





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.

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

