



### Customer Authority to change Telephone Company for Local and / or Long Distance Calls & Connect Service

Customer Information		
<input type="checkbox"/> New Account	<input type="checkbox"/> Existing Account	Account Number:
FIRST NAME		SURNAME
BUSINESS NAME		ABN      ACN
ADDRESS		
SUBURB		STATE      POSTCODE
PHONE NUMBER	MOBILE PHONE NUMBER	EMAIL ADDRESS
Service to be Transferred		
PHONE NUMBER	CURRENT PROVIDER	ACCOUNT NUMBER
Change your LONG DISTANCE/ CALLS TO MOBILES / INTERNATIONAL CALLS to the following provider		
PHONE NUMBER	<input type="checkbox"/> Yourhub <input type="checkbox"/> Optus	
Change/Connect your BROADBAND to the following provider		
<input type="checkbox"/> Yourhub		
OPTIONS AVAILABLE (Please tick and initial appropriate box)		
<input type="checkbox"/> Port In /Transfer	<input type="checkbox"/> Order NEW Bundle (WAIVE CSG)	<input type="checkbox"/> Order NEW DSL Service (WAIVE CSG)
CUSTOMER REQUIRED DATE		
		This is the date which you would like your services transferred <b>NOTE:</b> where the nominated date is earlier than the minimum required time, the CRD will automatically be reset to the minimum specified time.

#### PLEASE READ AND SIGN BELOW TO FACILITATE THIS REQUEST:

I / We hereby certify that as the lessee of the above service(s), or as an authorised representative, that I/ We authorise and request to port, acquire new services, churn my telephone and / or broadband service or to select a long distance carrier. I acknowledge that the services will be carried over the networks of Internet Solutions Pty Ltd and Singapore Telecommunications (Optus). I further certify and understand the following

1. I will relinquish and contractual rights with my current provider.
2. Some functions and features available through your current provider may not be available with us
3. When porting your service from your current telephone and /or broadband provider to your new provider, this may result in finalisation of your account for those services, and though you have the right to port your service, you are aware that there may be early termination and porting fees.
4. Queries in relation to faults and service provision must be directed to your current service provider until the service is transferred
5. In relation to my long distance provider, I understand that if it is left blank, it will default to Internet Solutions Pty Ltd and Singapore Telecommunications (Optus)
6. This customer authorisation is valid for a period of 30 days from the date of signing for a ULLS port, however I understand that it needed I authorise the Authority to be extended automatically for another 30 days. An authorisation to change of Long Distance pre-selection is valid for 30 days, however I understand that if need I authorise the authority to be extended to 60days. A local call churn is valid for 30 days.
7. A local call churn can take upto 40 days to become effective

Signed: \_\_\_\_\_ Print Name: \_\_\_\_\_ Date: \_\_\_\_/ \_\_\_\_/ 20\_\_\_\_

#### OFFICE USE ONLY

<input type="checkbox"/> Lodged with M2	<input type="checkbox"/> Entered to Waverider	Agent Number:
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