

Service Rebate Application



This form is to be used to lodge a rebate request as per the *Service Level Agreement (SLA)*. This form should only be used by Customers where the Service provided by ZettaNet is eligible for a Service Level Rebate. Please refer to the applicable Standard Form of Agreement *Service Description* to identify if your Service is eligible for a Service Rebate.

Please note that where the Service is unavailable due to events beyond our control then this disruption period is exempt from Service Level Rebates. These events are listed in our Standard Form of Agreement (General Terms and Conditions) *Service Level Agreement* available at <http://www.zetta.net.au/support/sfoa-service-descriptions/>

Please complete this form using BLOCK LETTERS.

Account Information

Account Name:			
Company Name:		ABN:	
Street Address:		Suburb:	
State:		Post Code:	
Phone Number:		Fax Number:	
Contact Name:		Mobile Number:	
Email Address:			

Service Disruption Information

Service Affected:		
Start of Disruption:	Date(dd/mm/yy):	Time (24hr):
End of Disruption:	Date(dd/mm/yy):	Time (24hr):
How did you notify ZettaNet of the disruption:		
Please provide the fault Ticket number that was issued to you:		
Other Comments (Optional):		

Please email the completed application to support@zetta.net.au