



## Pentanet nbn™

### Relocation of Service Request

To relocate your current service to a new address, please complete and submit this form. We'll be in touch within two working days to confirm your relocation and let you know which (if any) additional fees apply. Be sure to check all information below is correct, as providing incorrect information may delay the processing of your request.

#### CONTACT DETAILS

Surname:

First Name:

Mobile Number:

Date of Birth:

Email Address:

#### RELOCATION DETAILS

Account Number:

Service Name:

New address:

Postcode:

Preferred disconnection date:

Preferred connection date:

Please note, disconnection and connection dates cannot be earlier than seven working days from the date that this form is submitted to Pentanet including all required information.

#### WI-FI SETUP SERVICE (OPTIONAL)

Need some help setting up your home network? Our Customer Success Specialist can assist. Simply take your devices with you and they'll set up your equipment, connect devices and ensure your service is running smoothly. Please note, service availability is limited. If we are unable to visit your location, we'll be in touch to discuss other options.

##### \$99 Omega Package

- Set up and optimisation of Wi-Fi network
- Double check wireless security
- Connect 3 devices to Wi-Fi network

##### \$199 Beta Package

- Set up and optimisation of Wi-Fi network
- Wireless security check
- Troubleshoot slow speeds on devices
- Connect 5 devices to Wi-Fi network

##### \$299 Alpha Package

- Set up and optimisation of Wi-Fi network
- Wireless security check
- Troubleshoot slow speeds on devices
- Connect all devices to Wi-Fi network including smart TV, media player devices, printers, game consoles, etc.

#### AGREEMENT

##### Pricing Information

- For contracts established prior to 03/10/2019 please contact us for a quote.
- For contracts established on or after 03/10/2019 the cost to relocate your service is \$29
- If you are moving to a recently built property that hasn't had a nbn™ connection before, a \$300 New Development Fee may apply.
- If an onsite attendance or equipment modification is required, additional fees may apply.

I request and authorise Pentanet to relocate my existing service to the address provided above.

##### I acknowledge that:

- I will remain liable for all debts incurred on the service listed above;
- The service listed above will be relocated along with any additional products attached to it;
- I have read and understand all statements made in this application form;
- I will not seek to recover any loss I have suffered or may suffer (either directly or indirectly) as a result of this relocation; and
- I am the account holder or fully authorised representative of this account and am authorised to make this request on behalf of the outgoing customer.

Full Name:

Signature:

Date:

Submit your request via:

Post to Pentanet, 2/8 Corbusier Place, Balcatta WA 6021 or;

Email to [info@pentanet.com.au](mailto:info@pentanet.com.au)