



Talk to a consultant: **131 456**
 Fax your completed form: **1300 303 094**

Broadband ADSL1 Relocation

For help completing this form, please call Accounts & Administration on 131 456 (local call)

Section 1: Netspace Services

Please select the Netspace services you currently have and would like to relocate

Netspace Home Phone Netspace ADSL

Would you like to keep the same phone number? (this may be possible but there is no guarantee)

Yes No

Section 2: Customer Details

Contact Name:

Username:

Telephone:

Section 3: Change of Broadband Telephone Number

I have changed my telephone number since my initial broadband subscription

Former broadband telephone number:

New broadband telephone number:

We will advise your new phone number if you have requested Netspace Home phone at your new location.

Section 4: Change of Service Address

I have changed my address since my initial broadband subscription

Former Broadband Service Address

Street address:

Suburb:

State: Postcode:

New Broadband Service Address

Street address:

Suburb:

State: Postcode:

Section 5: Relocation Options

A change of address or phone number is treated as a reconnection. Charges for reconnections are as follows.
Note: ADSL relocation fees are debited immediately. Phone relocation fees will appear on your next phone bill.

Relocating Netspace Phone Services

There will be a fee for relocating the phone service between \$59 and \$299 depending on the situation at the new premises. Netspace will contact the customer to advise if the cost is more than \$59.

Do you agree to these charges? Yes

Customers In Contract

Will be charged \$99 if the service has been connected for more than 6 months and \$149 if the service has been connected for 6 months or less. Your contract will be extended to a minimum of 6 months once you relocate to your new service address. Please select your connection length from below.

Connected for more than 6 months — \$99 Connected for 6 months or less — \$149

Customers out of Contract

Can pay a reduced relocation fee by opting to extend their contract to a longer period.
 Please select an option from the table below.

Extend my contract by:

	24 Months	12 Months	6 Months	0 Months
COST	\$0	\$69	\$99	\$129
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 6: Payment Details — please select a payment option

Credit Card

Bankcard Visa Mastercard American Express

Card number: Expiry:

Cardholder name:

Signature:

Note — A merchant fee of 3.0% for payments made by Diners Club and American Express will be applicable.

Direct Debit

If you currently use Direct Debit to pay your monthly ADSL charges, you can elect to pay the reconnection charges using this method.

I wish to pay by direct debit using my existing billing details



Talk to a consultant: **131 456**
 Fax your completed form: **1300 303 094**

Section 7: Change your Broadband Plan

Plan upgrades can be performed at the same time as relocation. Upgrades are free of charge. Downgrades can also be performed and are free of charge if requested at the same time as a relocation. You can only downgrade if you are out of contract, or if you have previously upgraded you can downgrade to a plan of equal or greater value to the original plan.

Plan / Speed	Monthly Quota	Quota (peak/off peak)	Type	Monthly Cost	Order
512k/128k					
512 Super 15 Anytime ±	15GB	15GB - Anytime	Stand-alone	\$39.95	<input type="checkbox"/>
512 Super 20 Anytime ±	20GB	20GB - Anytime	Bundled with phone	\$29.95	<input type="checkbox"/>
512 Super 40 Anytime ±	40GB	40GB - Anytime	Stand-alone	\$49.95	<input type="checkbox"/>
512 Super 50 Anytime ±	50GB	50GB - Anytime	Bundled with phone	\$39.95	<input type="checkbox"/>
1500k/256k					
1500 Super 15 Anytime ±	15GB	15GB - Anytime	Stand-alone	\$49.95	<input type="checkbox"/>
1500 Super 20 Anytime ±	20GB	20GB - Anytime	Bundled with phone	\$39.95	<input type="checkbox"/>
1500 Super 40 Anytime ±	40GB	40GB - Anytime	Stand-alone	\$59.95	<input type="checkbox"/>
1500 Super 50 Anytime ±	50GB	50GB - Anytime	Bundled with phone	\$49.95	<input type="checkbox"/>
1500 75	75GB	30GB / 45GB Off Peak Midnight to 7am	Bundled with phone Stand-alone	\$59.95 \$69.95	<input type="checkbox"/> <input type="checkbox"/>
1500 100	100GB	40GB / 60GB Off Peak Midnight to 7am	Bundled with phone Stand-alone	\$69.95 \$79.95	<input type="checkbox"/> <input type="checkbox"/>
Up to 8000k/384k*					
8000 Super 40 Anytime ±	40GB	40GB - Anytime	Stand-alone	\$79.95	<input type="checkbox"/>
8000 Super 50 Anytime ±	50GB	50GB - Anytime	Bundled with phone	\$69.95	<input type="checkbox"/>
8000 75	75GB	30GB / 45GB Off Peak Midnight to 7am	Bundled with phone Stand-alone	\$79.95 \$89.95	<input type="checkbox"/> <input type="checkbox"/>
8000 100	100GB	40GB / 60GB Off Peak Midnight to 7am	Bundled with phone Stand-alone	\$89.95 \$99.95	<input type="checkbox"/> <input type="checkbox"/>
8000 160	160GB	40GB / 120GB Off Peak 3am to 10am	Bundled with phone Stand-alone	\$109.95 \$119.95	<input type="checkbox"/> <input type="checkbox"/>

Flat Rate — All plans are Flat Rate. If the peak or off peak quota is exceeded during a given month, your speed will be shaped for that period only. For plans indicated as Anytime if the quota is exceeded during a given month, your speed will be shaped for the remainder of that month. Plans with off peak indicated as Midnight to 7am, peak time is 7am to midnight. Plans with off peak indicated as 3am to 7am, peak time is 10am to 3am.

