



Dear VIP Customer,

Cancellation, Relocation or Change of Ownership Request

We refer to your recent request to us.

Supply of services by Best Telecom Digital are regulated by our Standard Form of Agreement which you may download from <https://besttelecom.group/terms-conditions>; in accordance with Telecommunications Legislation, and our Terms of Supply, a calendar months' notice in writing is required to terminate, relocate or change ownership of service, or payment in lieu thereof

Incomplete forms will not be accepted. Do not sign these forms without reading first.

• SERVICE CANCELLATION OR CHANGE OF PROVIDER (see page 2)

It is with regret that we hear that you wish to change your services with us. As a family owned and operated business, we value your custom. IMPORTANT NOTE, should you be changing for price-related reasons, we will price match our competitor's standard advertised plans and often beat them!

Should you be moving, you should not be completing a cancellation form, you need to complete a Relocate Form (one of these is also attached should you wish to move house or office).

Once a cancellation form is received by us **AND** any outstanding monies paid, including arrangements to pay for unbilled charges that may be pending, we will assist you to terminate services and/or transfer providers. Cancellation forms may be sent as follows:

- scanned and emailed to contact@besttelecom.group
- by post to:-
 - P O Box 818, Sanctuary Cove Qld 4212, Australia
 - P O Box 10438, Bayfair, Mount Maunganui 3152, New Zealand
- by fax to
 - Australia +61-1300-85-2379
 - New Zealand +64-7-572-0653

Forms must be completed and signed by the account holder or their authorised representative.

• RELOCATION OF SERVICE REQUEST (see page 3)

A relocation of service is where you are moving services from one street address to another. You need to allow plenty of time to provision our phone line and if broadband is involved, this can only be ordered once your relocated phone service/s are active. Ideally, a minimum of 2 weeks is required and sometimes longer times are involved where no active services have been recently active at your new premises. If you are moving office, please be sure to check our Office Relation Guide at <https://besttelecom.group/cis/330.pdf> which contains a number of critical steps to consider when moving your business.

Important note, where a relocation involves a Change of Carrier Network, it will be necessary to recontract your services. Additionally, where there is no infrastructure ready at the new premises, a network build (subject to quote) and/or carrier escalation fees (\$200 minimum) will apply.

• CHANGE OF OWNERSHIP (see page 4) & AUTOMATIC PAYMENT FORM (pages 5 & 6)

Where you have sold a business or a person in a partnership (personal or business) is deceased, a Change of Ownership needs to be completed. This involved setting up a new account for the new customer and transferring the services from the old account to the new account. A Change of Ownership can only occur when all obligations under the old account are met with us and/or the new account holder/s agree to take on these obligations. If these conditions are not met, then all services will be cancelled and new numbers will need to be allocated to the new account holder. Note, services cannot be transferred to another carrier until the new account holder's name/s match those in the new carrier's systems.



Service Cancellation or Change of Provider

To cancel your service, we require a signed authority stating that you, as the account holder of your current service/s, give permission for us (and where applicable, our upstream Service providers) to terminate your service/s with us. In accordance with the Telecommunications Act, a calendar months' notice (or payment in lieu thereof) per Standard Form of Agreement [which you may download from <https://besttelecom.group/cis/117.pdf>, commencing from when we receive your properly completed form, is required to terminate or relocate a service.

If you choose to have the service disconnected earlier, this is your choice, although payment in lieu is required. Where cancelled within a contract term the remaining months on the contract will be billed. Also, if you have a broadband service, an additional charge of up to \$110 applies for cancellation of each broadband service. If we have not received notice in this prescribed form or are unable to verify this form, or you have money owing to us, we reserve the right to reject a request to change providers.

Best Telecom Digital is not a Long-Distance override provider and therefore only provides full-service telephone lines. Where only part of a line is taken by another provider, in lieu of full service, i.e., long distance, we reserve the right to reselect that portion to ensure that your service is not disrupted; therefore, it is important to ensure that where you are changing providers you instruct your new provider to take full service. When changing providers, there may also be a Local Number Portability Service Fee of up to \$77 that applies to numbers ported of the existing network. We advise discussing this with your new provider before proceeding and to confirm any charges with Best Telecom Digital prior.

Incomplete forms will not be accepted. Do not sign these forms without reading first.

IMPORTANT NOTE: If you are moving, you need to complete a **Relocation form**, if you are changing ownership; you need to complete a **Change of Ownership Form**. For legal reasons, **incomplete forms will not be accepted**.

Client Number <i>(per our invoice)</i>		Contact Number	
Name / Company Name			
Email address			
New postal address			

Services <i>(please list all services to be cancelled)</i>			
Cancellation type <i>(please tick only one choice)</i>	<input type="checkbox"/>	I would like the services disconnected; or	
	<input type="checkbox"/>	I will be changing providers.	
Preferred end date <i>(note, this is not guaranteed)</i>			

Cancellation reason	

Is anything you would like us to do to stay with us?	

