



Customer Authority: DSL Transfer

Phone: 0418913404
Fax: (08)89456140
A.B.N. 483 470 070

1. Transfer of DSL service to Southern Aurora

By completing and signing this form, you are agreeing to transfer your DSL service from your current supplier to **Southern Aurora**.

2. Your Details

Title	First Name	Surname
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Company Name (if applicable)	ABN
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Address your DSL service is supplied to:

Unit Number	Street Number	Street Name
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Suburb	State	Postcode
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Billing Address (if different to the above address)

Phone number (or FNN) of the DSL service you wish to transfer:

(Please list all service numbers which have DSL at this address that you want transferred)

Area Code	DSL Service Number 1	Area Code	DSL Service Number 2
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Name of your current DSL service supplier (optional)

3. Terms of this Transfer

The terms of this transfer are:

- **Southern Aurora** will supply your DSL service from the date the transfer takes effect (**Southern Aurora** will notify you when that happens);
- you will pay **Southern Aurora** for all charges associated with the service from the date this transfer takes effect as noted in a service signup form;

- you will still be responsible to your current DSL supplier for any charges incurred and/or billed by them to you. **Southern Aurora** does not indemnify you against any charges levied by your current supplier before or after the transfer date;
- **Southern Aurora** 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 DSL supplier (eg discounts or specific product enhancements);
- you authorize **Southern Aurora** to act on your behalf to transfer your DSL service;
- if you require ongoing technical support for your DSL modem you will need to contact **Southern Aurora** support ;
- your DSL service will remain active with your current DSL supplier until the transfer takes place;
- If your service is a G.SHDSL (-ULL/FNN labeled) service **Southern Aurora** will nominate our intentions to take over the service from your existing supplier with the appropriate last mile carrier. On successful acknowledgement of our noted interest in the nominated FNN by the particular last mile carrier you will be required to cancel the service with your current provider who must inform the last mile provider of the cancellation. At this point the last mile carrier will not cancel but will rather transfer termination to the **Southern Aurora** Express network. We cannot guarantee the efficiency of your existing provider in this process and generally recommend installation of a new FNN (same cost as transfer) to ensure zero downtime.
- you will need to contact your current DSL supplier about any faults with your DSL service until this transfer takes place;
- you may experience an outage in your DSL service of up to 4 hours whilst the transfer takes place; and
- you acknowledge that **Southern Aurora** depends on other suppliers to provide the DSL service and the ability of **Southern Aurora** to provide the DSL service to you may be affected by other suppliers, which is beyond the control of **Southern Aurora**.

4. Your Agreement

By signing this form, you agree as follows:

- you are the account holder of the DSL service(s) listed above, or are authorized by the account holder to transfer this service to **Southern Aurora**;
- the information provided in this form is true and correct;
- you have read and understood the terms of this transfer and the “privacy” section below;
- you understand that it is your responsibility to check the terms of your contract with your current DSL supplier to determine if there will be any consequences under that contract as a result of this transfer (such as an early termination payment).

5. Our Suppliers

You consent to us providing your personal information to our suppliers for the purpose of providing you with the service.

6. Other Information

- You can contact **Southern Aurora** by phoning **0418913404** if you have any questions or complaints about this transfer.
- **Southern Aurora** will notify you that the transfer of your DSL service has been completed within 10 working days of the transfer taking place.

Your Signature	Today's Date / /	Day time contact number
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