



# Virtual Access ADSL Change of Address

VIRTUAL COMPUTERS PTY LTD  
 A.B.N. 98 069 501 435  
 P.O. Box 91, Doreen Vic 3754  
 Phone: 1300 132351  
 Facsimile: (03) 9848-3635  
 Email: info@virtual.net.au  
 Website: http://www.virtual.net.au

For an explanation of the ADSL service relocation process, including details of the setup costs and contract options available to you, please see the next page. Please call us if you require assistance.

Your current/previous ADSL service details:	
Account holder's name:	
Current ADSL service telephone number:	(      )
Requested termination date for this ADSL service:	<input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> or tick <input type="checkbox"/> for ASAP

New/relocated ADSL service details:			
Applicant's Name:	Contact Name:		
Mailing Address:			
Suburb:	State:	Post Code:	
Phone—Daytime:	After Hours:	Mobile:	
Current Email Address (if you have one):			
Phone Number to connect ADSL Service to: (      )			
Date that this telephone service is being connected:			
<input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> or tick <input type="checkbox"/> for "ready now"			
Service Address: (Where the ADSL line above is located)			
Suburb:	State:	Postcode:	
Preferred activation date for this service: (Not less than 4 working days AFTER activation of the new telephone service)			
<input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> or tick <input type="checkbox"/> for ASAP			

Connection costs (Select ONE box only):			
The cost of your service relocation depends on your choice of Minimum Service Period extension. Please note that if your service is currently subject to a Minimum Service Period, the maximum MSP length allowed after your relocation is complete is 24 months.			
For a more detailed explanation, see overleaf or call 1300 132351 for assistance.			
No Minimum Service Period extension	6 Month Minimum Service Period extension	12 Month Minimum Service Period extension	24 Month Minimum Service Period extension
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
\$149	\$129	\$69	\$0

Declaration:	
Account holder's signature: _____	<small>           BY SIGNING THIS APPLICATION, THE ACCOUNT HOLDER CONTINUES TO AGREE TO THE TERMS AND CONDITIONS OF SERVICE AS PUBLISHED AND/OR AMENDED. THE APPLICANT UNDERSTANDS CLEARLY THAT A MINIMUM SERVICE PERIOD MAY APPLY. EARLY TERMINATION FEES ARE PAYABLE ON SERVICES CANCELLED PRIOR TO THE EXPIRATION OF A MINIMUM SERVICE PERIOD.         </small>
Date of request: <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	



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### About the ADSL relocation process:

Relocating your ADSL service from one premises to another is a two-step process. It involves the disconnection of your existing service & a new service connection. This is true even if you are retaining the same telephone number after relocating.

#### General Notes for all relocations:

1. Connection to your new location cannot be guaranteed & is dependent upon both service availability & technical qualification of the new telephone line.
2. Where an ADSL service cannot be provided at your new location, the connection fee is not payable. If your current service is subject to a Minimum Service Period however, early termination fees will apply in this instance.
3. To allow for processing, this form should be submitted at least 5 working days prior to your relocation day. Virtual Access offers no guarantees with respect to the timeliness of connection as this is dependent on third parties.
4. If you are retaining your telephone number while relocating, please anticipate that your new service will not be enabled immediately. Normal delays in this case are 5-7 working days after the telephone service after been relocated, but are subject to variation. During the period that you have no broadband service, Virtual Access can provide alternate services as an interim measure. Please call 1300 132351 to discuss your needs.
5. Current service terms & conditions will be carried forward to your new service. These include your payment arrangements. Your service plan also remains unchanged unless this form is accompanied by a service plan change form.
6. Reasonable efforts will be made to activate service around your nominated activation date, but as the work required is performed by external parties, we cannot guarantee the timing of service activation. Virtual Access, its associated companies, employees and suppliers accept no responsibility or liability for any failure to enable service on the nominated date. Activation timing is provided on a best-effort basis only.

#### An opportunity to change your service plan?

We encourage you to take this opportunity to review your current service plan, and make any changes now. A plan change request submitted at the same time as a relocation order can generally be processed without plan change fees, which normally apply to some type of plan changes. If this benefit applies to you, you save \$49.50!

Our plan change request form can be obtained from <http://www.virtual.net.au/goto.php?page=forms>

#### About Minimum Service Periods (contracts) and relocation fees:

When relocating your service, Virtual Access offers a choice of fee/minimum service period (MSP) combinations—the same range of choices we offer for new service connections. The MSP you choose will be added to your existing MSP (if applicable). The only restriction on this is that your MSP after relocating must NOT exceed 24 months. Some examples:

- You connected your service 3 years ago with a 2 year MSP. You are out of contract, and may choose ANY of the connection options available.
- You connected your service 13 months ago with a 2 year MSP. You have 11 months remaining in your MSP, and so you can choose the 0, 6 or 12 month MSP extension options, but NOT the 24 month option.
- You connected your service 3 months ago with a 6 month MSP. You have 3 months remaining in your MSP, and so you can choose the 0, 6 or 12 month MSP extension options, but NOT the 24 month option.
- You connected your service 3 months ago on a 24 month MSP. You have 21 months remaining in your MSP. You may ONLY choose the 0 month option.
- You are not sure when you connected or how much MSP (if any) remains on your contract. Please call us on 1300 132351 **BEFORE** sending us this form as it may save time in processing!

As noted in point 2 above, if we are unable to connect an ADSL service at your new location, you will not pay the reconnection fee, but you become liable for any termination fees due under your original contract.

#### Submitting your request:

Please mail or fax this form to us at the address shown above. You can also scan & email the form if you prefer, but ALL requests must be signed by the account holder.

There is no need to send payment with this form. If we hold a credit card payment authority for your account, payment will be processed when your service is relocated. If you pay by direct debit or another method, an invoice will be issued when work is completed.

Please call us on 1300 132351 if you have any questions.