



## 5. CUSTOMER AUTHORISATION

The applicant accepts and agrees to be bound by the Internode Standard Form of Agreement, the Internode ADSL Service Specifications documents (available online at [www.internode.on.net/sfoa](http://www.internode.on.net/sfoa)); and the Additional Notes on Page 2 of this document. The applicant also confirms that he/she is 18 years of age or older. If the applicant is a company then 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

This form can only be used to relocate your existing Internode ADSL Standard, ADSL Plus or Extreme® ADSL2+ service **to another premises** - for example when you move house or office. Please note that this form **cannot** be used for :

- **Naked ADSL2+** : Please use our online signup facility or application form available at [www.internode.on.net/naked](http://www.internode.on.net/naked) if you require a Naked ADSL2+ service at your new premises. After you have moved, you will then need to cancel your old ADSL service using the online cancellation tool that is available on our website.
- **Fast Transfer** (or 'churn') : If you wish to 'churn' from another ISP to Internode ADSL Standard or ADSL Plus, please use our online signup facility or application form available at [www.internode.on.net/adsl](http://www.internode.on.net/adsl). These methods will capture your churn information.
- **Single Service Migration** : This is the process for an existing Internode ADSL customer to transfer their ADSL service to an Internode DSLAM port, in order to obtain an Extreme® ADSL2+ service. This can only be requested online, by selecting 'Migrate to Extreme ADSL2+' via the My Internode webtools at [www.internode.on.net](http://www.internode.on.net).
- **Single Service Transfer** : This is the process for an existing ADSL customer from a participating ISP, to transfer their ADSL service directly to an Internode DSLAM port, in order to obtain an Extreme® ADSL2+ service. Please use our online signup facility or application form available at [www.internode.on.net/adsl](http://www.internode.on.net/adsl).

### Relocation Pricing

**A relocation fee of \$99 (inclusive of GST) and monthly access fee will be charged if the relocated service is provisioned.** These fees will be as per the Internode ADSL pricelist, available online at [www.internode.on.net/adsl](http://www.internode.on.net/adsl).

- Once the new service is provisioned, normal service charges will apply from the date of new service activation.
- A \$65 early cancellation charge applies to ADSL services if the relocated service is cancelled within the first 12 months.

### 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 - and as usual there's no charge to you if we cannot provision the new service.

- Internode will not delete your existing username and mailbox - it will be carried across to the new service.
- 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.
- Any unused time or data from your existing ADSL service cannot be credited to the new ADSL service.
- 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). Please indicate your requirement for this in Section 4 of the order form.
- 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 Internode Sales on 13 6633 if you have any further questions regarding the ADSL Relocation process.**

*Information is current as of 26/08/2008 and is subject to change without notice. All prices quoted include GST.*