequent User	89	K0.90 per hour	FREE	56K
<input type="checkbox"/> Gold User	250	K0.80 per hour	FREE	56K
<input type="checkbox"/> Corporate User	533	K0.75 per hour	FREE	56K

#### TELIKOM COSTS FOR DIAL-UP ACCESS SERVICES

You should also be aware that Telikom has introduced timed calls for internet access within PNG. You require STD access to dial the 188 connection phone numbers and their charges will appear on your Telikom phone bill:

**Mon – Sat** 0730 to 1730 K3.60 / hr  
**Mon – Sat** 1730 to 0730 K2.40 / hr  
**Sun** K2.40 / hr all day

#### ADSL

Maximum Download Speed / pre-paid monthly fee\*

<input type="checkbox"/> 128K / 64K K21.00 / month	<input type="checkbox"/> 256K / 128K K42.00 / month	<input type="checkbox"/> 512K / 256K K73.00 / month	<input type="checkbox"/> 1024K / 512K K150.00 / month	<input type="checkbox"/> 2048K / 1024K K190.00 / month
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\* This fee is set by Telikom. We'll include this cost on your invoices and pay it direct to Telikom on your behalf.

#### WIRELESS (PORT MORESBY)

Description	Business Plus (1:1) Pre-paid Monthly Fee	Business Standard (4:1) Pre-paid Monthly Fee	Residential (8:1) Pre-Paid Monthly Fee
256/128Kbs	<input type="checkbox"/> K600.00	<input type="checkbox"/> K200.00	<input type="checkbox"/> K100.00
512/128Kbs	<input type="checkbox"/> K900.00	<input type="checkbox"/> K300.00	–
1024/256Kbs	<input type="checkbox"/> K1,800.00	<input type="checkbox"/> K600.00	–
2048/512Kbs	<input type="checkbox"/> K3,600.00	<input type="checkbox"/> K1,200.00	–
4096/1024Kbs	–	<input type="checkbox"/> K2,400.00	–

Standard wireless installations in POM are free. Quoted Bandwidth speeds are from the Customer to the PNG International/Tiare Gateway.

#### WIRELESS (LAE)

Description	Pre-paid Monthly Fee	Deposit	Installation & Additional Equipment**
<input type="checkbox"/> Commerical (256Kbs)	K600.00	K600.00	Upon application

\*\* A one-time deposit and installation fee may be payable upon connection. Prices vary depending on your individual technical requirements.  
**Contact us for more information on +675 321 4322 and speak with one of our Sales Representatives today.**

### GLOBAL INTERNET PRICING

Our charges consist of monthly Data Usage Plan fees, Internet Access Service fees and excess data fees if applicable. New customers are required to make upfront payments for two months of data and access fees along with any required registration fees. In some cases additional equipment may need to be purchased and / or installed.

## OTHER FEES

<b>REGISTRATION FEE</b>	K25.00	One-time non-refundable registration fee for every new Global Internet user.
<b>ADSL ACTIVATION FEE</b>	K50.00	One-time fee payable to Telikom.
<b>ADSL PORT FEE</b>	K17.34	Monthly fee payable to Telikom.
<b>PHONE SUPPORT: NEW USER</b>	<b>FREE</b>	New users are entitled to 30 minutes of free phone support for installation and configuration of their PC. This includes configuration of the modem, preferred browser and email software.
<b>ON SITE INSTALLATION: NEW USER (ADSL AND DIALUP)</b>	K100.00 per 30 minutes	On-site installation and configuration for new users. (Port Moresby only, other locations please consult your local reseller).
<b>PHONE SUPPORT: CURRENT USERS</b>	K50.00 per 30 minutes	Phone support with regards to re-installation and/or re-configuration of hardware and/or software for current users.
<b>ON SITE SUPPORT: CURRENT USERS</b>	K100.00 per 30 minutes	On site support for each PC with regards to re-installation, installation and/or re-configuration of hardware and/or software for current users. (Port Moresby only, other locations please consult your local reseller).
<b>RECONNECTION FEE</b>	K25.00	Reconnection fee for suspended accounts.
<b>ADDITIONAL LOGINS</b>	K25.00	Setup fee for additional logins (radius or email) over the allowed plan limit.
<b>ADDITIONAL EMAILS</b>	K5.00	Setup fee for additional emails over the allowed plan limit.
<b>DOMAIN NAMES</b>	–	24 Months upfront quotation required.
<b>LINKING POM &amp; LAE OFFICES</b>	–	24 Months upfront quotation required.