Cancellation Authorisation	
I acknowledge and accept the Terms and Conditions outlined at https://besttelecom.group/terms-conditions/ and accept all charges associated with taking this action and confirm that I am at least 18 years of age, am authorised to represent the account holder to complete this Cancellation.	
Signature	<i>(as authorised representative)</i>
Your Full Name	
Position <i>(if not Account Holder)</i>	<i>(ie. Director/Partner/Power of Attorney/Administrator)</i>
Date	<i>(we cannot accept back-dated forms)</i>



Service Relocation Request

To be completed if moving house or place of business

CUSTOMER INFORMATION

Customer Name: _____
 Client Number: _____ Contact Name: _____
 Contact Phone: _____ Contact Mobile: _____
 Account Address: _____
 Suburb: _____ City/State: _____ Postcode: _____

SERVICES TO BE TRANSFERRED

Service Numbers:
 List all numbers you would like relocated to new premises including area codes and/or A/VDSL/Fibre Services

NEW ADDRESS

Unit No. _____
 Street No. _____
 Street Name: _____
 Suburb _____ City/State: _____ Postcode: _____
 Speed: _____

ADDITIONAL INFORMATION

Note, where you are moving to a different exchange area and still using copper (rather than fibre) infrastructure, you will NOT be able to keep existing phone numbers, although you can have these diverted to new numbers for an additional charge.

CHARGES AND IMPORTANT NOTE WHERE A/VDSL OR FIBRE IS AVAILABLE BUT NOT READY ORDER

A standard phone line connection charge where a useable Network phone line has recently been in place is from \$59 per line. Where a technician's attendance is required (at new site or the local exchange), additional charges will apply, from a minimum of \$240+. Please note these are minimum charges and may vary. Where a Broadband service needs to be relocated, a \$110 exit fee will apply at old premises plus \$149 to activate at new premises (per service). If Broadband is not with us, you will need to consult third party supplier ONCE the phone line connection is complete to reconnect service/s. By signing this form, the Account Holder agrees to commence a new contract for the balance of the contract term or 24 months, whichever is the greater, for all services on the Account Holder's account. Important note, where a relocation involves a Change of Carrier Network, it will be necessary to recontract your services. Additionally, where there is no infrastructure ready at the new premises, a network build (subject to quote) and/or carrier escalation fees (\$200 minimum) will apply.

AUTHORISATION

I/We authorise the above service(s) to be relocation to the abovementioned address, subject to our Standard Form of Agreement (SFoA) for the balance of the contract term or 24 months, whichever is the greater, provided to the Account Holder/s subject to conditions published at <https://besttelecom.group/terms-conditions/>.

Name 1: _____ Sign: _____ Date: _____
 (Account Holder) (DD/MM/YY)

*Name 2: _____ Sign: _____ Date: _____
 (Account Holder) (DD/MM/YY)

Relocate Service(s) As Of**: _____
 (DD/MM/YYYY)

*Name 2 signature only required if account is jointly owned

**Please note that we will attempt to have the services connected on the date requested, however please be aware that connection can take up to 10 working days to complete once order is processed. These time frames may vary beyond our control.

Incomplete forms will not be accepted. Do not sign these forms without reading first.



Change of Ownership Form

To be completed if the ownership of a business changes or services changes with automated payment

CURRENT CUSTOMER INFORMATION

Customer Name: _____
Account No. _____ Company Name: _____
Contact Phone: _____ Contact Mobile: _____
Account Address: _____
Suburb: _____ City/State: _____ Postcode: _____

NEW CUSTOMER INFORMATION

Company Name: _____ ABN/ACN/NZBN/NZCN: _____
Customer Name: _____ / /
Contact Phone: _____ Contact Mobile: _____
Email Address: _____ Licence/ID: _____
Mailing Address: _____
Suburb: _____ City/State: _____ Postcode: _____

SERVICES TO BE TRANSFERRED

Service Number(s): _____
Service Address: _____
Suburb/City: _____ State: _____ Postcode: _____
Cancel Date: _____

ADDITIONAL INFORMATION

Please provide any other relevant information in this box

AUTHORISATION COMPLETE AND RETURN BY FAX TO +61-1800 792 161 or +64-7-572 0653

I hereby authorise the above service(s) to be transferred to the abovementioned party. The New Account holder authorise for the account to be setup, subject to the Best Telecom Digital Conditions published at <https://besttelecom.group/terms-conditions/> for the balance of the contract term provided to the Current Account Holder and to abide by the same. A fee of \$77 per fixed phone line occurs for a Change of Lessee, where dependant products are installed, such as Broadband these may need to be reactivated by their biller as well. The New Account Holder agrees to commence a new contract with Best Telecom Digital for the balance of the contract term or 24 months, whichever is the greater. The Current Account Holders account must be financial at the time of the transfer and setup of the account for the New Account Holder is subject to credit approval and requires an Automatic Payment Authority (per page 5) to affect the transfer.

Name 1: _____ Sign: _____ Date: _____
(Current Account Holder) (DD/MM/YY)
Name 2: _____ Sign: _____ Date: _____
(New Account Holder) (DD/MM/YY)

As the new account holder, I understand that I am liable for all costs from this date onwards and the contract term listed above.

