

To relocate your current neXus service to a new address, please complete and submit this form to support@pentanet.com.au. We'll be in touch within five 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

Pentanet Account Number:

Service Name:

New address:

Postcode:

Preferred removal date*:

Preferred installation date*:

*Please note: Equipment removal is subject to a 60-day minimum equipment removal period, during which time existing external neXus equipment must remain powered and switched on. New 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. 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.

	<input type="checkbox"/> OMEGA \$99	<input type="checkbox"/> BETA \$199	<input type="checkbox"/> ALPHA \$299
Set up and Installation of Router Equipment	✓	✓	✓
Test service speed to router	✓	✓	✓
Connecting basic devices to the Wifi Network	3	6	12
WiFi Channel optimisation		✓	✓
Custom Wifi name and password (optional)		✓	✓
Test service speeds around the home		✓	✓
Upgraded WiFi Equipment Options (charges may apply)		✓	✓
Setup home assistant network application Google home, Alexa, Xbox, Playstation, Chromecast			✓
5Ghz and 2.4Ghz Device channel selection			✓
Customer Portal setup and Walkthrough			✓
Amplifi Mobile App setup (for Amplifi router purchases)			✓

* Basic devices include Mobile Phone, Computer, Laptop and Tablet, Smart TV.

AGREEMENT

Pricing Information

- 🏠 The standard cost to relocate a neXus service is \$399.
- 🏠 In some circumstances, such as if there are architectural issues or additional cabling requirements, we may need to dedicate additional time and materials to complete the installation. On the day of installation, our team will provide you with an estimate advising if any of the below charges may apply

Installation type	Charge
Extension pole	\$100
Brace bar	\$50
Additional cabling Applicable to ground floor installations or large, multi-storey premises	\$100
Additional parameters Conduit, raked ceiling, architectural issues	\$110/hr
Elevated Work Platform Hire (4 hours)	\$450

- 🏠 I understand that if for any reason, I decide not to proceed with the relocation, early termination fees may apply if I entered into a fixed-term contract.
- 🏠 I agree to the 60-day minimum equipment removal period and am able to facilitate the removal of neXus equipment. I understand that if Pentanet is not able to recover the existing neXus equipment, an additional fee of up to \$3,000 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 as listed in the Pricing Information section;
- 🏠 The service listed above will be relocated along with any additional products attached to it;
- 🏠 I have read, understand and agree to 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:

- 🏠 Email to support@pentanet.com.au.