



Channel Partner ID: _____

Customer Authority to change Telephone Company for Local and/or Long Distance and Broadband

CUSTOMER INFORMATION (from Existing Telephone Account or for New Connection):

Telephone Account Name: (BLOCK CAPITALS)
 Title: _____ First: _____ Last: _____
 ABN (if applicable): _____
 Trading As (if applicable): _____
 Contact Name: _____ Title: _____
 Telephone: _____ Fax: _____
 Email: _____
 Street Address: _____
 Suburb: _____ State: _____ Postcode: _____

PHONE SERVICE TO BE CHANGED – (mandatory & will hold up application if incomplete)

Current Telephone Number	Current Local Call Provider	Current Local Provider Account Number
□□□□□□□□□□		□□□□□□□□□□

<input type="checkbox"/> PORT / TRANSFER EXISTING TELEPHONE SERVICE (CSG is not applicable)	<input type="checkbox"/> ORDER NEW LINE & NUMBER (Waive my Install CSG – saving of \$100 on connection)	<input type="checkbox"/> ORDER NEW LINE & NUMBER (Retain my Install CSG)
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CHANGE MY LONG DISTANCE PRE-SELECTION TO THE FOLLOWING PROVIDER:

Lets Go (Optus) Telstra (Additional Charges Apply) AAPT (Additional Charges Apply)

CHANGE MY BROADBAND TO THE FOLLOWING PROVIDER:

Lets Go

RELOCATE MY EXISTING ADSL2+/PHONE SERVICE: (For Existing Letsgo Customers)

<input type="checkbox"/> ORDER NEW LINE (Transfer Existing Service & Number to new location, CSG is not applicable)	<input type="checkbox"/> ORDER NEW LINE & NUMBER (Transfer Existing Service to new service, but with different phone number, CSG is not applicable)
<input type="checkbox"/> If I cannot retain my telephone number, allocate me a new one.	

CUSTOMER REQUESTED DATE (CRD): □□ / □□ / □□□□

(The above date is the date which you would like to have your services transferred. Please note that where the nominated date is earlier than the minimum required time, the CRD will automatically be re-set to the minimum required time).

PLEASE READ AND SIGN BELOW

I hereby certify that as the lessee of the above services, or as an authorized representative (where applicable) that I have authority and request to port, acquire a new service, churn my telephone and/or broadband service or select a long distance provider. I acknowledge that the services will be carried over the networks of Conceptual Internet Australia Pty Ltd and Singapore Telecommunications Ltd (Optus). I further certify and understand the following:

1. I will relinquish any contractual rights with my current service provider, including, but not limited to discount plans.
2. Some functions and facilities that are available through your current service provider may not be available from your new service provider.
3. When porting your service from your current telephone or broadband (DSL) provider to your new service provider this may result in finalisation of your account for those services and though you have the right to Port your service, you are aware that there may be early termination charges and porting fees.
4. Queries in relation to faults or service provision must be directed to your current service provider until the transfer is affected.
5. In relation to my long distance selection above, I understand that if I have not selected a provider that it will default to Conceptual Internet Australia Pty Ltd and Singapore Telecommunications Ltd (Optus).
6. This Customer Authorisation is valid for 30 days from the date of signing, for a ULLS Port, however I understand that if needed I authorise the Authority to be automatically extended by a further 30 days. An authorisation for change of Long Distance Pre-Selection is valid for 30 days, however I understand that if needed I authorise the Authority to be automatically extended by a further 60 days. A Local Call Churn and Broadband Churn authority is valid for 30 days.
7. A Local Call Churn can take up to 40 business days to become effective.
8. For relocations please refer to the ADSL Change Form.

Signed: _____ Date: _____