



Referred by: \_\_\_\_\_

**Customer Authority to change 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
<input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	_____	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

PORT / TRANSFER EXISTING TELEPHONE SERVICE  NEW CONNECTION & NUMBER

**CHANGE MY BROADBAND TO THE FOLLOWING PROVIDER:**

Lets Go

**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. 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. 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.
6. For relocations please refer to the ADSL Change Form.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_