

**PLEASE PRINT IN BLOCK LETTERS**

This form must be completed when:

- You have an active MyNetFone Broadband Service, are moving premises and you wish to transfer your current MyNetFone service to your new premises.

**Note:**

- Depending on the complexity of your application, processing times will vary.
- Ensure that all information provided in this form is correct. Incorrect information may cause delays in the processing of the application.

**RELOCATION DETAILS**

**CUSTOMER DETAILS**

MyNetFone Account Number \_\_\_\_\_

Current Account Owner's Full Name \_\_\_\_\_

Contact Number \_\_\_\_\_ Email Address \_\_\_\_\_

**EXISTING SERVICE LOCATION DETAILS**

Address of existing Broadband Service \_\_\_\_\_

Suburb/Town \_\_\_\_\_ Postcode \_\_\_\_\_ State \_\_\_\_\_

Phone number at existing Broadband Service location \_\_\_\_\_  
*(Not required if you are using Naked DSL service)*

**NEW SERVICE LOCATION DETAILS**

Address for new Broadband Service \_\_\_\_\_

Suburb/Town \_\_\_\_\_ Postcode \_\_\_\_\_ State \_\_\_\_\_

Phone number at new Broadband Service location \_\_\_\_\_  
*(Only if you already have a phone number activated at the new premises)*

If you provided a new phone number, do you wish to keep or discard this phone number?

**Keep this phone number.**

MyNetFone will send you a Porting Authorisation Form and help you move this phone number to MyNetFone VoIP.

**Discard this phone number.**

The phone number will be returned to its original carrier.

**RELOCATION SUBMISSION**

- MyNetFone will attempt to relocate the service(s) to the new premises as early as possible, however we cannot guarantee service availability and the date of activation at the new premises.
- The broadband service relocation process in general may take between 14 and 20 working days to be completed from the date of application submission.

## AGREEMENT

### IMPORTANT INFORMATION

Please note that only your current MyNetFone Broadband plan(s) will be selected for the broadband service at your new premises. Where service cannot be retained on the same plan, early termination charges (ETC's) may be charged. To discuss whether you will be charged an ETC as part of this relocation, please contact MyNetFone on 1300 731 048.

### RELOCATION PRICING

Residential Broadband Relocation fee of **\$99.00** will be charged on your current MyNetFone account.

If the service relocation is unsuccessful due to technical reason(s), the relocation fee will be refunded back to your current MyNetFone account. However, any applicable early termination charges (ETC's) on your current service may apply.

If the service relocation has been cancelled for reasons attributed to the end user (ie. change of mind), the relocation fee will not be refunded.

#### I agree that:

- Relocation of any Broadband service cannot be guaranteed. External factors such as copper infrastructure availability may prevent MyNetFone from delivering broadband service to my new premises.
- Existing broadband service will only be terminated at the completion of broadband service relocation at the new premises.
- I will remain liable for all fees and charges incurred on the existing broadband service during the relocation.
- I agree that I will not seek to recover any loss I have suffered or may suffer (either directly or indirectly) as a result of the relocation.
- I acknowledge that I have read and understand all statements made in this application form.

Name

Signature

Date

To submit this form, please email to: [relocation-resi@mynetfone.com.au](mailto:relocation-resi@mynetfone.com.au)  
or fax to: 02 8008 8008