## SECTION D: SERVICE ADDRESS DETAILS FOR ADSL BROADBAND APPLICATIONS

Complete this section if you are applying for a Global Internet ADSL service.

ADSL LINE NUMBER\*:

(This is the phone line which will be upgraded to support Global Internet ADSL.)

ADSL INSTALL ADDRESS:

PROVINCE:

POST CODE:

\* Telephone line must be a direct line and must not have a current ADSL service attached to it unless transferring from another ISP to Global Internet. Please note additional charges from Telikom are applicable.

## SECTION E: SERVICE ADDRESS DETAILS FOR GLOBAL INTERNET WIRELESS APPLICATIONS

SECT:

LOT:

UNIT:

BLDG. NAME:

STREET:

TYPE (please tick):  Apartment  Commercial  Duplex  House  Other

NEIGHBOURHOOD:

DIRECTIONS (IF NECESSARY):

## SECTION F: EMAIL ADDRESS DETAILS

Please refer to your nominated service to determine the number of email accounts included in your plan then complete the form below with your preferred email addresses. Each email will have the extension @global.net.pg. We'll contact you if your requested email address is unavailable.

Additional emails over the allowed plan limit are available at K5.00 each.

1. EMAIL ADDRESS	PASSWORD
2. EMAIL ADDRESS	PASSWORD
3. EMAIL ADDRESS	PASSWORD
4. EMAIL ADDRESS	PASSWORD
5. EMAIL ADDRESS	PASSWORD
6. EMAIL ADDRESS	PASSWORD
7. EMAIL ADDRESS	PASSWORD
8. EMAIL ADDRESS	PASSWORD
9. EMAIL ADDRESS	PASSWORD
10. EMAIL ADDRESS	PASSWORD

## SECTION G: PAYMENT

Global Internet's preferred payment method is by credit card. Please enter your card details below.

CARD TYPE:       VISA       MASTERCARD

NAME ON CREDIT CARD: \_\_\_\_\_

CARD NUMBER: | | | | | | | | | | | | | | | | | |      EXPIRY DATE:      /

I PREFER TO PAY BY:     CASH     CHEQUE

BILLING ADDRESS (PO BOX): \_\_\_\_\_  
 \_\_\_\_\_

## SECTION H: AGREEMENT

By submitting this Global Internet Application Form, you agree to accept service from Global Internet Ltd under our Terms and Conditions (available on our website, or phone us on 321 4322 (POM) or 472 7641 (Lae) to receive a hard copy). External agreements and charges incurred in relation to your service are not the responsibility of Global Internet and must be paid directly by you. For ADSL Plan Applications, your phone number belongs to the Telikom network. By signing this agreement you accept full liability to pay all charges incurred in using this Global Internet Service and authorise Global Internet to debit the nominated credit card.

Requests to terminate the service must be given in writing (email, fax or post) 30 days prior to the next billing cycle.

Please check our website regularly for changes and updates to our Internet Access Services and Plans and our Terms and Conditions.

### I have read and agree to abide by the Terms and Conditions as set out in this contract between Global Internet and:

NAME (PLEASE PRINT): .....

SIGNATURE: ..... DATED: .....

#### Please return your completed Application Form to:

**Global Internet Ltd**  
Milford Haven Road  
PO Box 670  
Lae 411  
Morobe Province  
Papua New Guinea

OR

**Global Internet Ltd**  
Spring Garden Road  
PO Box 77  
Port Moresby 121  
National Capital District  
Papua New Guinea

**P** +675 472 7641  
**F** +675 472 1639  
**E** internet@global.com.pg

**P** +675 321 4322  
**F** +675 321 4167  
**E** internet@global.com.pg

## SECTION I: MORE INFORMATION

### SUBSCRIBE

I would like to receive updates (both technical and marketing) via email. (If you change your mind you can unsubscribe at any time)  
Please send me updates regarding:

- Global Technologies' products and services (Including Dell products)
- Global Technologies' products and services (Including Dell products)
- Scheduled outages and maintenance information

### HOW DID YOU FIND OUT ABOUT GLOBAL INTERNET?

- Printed advertisement
- TV Ad
- Internet search
- Word of Mouth
- Sponsored Event
- Other

(PLEASE SPECIFY): .....

### WHY DO YOU CHOOSE TO DO BUSINESS WITH US?

.....  
.....

