



Agent Use Only
Town: Kallangur
Agent: Croome.co
Sales Person:

ADSL Transfer Authorisation

Westnet Pty. Ltd. ABN: 50 086 416 908
24 Sangiorgio Court, Osborne Park, WA 6017
PO Box 1767, Osborne Park DC, WA 6916
Phone: 08 6263 6300 Facsimile: 1300 554 160

Technical Support: 1300 786 068

Sales: 13 19 60

Accounts: 1300 855 006

By completing and signing this form, you are agreeing to transfer your ADSL service from your current supplier to Westnet.

Note: This form must be completed in addition to the ADSL Application Form.

Your Details

First Name:		Surname:	
Address your ADSL service is supplied to:			
Suburb/Town:		State:	Post Code:
Contact Number:			
Would you like to be notified by fax when Westnet receives your application ?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Fax Number:

ADSL Service Details

Your ADSL Line Number: ¹ ()	Current ADSL service supplier (optional):
Date ADSL transfer to take place:	<i>Note: Minimum of 4 working days notice required.</i>
If you require a Layer 3 Bridged service, please contact our Sales team on 13 19 60.	
Please Select One:	<input type="checkbox"/> Connection Fee \$25
	<input type="checkbox"/> Connection Fee on 12-Month Contract FREE <small>Note: Selection of this contract period voids the need to select an option on the ADSL Application Form.</small>

Terms of Transfer

The terms of this transfer are:

- Westnet will supply your ADSL service from the date the transfer takes effect (we will notify you when that happens);
- You will pay Westnet for all charges associated with the service from the date this transfer takes effect;
- You will still be responsible to your current ADSL supplier for any charges incurred and/or billed up to the date the transfer takes effect;
- Westnet may refuse or cancel your service on the basis of its credit assessment of you;
- After the transfer, you may not be able to receive certain benefits you currently receive from your ADSL supplier (e.g. discounts or specific product enhancements);
- You authorise Westnet to act on your behalf to transfer your ADSL service;
- If you require ongoing technical support for your ADSL modem you will need to contact us to check whether we can provide that support;
- Your DSL service will remain active with your current ADSL supplier until the transfer takes place;
- You will need to contact your current ADSL supplier about any faults with your ADSL service until this transfer takes place; and
- You may experience an outage in your ADSL service of up to [3] hours whilst the transfer takes place.
- You will be responsible for any re-configuration of your network or ADSL hardware which is required to facilitate your change of ISP.
Please contact Support for technical information;

By signing this form, you agree to the following:

- You are the account holder of the ADSL service(s) listed above, or are authorised by the account holder to transfer this service to Westnet;
- The information provided in this form is true and correct;
- You have read and understood the terms of this transfer and
- You understand that it is your responsibility to check the terms of your contract with your current ADSL supplier to determine if there will be any consequences under that contract as a result of this transfer (such as an early termination payment).
- You understand that if you cancel your ADSL service within the first 6 months of connection with the Company, you will incur a \$55 early cancellation fee. The early cancellation fee of \$55 also applies in the following scenarios;
a) If the ADSL service was transferred to Westnet using the ADSL Transfer Process and subsequently cancelled within the 6-month period from the date of transfer.
b) If the customer is moving premises or changes the telephone line of the service within the first 6 months. Please note that a \$99 connection fee will also apply in this case.
- You understand that if you transfer the ADSL service to Westnet and have entered into a 12 month Service Contract with the Company and cancel prior to the conclusion of the contract term a cancellation fee will apply. Because the 12 month Service Contract is specific to the line that has been provisioned in the case of relocation of an ADSL service to a new line a cancellation fee will also apply, as well as a \$99 connection fee on the new line. The following cancellation fees are applicable to contract customers; a) If the contract is cancelled within the first 6 months a cancellation fee of \$105 will apply. b) If the contract is cancelled after the first 6 months a cancellation fee of \$50 will apply.
- I/We have read and understood Westnet's General Terms and Conditions and ADSL Terms and Conditions (as displayed at <http://www.westnet.com.au/products/signup/terms/> and <http://www.westnet.com.au/products/signup/terms/adsl.aspx> or as sent to me/us by Westnet at my/our request) and agree to abide by them. I/We also verify being over the age of 18.

Other information

- You can contact Westnet by phoning 13 19 60 if you have any questions or complaints about this transfer.
- Westnet will notify you that the transfer of your DSL service has been completed within 10 working days of the transfer taking place.

Your Name:	
Your Signature:	Date: