

Dear VIP Customer,

Cancellation, Relocation or Change of Ownership Request

We refer to your recent request to us.

Supply of services by Best Telecom Group 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 +61-1800 792 161
 - 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 & 5)

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 Group 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 Group 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.

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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 Group 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 Group 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)

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