# THINGS YOU SHOULD KNOW

## Why is my username or password rejected?

Check you have spelt them correctly and ensure your caps lock key is not on. Usernames and passwords are generally all set to lower case. If you are using Windows NT, leave the domain field in your dialler blank as it will append this to your username.

## How do I check my MB usage / logs?

There is a link on the Global Internet section of our website that will allow you to see a detailed listing of all your logins for the current and previous months. Alternatively, visit [www.global.net.pg/user-services](http://www.global.net.pg/user-services) and this will take you to the login screen. We recommend you check your logs regularly.

## How do I contact Global Internet for support?

Help is available by phoning (675) 321 4322 Monday – Friday 7:30am – 6:00pm, and on Saturdays 8:00am – 12:00pm. Should you encounter a message system, please leave your name and phone number so we can get back to you. Should you require us to visit on-site for any reason, a minimum callout fee may apply.

## When and how can I make changes to my Global Internet account?

We only have 2 conditions on any account changes. Firstly, changes must be made on a calendar month basis, and secondly, written confirmation is required for security reasons. Account changes are implemented from the first of the following month after notification in writing is received. Password changes are implemented immediately.

## Why does my Dial-up connection drop out?

Due to the nature of the internet, an occasional line drop out is to be expected as phone lines are designed to carry voice, not data. However, constant dropping out indicates a problem. Most of the causes of dropouts are to do with phone lines but there are a few simple things you can try yourself. Refer to the table below for some helpful tips.

Dial-up Connection Troubleshooting	Instructions
Disable call waiting	If you have call waiting on your phone line, disable it.
Adjust modem speed	Although most modems will default to a speed of 115,200kps, very few will actually hold a connection at this speed. Turn the modem down to 57,600 or even 38,400. You may find that this actually speeds up your throughput as there are fewer errors generated on a more stable connection.
Unplug all phones	Make sure that there are no other phones connected to the same circuit including extensions. Phones pull a little bit of power off the line at regular intervals to maintain memory and some phones can cause dropouts when this happens.
Try another modem	Some modems handle noisy lines better than others. If you are able to borrow another modem it is sometimes worth trying to see if it is your modem that is causing the problem.
Set an idle time out	Idle time is when you are still connected to us but not actually downloading anything. The time out option means that after a specified period your modem will automatically disconnect. We suggest you make this about 10 minutes as we have had users connected for up to 3 days and not realise it. Be sure to turn off the modem and unplug it from the phone line when you are finished, particularly during the wet. An idle time which is too short may be another cause of regular drop outs.

## DIALUP CONNECTION SETTINGS

### Phone Numbers:

Digital 1880000      Analog 1883100

### Additional Phone Numbers:

1880021      1880022  
 1880023      1880024  
 1880025      1886000

Server Type: PPP  
 Protocol: TCP/IP  
 IP Address: Server Assigned

## DNS

Primary Domain Name Server: 202.171.240.58  
 Secondary Domain Name Server: 202.171.240.59

## MAIL SETTINGS

Outgoing Mail (SMTP): smtp.global.net.pg  
 Incoming Mail (POP3): pop3.global.net.pg

## PROXY SERVER

HTTP:proxy.global.net.pg:8080

## GLOBAL INTERNET – GENERAL TERMS AND CONDITIONS

### DEFINITIONS:

“Supported application” includes, MS Outlook, Netscape, Internet Explorer and any other application which Global Internet may from time to time nominate.

“Supported computer” means a computer running a recognised version of Microsoft Windows or a recognised version of the Apple Macintosh Operating Systems with a minimum 14400 modem and a 16550 UART, and generally capable of running any of the supported applications. We recommend that all computers have at least 8Mb RAM.

“Global Internet” means Global Internet Ltd. Global Internet and its logo are trademarks of Global Internet Ltd.

“Client” means the person or company signing the application form.

### SERVICE:

Global Internet will provide the client with the ability to access the Internet. Access will be available 24 hours a day, 7 days a week subject to regular scheduled maintenance, breakdown of equipment or force majeure. Global Internet will use its best endeavours to ensure continuous delivery of the service but does not warrant that the access will be neither uninterrupted nor free from errors.

Global Internet shall not be responsible for the telecommunication or any other costs incurred by the client in accessing the Internet (even in the event that such costs arise as a result of the incorrect or incomplete installation of a supported application by Global Internet or its employees agents or contractors) nor shall Global Internet be responsible for selecting the most cost effective method for the client to access the Internet.