Bundled with Phone — Save \$10 a month on Netspace broadband when you switch your phone service to Netspace Home Phone. See Section 11 for Netspace Home Phone plans. Bundled price applies while phone service remains with Netspace.

± All 'Super' plans are available as Flat Rate only — there are no excess usage fees on these plans. Uploads and downloads are counted towards the monthly quota on all Super plans. Other conditions apply — see <http://www.netSPACE.net.au/terms/broadband>

* 8000 plans provide the maximum achievable ADSL1 speed on your service line which varies depending on many factors including your distance from the exchange, line quality and length, interference, network configuration, traffic and equipment, from 1.5Mbps to 8Mbps. About 70% of customers on 8000 plans will experience connection speeds of 6Mbps or more.

Section 8: Change your Phone Plan

	Lite #	Value50 ±	Value120 ±
Monthly Cost	\$29.95 line rental	\$59.95 includes line rental	\$79.95 includes line rental
Included Call Credit	—	\$50.00	\$120.00
Local per call	25¢	22¢	22¢
National per minute	25¢ \$3.37 Cap up to 2 hours includes flag fall	26¢ \$3.37 Cap up to 2 hours includes flag fall	26¢ \$3.37 Cap up to 2 hours includes flag fall
International top 40 destinations per minute	25¢ \$3.37 Cap up to 30 minutes includes flag fall	25¢ \$3.37 Cap up to 30 minutes includes flag fall	25¢ \$3.37 Cap up to 30 minutes includes flag fall
Mobile per minute	39¢ \$3.37 Cap up to 10 minutes includes flag fall	39¢ \$3.37 Cap up to 10 minutes includes flag fall	39¢ \$3.37 Cap up to 10 minutes includes flag fall
Flag Fall	39¢	39¢	39¢
Order	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Lite Plan has a minimum monthly call spend of \$10. Local, national, international and mobile calls count towards this amount but others including 13 and 1300 numbers, premium call services, directory assistance and operator assisted calls do not.

± Value50 and Value120 Plan: local, national, international and mobile calls are included in the call credit (\$50 for Value50 and \$120 for Value120). The following call types are not included in the call credit allowance and will be charged in addition at their applicable rates: Calls to 13 and 1300 numbers, calls to premium services (e.g. 1900 services), directory assistance and operator assisted calls. Unused credit is forfeited at the end of each month.

Business line customers add \$5 per month to applicable monthly line rental.

Calls are billed per second. A one-minute minimum applies. Flag fall applies to timed calls (national, international and mobile calls).



Talk to a consultant: **131 456**
Fax your completed form: **1300 303 094**

Section 9: ADSL Connection Confirmation

Please confirm that your NEW ADSL phone number is currently connected. This number must be connected prior to the application being submitted.

Yes, my new number is connected

Please confirm the date that you would like the relocation process to commence. The original service will be disconnected shortly after this date.

Date:

Section 10: Agreement

By submitting this application, you agree to accept service from Netspace under our Standard Form of Agreement available at <http://www.netspace.net.au/sfoa>

Certain ADSL wholesalers require ADSL users to give these acknowledgements in writing. You give them to us as well as to the ADSL services component provider. You acknowledge that: (a) the installation and operation of broadband service may cause temporary disruption in your standard telephone services or monitoring service; (b) the installation and operation of a monitoring service may cause temporary disruption to a broadband service; (c) the installation and operation of a broadband service may mean that certain telephony products designated as incompatible products will not be supplied to you using the same telephone line; (d) any provider of a monitoring service used by you has been notified that: (i) installation and operation of a broadband service may cause temporary disruption in the standard telephone services or a monitoring service received by you; and (ii) installation of equipment such as central splitters and network termination devices may be required.

Bundled Discount — A bundled discount applied only while customers continue to have a Netspace Home Phone service combined with a Netspace broadband service. If the Netspace Home Phone service is discontinued the stand-alone monthly broadband fee will apply.

ACCOUNT HOLDERS DETAILS

Name:

Signature:

Date:

IMPORTANT INFORMATION

Please note that:

- If the application to relocate the service to a new telephone line or service address is rejected a \$65 administration fee is due, together with 50% of the contract balance owing as per early termination. Customers with Netspace Phone please note that the phone service will remain connected and fees will be billed to the nominated payment method.
- If a plan change has been previously requested and is still in progress, any plan changes made using this form may not be implemented.
- There is a back up dial up service which can be used while we relocate the ADSL. Please call Tech Support on 131 456 (option 3) for assistance.
- Home Phone relocation will take approximately 5-10 days. ADSL relocation will take approximately 5-10 days.