



Virtual Access

ADSL Plan Change Request

ADSLsurf Mk7

VIRTUAL COMPUTERS PTY LTD
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| | |
|-------------------------------------|----------|
| Account Number: | |
| Contact Name: | |
| Existing ADSL Service number: | () |
| New ADSL 1/2+ Service Plans: | |

| Tick one | Region | Service Plan/Monthly Downloads | Monthly Fee |
|--------------------------|----------|--------------------------------|-------------|
| <input type="checkbox"/> | Region 1 | Unlimited | \$44.90 |
| <input type="checkbox"/> | Region 2 | Unlimited | \$59.90 |
| <input type="checkbox"/> | Region 3 | Unlimited | \$74.90 |

About ADSL 2+ Regions

Due to varying costs imposed by Telecommunications companies, we classify telephone exchanges across Australia into 3 regions. Each region has access to different plans and pricing for ADSL 2+ services from Virtual Access.

Before you lodge your request, find out what region you are in by visiting our web site (<http://www.virtual.net.au/goto.php?page=dslinfo>) or calling 1300 132351. If you select a plan from outside your region, your order will not be accepted and we will contact you to make an alternate selection. Please check with us first to avoid unnecessary delays in processing your order!

About our plans:

- All plans are offered at ADSL2+ speed. If ADSL2+ is not available in your area, ADSL1 8000/384 will generally be used unless technical restrictions require the use of lower service speeds
- The theoretical maximum speed for an ADSL 2+ service is approximately 24000/1024Kbps. Actual speed is affected by a number of factors such as length, configuration and quality of your telephone line; activity on telephone services sharing the same infrastructure as your own; electrical interference; the configuration of your computer hardware & software; Internet capacity between you and any destination service you are contacting.
- While we will use our best efforts to assist and advise you in relation to service speed issues, please note that due to restrictions imposed by our suppliers, we are unable to lodge network faults for speed problems on ADSL 2+ or ADSL 1 8000/384 services which demonstrate speeds of 1500/256Kbps or better. That is to say, the minimum acceptable speed on these plans is 1500/256Kbps.
- All plans are offered on a true unlimited basis with no excess fees or service shaping/capping (speed reduction).
- All plans include one static TCP/IP address at no extra charge

Plan change cost: *Select ONE option*

- Process this plan change at the end of the month—This option is FREE for existing ADSL2+ customers for the months of May and June 2012 ONLY. Applications must be received by the 24th of June 2012 to be accepted.
- Process this plan change immediately for FREE and extend my service contract by 12 months
- Process this plan change immediately without extending my contract. I will pay a \$49.50 plan change fee

Declaration:

Account holder's signature: _____

Date of request: / /

BY SIGNING THIS APPLICATION, THE ACCOUNT HOLDER INDICATES THEIR CONTINUING ACCEPTANCE OF THE TERMS AND CONDITIONS OF SERVICE AS PUBLISHED AND/OR AMENDED. THE CURRENT VERSION OF THE TERMS AND CONDITIONS IS VERSION 7.0, AND CAN BE DOWNLOADED FROM www.virtual.net.au OR PROVIDED ON REQUEST.

THE APPLICANT UNDERSTANDS THAT A MINIMUM SERVICE PERIOD MAY APPLY AS A RESULT OF THIS REQUEST. WHERE A MINIMUM SERVICE PERIOD APPLIES, CANCELLATION FEES ARE PAYABLE ON SERVICES TERMINATED PRIOR TO THE EXPIRATION OF THE MINIMUM SERVICE PERIOD.