Global Internet will provide the client with an email address (username@global.net.pg) and connection to the service and will maintain that email address for the duration of this contract (provided that Global Internet reserves the right to cancel the client's email address if the client is in breach of any of the terms and conditions of this contract).

### SUPPORT:

Global Internet will provide the client with technical assistance necessary to connect any supported computer to the Internet and the installation and use of any supported application. Global Internet does not agree to provide services relating to the configuration of an internal network or the installation and use of any non-supported application. Problems caused by faulty, poor quality or misconfigured systems (including modem and phone line) are not the responsibility of Global Internet. Global Internet reserves the right to charge a service fee for provision of any on-site support beyond initial installation.

### PAYMENT:

The client agrees to pay the amount calculated at the appropriate rate for all logins to Global Internet made in their username. (In other words if you tell someone your password, or they guess it, you are responsible for the time they spend online.) We will change your password for you at any time during ordinary business hours for free if you have reasonable concerns that someone has already or may in the future use your username.

All invoiced accounts are payable within 14 days of the date upon the invoice or Global Internet may suspend the service until payment is received for this or any other debt accruing to it. Global Internet may suspend the provision of services to the client if the client has a prepaid account which is no longer prepaid or an invoice account where the balance has exceeded K100 and prior arrangements have not been made with Global Internet. No notice of suspension is required to be given.

No accounts will be credited with funds until a cheque given to Global Internet in respect of that account has cleared or payment is made by cash or credit card. The client will be responsible for any fees incurred in relation to cheques which are not met on presentation. Where the client has given Global Internet its credit card number, the client hereby authorizes Global Internet to debit the client's credit card for the amount payable by the client for provision of the services in accordance with the terms of this agreement. Global Internet may at any time increase the client's access fees or otherwise vary the fee structure applying to the client and such change shall take effect immediately upon the posting of notification of the change on the Global Internet Home Page (or by written notification direct to the client). Pre-paid clients are not affected by subsequent price changes up to the date to which they are pre-paid.

### THE CLIENT:

The terms of this agreement with the client are not transferable or assignable. The client will keep their password secret and choose and maintain secure passwords. The client also agrees not to use the service to transmit viruses, worms, Trojan horses or other destructive programs, to breach copyright or other intellectual property laws relating to trademarks or passing off, to publish materials which may be in breach of consumer protection legislation, to publish defamatory or pornographic material, to breach netiquette, to commit any other criminal offence or to attempt to do any of these things whether in Papua New Guinea or elsewhere. Global Internet retains the power to inspect materials kept by the client in Global Internet's server, and to remove in whole or part any materials which Global Internet in its absolute discretion considers inappropriate.

The client will refrain from inappropriate postings to email list-servers or newsgroups especially unsolicited advertising which can result in thousands of “hate” emails sent to them or Global Internet. The client will be disconnected and charged a fee if their actions in breach of this condition result in excess mail being sent to or through Global Internet as a result of their actions.

### RISK:

Global Internet is not responsible for and does not warrant the delivery of or content of any material available through provision of its service. The client uses the service and the material at their own risk including the risk of attack by virus or hackers or exposure to material including unsolicited email, pornography, offensive or inflammatory material or any other unwanted material. Global Internet is not liable from any damage however arising either directly or indirectly or consequential upon the provision of the service or the failure of the service to operate at any time. We strongly advise all computer owners to backup regularly whether or not they use the Internet.

### WEB PAGES:

Global Internet reserves the right to refuse to publish any material deemed to be illegal, unethical or offensive. All clients' web pages are subject to scrutiny and may be removed without further notice. No CGI's or other executable codes may be loaded onto our server without prior approval. The client may incur charge for Global Internet to test scripts or to resolve any problem caused by unauthorized files.

### RECORDS:

The client accepts that in the ordinary course of business records will be kept of their activities upon the Internet and they consent to same. Global Internet may use these records for security or billing purposes but will not disclose them without the consent of the client unless required to do so by law.

### DURATION:

This agreement shall continue until terminated by either party.

### TERMINATION:

Either party may terminate this agreement by the giving of one month's notice in writing or by email. Global Internet may terminate or suspend the agreement at any time for breach of any of the conditions contained herein and retains the right to sue for monies outstanding.

### VARIATION OF TERMS AND CONDITIONS:

Global Internet may at any time vary the terms and conditions of this contract and such variation shall take effect immediately upon the posting of notification of the variation to Global Internet website or by written notification direct to the client.