Transfer Service(s) As Of: _____

(DD/MM/YYYY)

Incomplete forms will not be accepted. Do not sign these forms without reading first.

 _____ initial here and return with pages 5 & 6



Direct Debit Request – Service Agreement

Definitions

- account means the account held at your financial institution from which we are authorised to arrange for funds to be debited.
- agreement means this Direct Debit Request Service Agreement between you and us.
- business day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.
- debit day means the day that payment by you to us is due.
- debit payment means a particular transaction where a debit is made.
- direct debit request means the Direct Debit Request between us and you
- us, we or BEST TELECOM means BEST TELECOM DIGITAL PTY LTD in Australia, BEST TELECOM DIGITAL LIMITED in New Zealand or their nominee (the Debit User) you have authorised by signing a direct debit request.
- you means the customer who signed the direct debit request.
- your financial institution is the financial institution where you hold the account that you have authorised us to arrange to debit.

1. Debiting your account

1.1 By signing a direct debit request, you have authorised us to arrange for funds to be debited from your account. You should refer to the direct debit request and this agreement for the terms of the arrangement between us and you.

1.2 We will only arrange for funds to be debited from your account as authorised in the direct debit request.

1.3 If the debit day falls on a day that is not a business day, we may direct your financial institution to debit your account on the following business day. If you are unsure about which day your account has or will be debited you should contact us.

1.4 Where you have agreed to a contract with us for a set period, the minimum contract cost will be the base monthly rental x the number of months of the contract. 30 days' notice is required to terminate any service with us. Early termination fees apply if you leave before the end of your contract or fail to provide proper notice.

2. Changes by us

2.1 We will not vary any details of this agreement or a direct debit request without giving you at least fourteen (14) days written notice.

3. Changes by you

3.1 If you wish to change the arrangements under a direct debit request you must notify us in writing at least fourteen (14) days before the change is to be effective.

3.2 If you wish to stop or defer a debit payment you must notify us in writing at least fourteen (14) days before the next debit day. This notice should be given to us in the first instance.

4. Your obligations

4.1 It is your responsibility to ensure that:

- (a) to ensure the DDR is signed in terms of account signing authority (ie: joint accounts);
- (b) to ensure we are advised if your account is transferred or closed;
- (c) to arrange a suitable alternative payment arrangement if the DDR is cancelled;
- (d) there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the direct debit request.

4.2 If there are insufficient clear funds in your account to meet a debit payment:

- (a) you may be charged a fee and/or interest by your financial institution;
- (b) you may also incur fees or charges imposed or incurred by us; and
- (c) you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.

4.3 You should check your account statement to verify that the amounts debited from your account are correct

4.4 If BEST TELECOM is liable to pay goods and services tax ("GST") on a supply made in connection with this agreement, then you agree to

pay BEST TELECOM on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.

5. Cancellation

5.1 You may cancel your authority for us to debit your account at any time by giving us fourteen (14) days notice in writing using the Direct Debit Cancellation Request Form before the next debit day. The form at available at <https://www.besttelecom.group>. This notice should be given to us in the first instance.

5.2 BEST TELECOM can decide, at our discretion, to cancel this DDR should the dishonour history warrant.

6. Dispute

6.1 If you believe that there has been an error in debiting your account, you should notify us directly on the details below and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly.

6.2 If we conclude as a result of our investigations that your account has been incorrectly debited, we will respond to your query by passing an adjustment to your account (inclusive of any interest / charges accrued as a result of the incorrect amount being debited) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.

6.3 If we conclude as a result of our investigations that your account has not been incorrectly debited, we will respond to your query by providing you with reasons and any evidence for this finding.

6.4 Any queries you may have about an error made in debiting your account should be directed to us in the first instance so that we can attempt to resolve the matter between us and you. If we cannot resolve the matter you can still refer it to your financial institution which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

7. Accounts

You should check:

(a) with your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions.

(b) your account details which you have provided to us are correct by checking them against a recent account statement; and

(c) with your financial institution before completing the direct debit request if you have any queries about how to complete the direct debit request.

8. Confidentiality

8.1 We will keep any information (including your account details) in your direct debit request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.

8.2 We will only disclose information that we have about you:

- (a) to the extent specifically required by law; or
- (b) for the purposes of this agreement (including disclosing information in connection with any query or claim).

8.3 We will collect, use and disclose any personal information in accordance with our privacy policy which is available upon request from you to BEST TELECOM.

9. Notice

9.1 If you wish to notify us in writing about anything relating to this agreement, you contact us via the details in clause 10.

9.2 We will notify you by sending a notice in the ordinary post to the address you have given us in the direct debit request.

9.3 Any notice will be deemed to have been received two business days after it is posted.

10. Contact Information

You can contact BEST TELECOM through the information at the foot of this page.

Incomplete forms will not be accepted. Do not sign these forms without reading first.

 **initial here and return with pages 4 & 5**