

Use this form if:

- you have an active Internode ADSL service and are changing premises – even if you take the same phone number with you – and you wish to transfer your current Internode service to your new premises.

Alternatively you can submit your relocation request online at www.internode.com.au/relocate

Submit your completed and signed form to Internode by:

Post: PO Box 284 Rundle Mall Adelaide SA 5000

Email: sales@internode.com.au

Fax: 1300 848 699

1. Customer Details

Please type in your responses, answering all relevant questions. If filling in by hand, please print neatly using the spacing provided.

*Required fields

Applicant (individual or company name)*

For businesses, trading name (if applicable)*

Internode client ID (if existing)

Your client ID starts with a letter

ABN (for businesses)*

ABN only mandatory for businesses

Date of birth (for individuals)*

Date of birth only mandatory for individuals

Contact name*

Email address*

Postal address*

Suburb/town*

State*

Postcode*

Telephone (business hours)*

Mobile

Fax

2. Existing ADSL Service Details

Username of the ADSL service

Current phone number of the ADSL service

(not required for Naked ADSL services)

Current address of the ADSL service

Suburb/town

State

Postcode

Relocation Date

3. New Customer Details

Please complete this section if you need to change your contact details.

Postal address

Suburb/town

State

Postcode

Telephone (business hours)

Mobile

Fax

4. New ADSL Service Details (please tick one)

Free Relocation you will enter a new 24 month Internode ADSL contract for the service at your new premises.

A \$120 early cancellation charge applies if the Service is cancelled in the first 12 months, reducing to \$65 during the second 12 months.

\$99 Relocation your existing Internode ADSL contract, if any, is carried across to the service at your new premises.

Phone number for the new ADSL service

(not required for Naked ADSL services)

Please note that the new ADSL service cannot be ordered until this phone service has been activated.

Address for the new ADSL service

Suburb/town

State

Postcode

Select your new plan

Plan Options

Power Pack
(\$10/month)

Business Pack
(\$30/month)

None

Power and Business pack users - please tick this box if you require your static IP address to be retained.

Sales Rep

Promo Code

5. Customer Authorisation

The applicant agrees to the Internode Standard Form of Agreement, the Internode ADSL Service Specifications, (if applicable) the Internode Naked ADSL Service Schedule and (if applicable) the Business Pack Service Schedule (all available online at www.internode.com.au/sfoa). The applicant also agrees to the product specific details contained in this document including the Additional Notes. If the applicant is a company then the person signing this form warrants that he/she is authorised to execute this agreement on behalf of the company.

Signature

X

Date

Print form

Please note that only current Internode ADSL plans can be selected for the broadband service at your new premises.

The ADSL Relocation Form can only be used to relocate your existing Internode ADSL service **to another premises** – for example when you move house or office. Please note that this form **cannot** be used for:

- **Internode Ultra:** The relocation of an Internode Ultra, UltraLine or UltraBundle service (to an Easy Bundle service at your new premises) can only be effected via our online tool at www.internode.com.au/relocate.
- **Churn:** If your current broadband service is from another Internet Service Provider, and you wish to transfer or 'churn' this service to Internode, please use the standard Internode online signup available at www.internode.com.au/adsl. Simply select your existing ISP from the list presented.
- **Migration:** If you are an existing Internode customer and wish to transfer to a different Internode ADSL service type at the same premises, please refer to the 'Transfer' pages on our website and use the online migration or signup tools available at www.internode.com.au/adsl.

Relocation Pricing

- **There is no charge to relocate an Internode ADSL service with a new 24 month contract term at your new premises.** You can even change Internode ADSL service type when you move – e.g. move from Easy Reach at your old place, to Easy Broadband at your new place – for no extra charge. Once the new service is provisioned, normal service charges will apply from the date of new service activation.
- Providing the relocation is successful, no early cancellation charge will apply to your current service.
- Alternatively, you can choose to pay a \$99 Relocation charge, and your existing contract term (if any) is carried across to the service at your new premises – i.e. it is not restarted.
- Full details on the Internode ADSL Contract is available at www.internode.com.au/contract.
- Please note that the billing method involves creating an early cancellation charge (if applicable) on the service at your current premises; and then crediting this amount when the service at your new premises becomes active. This is because it's physically a cancellation process and a new service activation process – ADSL services don't actually 'relocate', you simply get a new service and your email & other account details are transferred across.
- *Note that in some circumstances it may not be possible to establish a new Internode service at your new location – for example, if you are beyond the reach of the Internode ADSL network. In this situation, any applicable early cancellation charges on your current service will apply.*

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. 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.

- Please note that your current service will be cancelled on the Relocation Date, regardless of whether the activation of the new service was successful or not. If you require your existing service to remain active until sometime after your new service is successfully activated, then this is no longer a service relocation and this form cannot be used. Instead we recommend that you apply for the new service through Internode online ADSL signup – and then cancel your existing service via the Accounts Management section of My Internode once the new service has been successfully activated.
- Internode will not delete your existing username and mailbox – it will be carried across to the new service.
- Any unused time or data from your existing ADSL service cannot be credited to the new ADSL service.
- For services other than Easy Naked and Easy Bundle; an active telephone service delivered over a Telstra copper pair is required at your new premises (for example, an Internode NodeLine service). We will send the request for the activation of your new service a few days before the Relocation Date (if possible) in order to minimise downtime at your new premises. Hence, if you are relocating to an Easy Broadband or Easy Reach service; you will need to have an active telephone service at your new premises at least five days before this date.
- If you are changing your Internode ADSL plan or service type while relocating, please note that billing for the existing service will end from your Anniversary Date of the next calendar month, and billing for the new service will be made effective from that date.
- SOHO ADSL / Power Pack and Business ADSL / Business Pack 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 (eg SOHO ADSL moving to Easy with Power Pack; or Business ADSL moving to Easy with Business Pack). 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 66 33 if you have any further questions regarding the ADSL Relocation process.

Information is current as of 6 January 2012 and is subject to change without notice. All prices quoted include GST.