



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

Change of Address/Number -

- A Lets Go Customer Authority Form (CA) must be attached together with this Lets Go ADSL2+ Change Form for any change of address.
- You must specify on the Lets 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 listed on our Lets Go website). Contract duration policies when going on ADSL1 are as follows. Should your contract be expiring in less than 7 months, you will automatically be placed under a minimum 6 months ADSL1 contract. Should the remainder of your ADSL2+ contract be more than 6 months but less than 12 months, you will be placed on a 12 months ADSL1 contract. However, if you are on 24 months contract and have more than 12 months left on your contract, your 24 months contract restarts. All of our ADSL1 plans are standalone DSL plans and are not part of any bundles. As such a separate ADSL essential phone line is required from Telstra for us to enable ADSL1 services. This phone line is to be procured from Telstra at users own cost. Throughout the period of ADSL1 connection, the monthly charges would follow ADSL1 rates as per our website which excludes any separate phone rental or phone bills from Telstra.
- Should you choose to get back to ADSL2+ when the service becomes available which would be subject to passing our service qualification checks, you will be on a new 12 months ADSL2+ contract from the date you get back on ADSL2+. However if you still have more than 12 months to serve on your current ADSL1 contract, you will automatically be placed on a 24 months contract.
- 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 Lets Go 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 Lets Go until that takes place.
- If you no longer need the service, select **Disconnect** and specify the date in the Schedule section.
- A minimum of 3 working days is required for us to process any **Disconnect** request and billing will continue as per normal in the duration.
- Once a Disconnection or Port request is made and the process is complete, the service number is no longer under our control and we will not be able to retrieve it under any circumstances.
- Upon full disconnection, your phone number will be quarantined and inaccessible for an extended period of time and we will not be able to retrieve it under any circumstances.
- 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.
- Any disconnection prior to the end of the contract period will be subject to termination fees*.
- Any prepaid fee for a billing cycle will not be refunded upon disconnection or Port. (i.e if your billing period is between 15/01/08 - 15/02/08 and your disconnection takes place on 31/01/08, the amount paid for the remainder of the billing cycle will not be refunded).

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.
- Benefits for re-contracting may differ from those of a new signup. All re-contracting benefits will have conditions listed for it, please refer to our website: <http://www.letsgo.com.au> for more details.

***Termination Fees:**

1. 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.
2. 24 Month Contract: 100% of the monthly service charges for the remainder of the first 12 months up to a maximum value of \$300.00 plus a \$150.00 termination fee.

Part G, I declare that,	
* I am over 18years of age. I have read, understood and agree to be bound to Lets Go Conditions of Use Policy & SFOA.	
SIGNATURE	<input type="text"/>
NAME	<input type="text"/>
DATE	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>



Referred by: _____

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: _____

Contact Name: _____

Phone: (____) _____ Mobile: _____

Email: _____

Street Address: _____

Suburb: _____ State: _____ Postcode: _____

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

Current Telephone Number: _____ Current Local Call Provider: _____ Current Local Provider Account Number: _____

PORT / TRANSFER EXISTING TELEPHONE SERVICE (CSG is not applicable) **NEW CONNECTION & NUMBER** (Waive my Install CSG – saving of \$100 on connection) **NEW CONNECTION & NUMBER** (Retain my Install CSG)

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)

ORDER NEW LINE (Transfer Existing Service & Number to new location, CSG is not applicable) **ORDER NEW LINE & NUMBER** (Transfer Existing Service to new service, but with different phone number, CSG is not applicable) **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: _____