



1/18 Deblin Drive
 NARRE WARREN VIC 3805
 Ph 03 8789 4988
 E-Mail: sales@goldenit.net.au
 FAX THIS FORM TO: 1300 659 978

ADSL Relocation Order Form :

You'll need to complete this form if you have an active GoldenIT ADSL service and are changing premises -even if you take the same phone number with you -and you wish to transfer your current GoldenIT service to your new premises. Please complete this form and either fax it to 1300 659 978, or post it to GoldenIT Pty Ltd, 1/18, Deblin Drive, Narre warren, VIC 3805.

Applicant (Individual or Company Name): _____
For Businesses, Trading Name (if applicable): _____
GoldenIT login ID (if existing): _____ Driver's License Number or ABN: _____ For Individuals, Date of Birth: __ / __ / _____
Contact Name: _____ Email Address: _____ Postal Address: _____ Suburb / Town: _____ State: _____ Postcode: _____ Telephone (Business Hours): _____ Mobile: _____ Fax: _____
Username of the ADSL service: _____
Current phone number of the ADSL service: _____ (not required for naked ADSL services!) Current address of the ADSL service: _____ Suburb / Town: _____ State: _____ Postcode: _____
Relocation Date: __ / __ / _____
Please complete this section if you need to change your contact details. Postal Address: _____ Suburb / Town: _____ State: _____ Postcode: _____ Telephone (Business Hours): _____ Mobile: _____ Fax: _____
Your existing GoldenIT ADSL contract is carried across to the service at your new premises. <input type="checkbox"/> \$129 Relocation charges apply
Phone number for the new ADSL service: _____ Please note that the new ADSL service cannot be ordered until this phone service has been activated. This is not required for naked ADSL services. Address for the new ADSL service: _____ Suburb / Town: _____ State: _____ Postcode: _____
If a change in plan is required, please specify the new plan here: _____

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5. Customer Authorisation

The application accepts and agrees to be bound by the GoldenIT Standard Form of Agreement, the application also confirms that he/she is 18 years of age or older. If the applicant is a company the signee warrants that he/she is authorised to execute this agreement on behalf of the company.

Signature:

Date: |_|_|/|_|_|/|_|_|_|_|

Additional Notes

The ADSL Relocation Form can only be used to relocate your existing GoldenIT ADSL service to another premises -for example when you move house or office.

Full details on the GoldenIT ADSL Contract is available at www.GoldenIT.net.au

Please note that the billing method involves creating an early cancellation charge (if applicable) on the service at your current premises and then crediting this amount when the service at your new premises becomes active. This is because it's physically a cancellation process and a new service activation process -ADSL services don't actually 'relocate', you simply get a new service and your email & other account details are transferred across.

Note that in some circumstances it may not be possible to establish a new GoldenIT service at your new location-for example, if you are beyond the reach of the GoldenIT ADSL network. In this situation, any applicable early cancellation charges on your current service will apply.

General Notes About Relocations

Relocation of an ADSL service cannot be guaranteed. Numerous copper path and other issues may prevent us from delivering ADSL at your new premises. An active telephone service delivered over a Telstra copper pair is required at your new premises, in order for us to place the order for your new ADSL service.

Please note that your current service will be canceled on the Relocation Date, regardless of whether the activation of the new service was successful or not. If you require your existing service to remain active until sometime after your new service is successfully activated, then this is no longer a service relocation and this form cannot be used. Instead we recommend that you apply for the new service through GoldenIT ADSL signup – and then request us to cancel your existing service

GoldenIT will not delete your existing username and mailbox -it will be carried across to the new service. Any unused time or data from your existing ADSL service cannot be credited to the new ADSL service. We will send the request for the activation of your new service a few days before the Relocation Date (if possible) in order to minimize downtime at your new premises. Hence, if you are relocating to an GoldenIT ADSL service, you will need to have an active telephone service at your new premises at least five days before this date,

If you are changing your GoldenIT ADSL plan or service type while relocating, please note that billing for the existing service will end from your Anniversary Date of the next calendar month, and billing for the new service will be made effective from that date. SOHO and Business ADSL accounts can generally retain their static IP address allocations if the relocation is within the same state; and you are remaining on the same service type (ie SOHO or Business).

In the case where your phone number is not changing but you are moving premises, an extra delay of several days may be experienced in provisioning the new ADSL service, due to additional technical issues. If you have an alarm or PABX system attached to the telephone service at the new premises, rewiring by your security / PABX company will be required if ADSL is provisioned. Please contact your security / PABX company for further information.

We recommend that you contact GoldenIT Sales on 1300 659 978 if you have any further questions regarding the ADSL Relocation process.

Information is current as of 01 Dec 2009 and is subject to change without notice. All prices quoted include GST.

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