



# Virtual Access ADSL Churn Application

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Thank you for your interest in Virtual Access' ADSL Internet services. This form serves to facilitate the transfer of your existing ADSL service to Virtual Access via a program entitled "ADSL INDUSTRY CHURN PROGRAM".  
If you have questions that we don't answer here, please call, email or visit our web site for more details!

## What Is Churn?

Churn is the name given to a process that allows you to move an ADSL service from one ISP to another without actually disconnecting. A service undergoing a churn usually suffers disruption for only a few minutes. Actually disconnecting your old service and reconnecting would otherwise involve at least a day of downtime.

Virtual Access participates in the industry churn programme through our upstream partners. This means that if you already have an ADSL service, you can churn to Virtual Access at any time.

Note that this process cannot be used to relocate and ADSL service from one premises to another.

## What will I need to change?

When your service is changed you will have to change some of the programming in your existing hardware, so that it communicates correctly. Usually all that is required is a change of username and password before you can get back online.

## So Is There Anything Else I need to do?

Yes. Other than completing this form, you need to complete a Virtual Access ADSL application form so that we can determine which of our accounts you wish to take up when your account is moved to Virtual Access.

You can download our and Application form at <http://www.virtual.net.au/goto.php?page=forms>

## Churn Authorisation.

|   |           |
|---|-----------|
| Your Full Name:   |           |
| Service Telephone Number of your Existing ADSL Service: | (       ) |
| Street Address:   |           |
| City/Suburb:  |           |
| State:  |           |
| Postcode:   |           |

I, the Above, authorise the movement of my ADSL Service describe above to Virtual Access's nominated upstream service provider. I acknowledge and accept that if the speed of the Virtual Access service plan that I choose for my churned service differs from the current service speed that a service speed change fee will be charged to me, at the current price advertised on the Virtual Access web site, <http://www.virtual.net.au>

Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_