



Relocation Form

Email: admin@nbtelecom.com.au

Phone: 1300 788 029

Fax: 1300 785 041

Customer Information

Account Name: _____ Account Number: _____

Contact Name & Number: _____

Postal Address: _____

Relocation Site Details

Please provide full & correct address with sub address (Unit etc) if applicable or order maybe withdrawn

New Address: _____

Suburb: _____ State: _____ Postcode: _____

Service Relocation Details

Requested Install date: ____/____/____ Preferred time: AM PM

**Please allow a minimum of 14 days to ensure your appointment is available*

If you are unable to keep the same number do you allow NBT to connect a new number for you?
(if no, please be advised, if number cannot be kept the order will be rejected and no action taken)
(if yes, please select a redirection option below)

Do you allow us to connect your line past the Main distribution frame (MDF) and charge the fee for service?

Yes / No

**if no, please specify the details of your preferred contractor in section below*

Private Contractor name: _____ Number: _____

Do you know the number previously connected to your relocation site? If no, but there is a socket at the new premises, try plugging a handset into this and dialing 1277123, an RVA will then announce the number previously connected.

Yes – Please Specify Number: _____

Do you have ADSL with NBT: Yes / No

ADSL services may take up to 10 days after voice relocation.

Relocation charge is \$110.00 Inc GST, do you accept: Yes / No

List Services to Relocate	Redirection Required?	Length of Redirection	Type of Redirection
()	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> 3 Months <input type="checkbox"/> 6 Months <input type="checkbox"/> 12 Months <input type="checkbox"/> Monthly	<input type="checkbox"/> Diversion Only <input type="checkbox"/> Announcement Only <input type="checkbox"/> Announcement & Diversion
()	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> 3 Months <input type="checkbox"/> 6 Months <input type="checkbox"/> 12 Months <input type="checkbox"/> Monthly	<input type="checkbox"/> Diversion Only <input type="checkbox"/> Announcement Only <input type="checkbox"/> Announcement & Diversion
()	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> 3 Months <input type="checkbox"/> 6 Months <input type="checkbox"/> 12 Months <input type="checkbox"/> Monthly	<input type="checkbox"/> Diversion Only <input type="checkbox"/> Announcement Only <input type="checkbox"/> Announcement & Diversion

Signature: _____ Date: _____

- By signing this form you confirm that you are aware that this request will involve connection fees for each line of \$358.79 (including GST) if a new line connection is required or \$214.80 (including GST) for a new line connection involving the use of an inactive in-place connection and Technician visit. An exchange connection of \$59.00 (including GST) is only available on a residential line and depends on network availability at the premises.
- Relocation requests can take up to 14 business days depending on current infrastructure at the relocation site.
- 3/6 or 12 month redirections are prepaid diversion and are unable to be changed once set. 3 months Pre-paid \$35.45, 6 Months Pre-paid \$70.00 and 12 months Pre-paid \$141.82. (all prices are inclusive of GST). Monthly diversion option is \$28.62 per month. If the number is being diverted to the new number, each call diverted is charged extra. There are no extra charges for announcement only.
- If your ADSL is with another carrier, please contact them to ensure the timely relocation of your service