

Change Required (Please Tick) * Charges may apply

- Change Plan* (Fill in Part C,E,G)*
- Re-contract Service* (Fill in Part C,E,G)*
Re-contracting only applicable when an existing contract is due to Expire
- Change Address - ADSL2+ and Phone Line #*
(Fill in All Parts)
- Change Phone Line Lessee (Fill in All Parts)*
- Disconnect GoADSL2+ Phone Bundle(Fill in Part A,B,D,E,G)*
- Disconnect GoPhone service (Fill in Part A,B,D,E,G)*
- Other: _____

MISCELLANEOUS CHARGES

| | |
|---------------------------------------|--|
| Connection/relocaion of ADSL/Phone | \$99.00 |
| Early Termination (12 month Contract) | 100% of the monthly service charges for the remainder of the first 12 months up to a maximum value of \$300.00 |
| Early Termination (24 month Contract) | 100% of the monthly service charges for the remainder of the first 12 months up to a value of \$300.00 plus \$150.00 termination fee. Maximum termination fee of \$450.00. |
| Change of ADSL2+ Plan | \$30.00 |

Part A – Schedule (for relocations & disconnections)

Disconnect my service on: / /

Connect my new service on: / /

Part B – Disconnection Options

- Disconnect** - I do not require the telephone number anymore
OR
- Port** – I am moving my number to another ISP/Telco
- KEEP** my email address (\$60 per year)

Part C - Account Type Required

Prices valid from 1st Feb 2008

| ✓ | Plan Name | Cost | Peak | Off-Peak | Bundled |
|---|------------------------|-------------------|------|----------|--------------------|
| | GO ADSL2+ VALUE Pro | \$39.95 Per Month | 5GB | 10GB | \$69.95 Per Month |
| | GO ADSL 2+ PLUS Pro | \$59.95 Per Month | 15GB | 25GB | \$89.95 Per Month |
| | GO ADSL 2+ Extreme Pro | \$79.95 Per Month | 25GB | 35GB | \$109.95 Per Month |
| | Go Phone Value | \$30.95 per month | N/A | N/A | N/A |
| | Go Phone Plus | \$49.95 per month | N/A | N/A | N/A |

12 Month Contract 24 Month Contract No Contract*

*Please note: "No Contract" Pricing incurs a higher cost and is listed on the Website. No Contract changes only applicable to customers out of contract.

Part D - EXISTING ADSL Account Details

Installation Details

ADSL Line ()

Address

Suburb Post Code

Daytime Contact Phone

Fax Number

Email Address

Billing Details Please supply the billing details for the account

Billing Name

Company

Delivery

Address

Suburb Post Code

Part E - EXISTING Username

Username :

Part F - NEW ADSL Account Details

Installation Details

ADSL Line ()

Address

Suburb Post Code

Daytime Contact Phone

Fax Number

Email Address

Billing Details Please supply the billing details for the account

Billing Name

Company

Delivery

Address

Suburb Post Code



Please make sure that all the requirements are met before submitting this form.

* **Change of Address/Number -**

- * A LetsGo Customer Authority Form (CA) must be attached together with this LetsGo ADSL2+ Change Form for any change of address.
- * You must specify on the Lets's Go! Customer Authority Form (CA) that it is a new connection and whether the service number is to be retained or if you are to be given a new number altogether.
- * For ADSL2+ relocations, if your ADSL2+ is not serviceable in the new area, ADSL1 will be the next option (as per ADSL1 pricing). If for whatever reason ADSL1 is not serviceable in the new area, a disconnection fee of up to a maximum of \$300 (for a 12 month contract) or up to a maximum \$450 (for a 24 month contract) will be applied.
- * Customers will be billed for the disconnection fee immediately if the change of address is rejected.
- * A transfer fee of \$99 will automatically be debited when processing the relocation application.
- * Normal Service Qualifications and Standard 14 days provisioning period apply
- * Any specified dates cannot be guaranteed due to circumstances beyond our control.
- * Previous contract period applies and is reset unless otherwise specified.
- * A new ADSL modem login username will be created under this process, but your previous email address will be retained.

* **Change of Lessee -**

- * An email or a letter of agreement between both parties (the owner of the account & the new owner of the account) has to be attached together with this LetsGo ADSL2+ Change Form.
- * If in the case that the name on the phone account is to be changed (due to marriage, divorce, or deed poll change), this will update the White Pages listing, please include at least one of the documents listed below as the RC is required to collect a copy of proof:
 - Marriage Certificate
 - Birth Certificate (if separated)
 - Divorce Papers
 - Statutory Declaration
 - Certificate of name change issued by Registry of Births, Deaths and Marriages (if changed by Deed Poll)
 - Power of attorney.

* **Disconnections -**

- * If in the case of a disconnection, you can choose to Disconnect or **Port** the service. If you want to move the service to another ISP/Telco then select **Port**, you need to then contact the other ISP/Telco to initiate the move and you will be billed by LetsGo until that takes place. If you no longer need the service, select **Disconnect** and specify the date in the Schedule section.
- * You must specify "**KEEP Email Address**" if you want to keep your ADSL login as a email address, otherwise the address will be permanently closed and it will not be possible to use as a email address anymore. There is a charge of \$60 per year to keep your email address.

* **Re-Contracting -**

- * If re-contracting, your account will change to the newly selected plan on the date of completion of your current contract.
- * All conditions of an ADSL2+ contract will be in place for a re-contract including but not limited to Early Termination Fees.
- * You can only re-contract to a plan that is currently on offer. This may or may not include the plan that you are currently contracted to. A Change in Plan Fee is not charged.
- * Benefits for re-contracting may differ from those of a new signup and will be listed on the website.

| | | |
|---|----------------------|------------------------|
| Part G - I declare that, | | |
| * I am over 18 years of age. I have read, understood and agree to be bound to LetsGo's Conditions of Use Policy & SFOA. | | |
| SIGNATURE | <input type="text"/> | |
| NAME | <input type="text"/> | |
| DATE | <input type="text"/> | <input type="text"/> |
| | Day | Month Year |

