

Change Required (Please Tick) *Changes may apply

Change Plan* (Fill in Part C,E,G)*
 Change Address – Naked ADSL2+ (Fill in All Parts)*
 Disconnect Naked ADSL2+ (Fill in All Parts)*
 Additional Data (\$15 per GB)* .Please Specify: _____ GB
 Other: _____

MISCELLANEOUS CHARGES

| | |
|---------------------------------------|---|
| Connection/relocation of Naked ADSL2+ | \$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 Naked 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 full service anymore
 OR
 I am churning my DSL to another ISP/ Telco
 KEEP my email address (\$60 per year)

Part C - Account Type Required

Prices valid from 23rd September 2008

| ✓ | Plan Name | Peak | Off-Peak | Price |
|---|-------------------------|------|----------|-------------------|
| | DSL Only ADSL2+ SUPER | 10GB | 30GB | \$45.00 Per Month |
| | DSL Only ADSL2+ AWESOME | 30GB | 30GB | \$60.00 Per Month |

***Please note: A change in plan will not alter your current contract. Customers already out of contract will remain out of contract. Plan changes incur a change Fee**

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 NAKED ADSL2+ 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 Lets Go Customer Authority Form (CA) must be attached together with this Lets Go ADSL2+ Change Form for any change of address.
- For Naked ADSL2+ relocations, if your Naked 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 Naked 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 Naked ADSL2+ when the service becomes available which would be subject to passing our service qualification checks, you will be on a new 12 months Naked ADSL2+ contract from the date you get back on Naked 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. You will need to go on to current plans that are available.
- Once on ADSL1, any termination fees will follow the ADSL1 service cancellation fees as stated on our website at <http://www.letsgo.com.au/adsl1.php>.
- If for whatever reason ADSL1 is not serviceable in the new area as per our service qualification checks, Naked ADSL2+ termination fees* apply.
- 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 working 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 Naked ADSL2+ 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 Naked ADSL2+ Change Form.

Disconnections –

- If in the case of a disconnection, you can choose to Disconnect or **Churn** the service. If you want to move the service to another ISP/Telco then select **Churn**, 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.
- You must specify **"KEEP Email Address"** if you want to keep your Naked ADSL2+ 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*.

***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 18 years of age. I have read, understood and agree to be bound to Lets Go Conditions of Use Policy & SFOA.

SIGNATURE

NAME

DATE