

CUSTOMER INFORMATION

Customer Name: _____
Account No. _____ **Company Name:** _____
Contact Phone: _____ **Contact Mobile:** _____
Account Address: _____
Suburb/City: _____ **State:** _____ **Postcode:** _____

SERVICES TO BE TRANSFERRED

Service Numbers: _____
List all numbers to be relocated to new premises including area codes

Fixed Wire:
List service number(s)

DSL:
List service number(s)

NEW ADDRESS

Unit No. _____
Street No. _____
Street Name: _____
Suburb/City: _____ **State:** _____ **Postcode:** _____
Update Billing Address to Above (Y/N): _____

COST

| Telephone Line | First Service | Additional Services |
|--|-------------------|--------------------------|
| <u>In-place telephone line connection</u> A working telephone socket exists from a previous connection and a technician is not required to visit the premises, not available for lines being connected to a commercial property. | \$ | \$ |
| <u>In-place telephone line connection with technician visit</u> A previous telephone service existed at your business premises and a Telstra technician is required to visit your business property / premises to reconnect existing suitable cabling at the Main Distribution Frame (MDF) or first socket where no Main Distribution Frame exists. | \$ | \$ |
| <u>New telephone line connection</u> New telephone line connection or connection with a technician visit with cabling work – a telephone service has not previously been connected at your property or premises or a previous telephone service existed at your property or premises and a technicians is required to visit your property or premises to install and/or work on the cabling up to the main distribution frame or first socket (where no main distribution frame exists). | \$ | \$ |
| DSL Service | Activation | Early Termination |
| <u>DSL Connection</u> A DSL activation charge is billed for new and relocated services as codes will need to be activated on the line in both orders. You must specify relocation of DSL separately to the land line as a DSL service will be disconnected if just the land line is relocated. If you are disconnecting or relocating (effectively a disconnection) a DSL service within 12 months of activation you will be liable to pay an early termination fee. | \$ | \$ |

ADDITIONAL INFORMATION

Please provide any other relevant information in this box

AUTHORISATION

I hereby authorise the above service(s) to be transferred to the abovementioned address and accept the applicable connection charges incurred.

Name: _____ **Sign:** _____ **Date:** _____
(Account Holder) (DD/MM/YY)

Relocate Service(s) As Of*: _____
(DD/MM/YYYY)

*Please note that we will attempt to have the services connected on the date requested, however, timeframes alter with service type and location and may vary beyond our control.

SENDING

Once complete please send back by:

Or **Email:** customerservice@ictcommunications.com.au
Post: Customer Service, Suite 222 / 738 Burke Road, Camberwell VIC 3124