



# Virtual Access

## ADSL Plan Change Request

ADSLsurf Mk6

VIRTUAL COMPUTERS PTY LTD  
 A.B.N. 98 069 501 435  
 P.O. Box 91, Doreen Vic 3754  
 Phone: 1300 132351  
 Facsimile: (03) 9848-3635  
 Email: info@virtual.net.au  
 Website: http://www.virtual.net.au

<b>Account Holder:</b>	
<b>Contact Name:</b>	
<b>Existing ADSL Service number:</b>	(       )

**New Service Plan: *Select One***

**ADSL 1 Service Plans:**

Speed	Service Plan/Monthly Downloads	Monthly Fee	Speed	Service Plan/Monthly Downloads	Monthly Fee	
256K/64K	400 Mb Any Time	\$32.90 <input type="checkbox"/>	1500/256	1.5 Gb Any Time	\$52.90 <input type="checkbox"/>	
	400 Mb Capped Any Time	\$32.90 <input type="checkbox"/>		1.5 Gb Capped Any Time	\$52.90 <input type="checkbox"/>	
	4 Gb Any Time	\$39.90 <input type="checkbox"/>		6 Gb Any Time	\$57.90 <input type="checkbox"/>	
	4 Gb Capped Any Time	\$39.90 <input type="checkbox"/>		6 Gb Capped Any Time	\$57.90 <input type="checkbox"/>	
	Unlimited	\$49.90 <input type="checkbox"/>		Capped 20+20 Gb	\$64.90 <input type="checkbox"/>	
512/128	600 Mb Any Time	\$42.90 <input type="checkbox"/>		Up to 8M/384K <sup>^</sup>	Capped 40+40 Gb	\$74.90 <input type="checkbox"/>
	600 Mb Capped Any Time	\$42.90 <input type="checkbox"/>			Capped 80+80Gb	\$104.90 <input type="checkbox"/>
	4 Gb Any Time	\$47.90 <input type="checkbox"/>			6 Gb Any Time	\$69.90 <input type="checkbox"/>
	4 Gb Capped Any Time	\$47.90 <input type="checkbox"/>			6 Gb Capped Any Time	\$69.90 <input type="checkbox"/>
	10 Gb Any Time	\$59.90 <input type="checkbox"/>			Capped 10+10 Gb	\$77.90 <input type="checkbox"/>
	10 Gb Capped Any Time	\$59.90 <input type="checkbox"/>	Capped 20+20 Gb		\$84.90 <input type="checkbox"/>	
	Unlimited	\$64.90 <input type="checkbox"/>	Capped 30+30 Gb		\$91.90 <input type="checkbox"/>	
512/512	1.5 Gb Any Time	\$69.90 <input type="checkbox"/>	Capped 60+60 Gb		\$114.90 <input type="checkbox"/>	
	1.5 Gb Capped Any Time	\$69.90 <input type="checkbox"/>	Capped 90+90 Gb		\$134.90 <input type="checkbox"/>	
	Capped 20+20 Gb	\$84.90 <input type="checkbox"/>	<input type="checkbox"/> Optional extra—Static IP Address: \$7.50/Month			
	Capped 40+40 Gb	\$99.90 <input type="checkbox"/>	<input type="checkbox"/> Optional extra—Port 25 Open: \$7.50/Month			

**ADSL 2+ Service Plans:**

Region	Service Plan/Monthly Downloads	Monthly Fee	Region	Service Plan/Monthly Downloads	Monthly Fee
Region 1	1.5 Gb Any Time	\$39.90 <input type="checkbox"/>	Region 2	Capped 10+10 Gb	\$69.90 <input type="checkbox"/>
	1.5 Gb Capped Any Time	\$39.90 <input type="checkbox"/>		Capped 20+20 Gb	\$76.90 <input type="checkbox"/>
	3 Gb Any Time	\$43.90 <input type="checkbox"/>		Capped 30+30 Gb	\$83.90 <input type="checkbox"/>
	3 Gb Capped Any Time	\$43.90 <input type="checkbox"/>		Capped 60+60 Gb	\$105.90 <input type="checkbox"/>
	10 Gb Any Time	\$49.90 <input type="checkbox"/>		Capped 90+90 Gb	\$127.90 <input type="checkbox"/>
	10 Gb Capped Any Time	\$49.90 <input type="checkbox"/>	Region 3	Capped 10+10 Gb	\$81.90 <input type="checkbox"/>
	Capped 15+15 Gb	\$54.90 <input type="checkbox"/>		Capped 20+20 Gb	\$88.90 <input type="checkbox"/>
	Capped 30+30 Gb	\$64.90 <input type="checkbox"/>		Capped 30+30 Gb	\$95.90 <input type="checkbox"/>
	Capped 60+60 Gb	\$74.90 <input type="checkbox"/>		Capped 60+60 Gb	\$117.90 <input type="checkbox"/>
	Capped 100+100 Gb	\$104.90 <input type="checkbox"/>		Capped 90+90 Gb	\$139.90 <input type="checkbox"/>

Optional extra—Static IP Address: \$7.50/Month                       Optional extra—Port 25 Open: \$7.50/Month

**After making your plan selection, please complete & sign the following page.  
 Unsigned requests will not be processed.**

**Please also see the next page for important notes to help guide your selections.**



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### About ADSL 2+ Regions

Due to varying costs imposed by Telecommunications companies, we classify telephone exchanges across Australia into 3 regions. Each region has access to different plans and pricing for ADSL 2+ services from Virtual Access.

Before you order, find out what region you are in by visiting our web site (<http://www.virtual.net.au/goto.php?page=dslinfo>) or calling 1300 132351. If you select a plan from outside your region, your order will not be accepted and we will contact you to make an alternate selection. Please check with us first to avoid unnecessary delays in processing your order!

### About our plans:

- On all plans we count only your download traffic.
- Any Time plans are charged for excess usage at the rate of \$0.003/Mb (or \$3/Gb), in 1Mb increments.
- Capped Any Time plans are not charged for excess usage. If usage in the preceding 30 days is in excess of your plan allowance, your service speed will be reduced to 64/64 Kbps for the day.
- Capped n+n plans have two usage allowances—one for peak times, and one for off-peak times. These plans are not charged for excess usage. If usage in the preceding 30 days for either peak or off-peak time period is in excess of your plan allowance, your service speed will be reduced to 64/64 Kbps for the day for the corresponding time period. It is possible to be slowed down in peak times only, off-peak times only, or both on any given day.
- Where applicable, peak time is 8AM until Midnight each day. Off peak time is from Midnight until 8AM each day. Times are based on your local time zone.
- ^ 8000/384 is a theoretical maximum speed only. The actual service speed may be significantly lower depending on your telephone line quality and distance from your telephone exchange.

### Plan Change terms and conditions:

- Plan changes are processed with effect from the date of processing. Usage allowances for Any Time plans may be calculated on a pro-rata basis.
- Processing time—Same speed requests: Allow 2 working days; Change of speed requests: Subject to Third Party Supplier provisioning timeframes, but usually 2 working days.

Existing ADSL Service number:	(        )
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### Plan change fees:

- Plan change fees do NOT apply when you are changing between ADSLsurf Mk6 Any Time plans of the same speed
- A plan change fee (\$49.50) applies in all other cases
- The plan change fee can be waived in favour of a 12 month minimum service period extension providing your current service is out of contract, or has at most 12 months Minimum Service Period remaining

### You may select either or both of these options:

- If applicable to this plan change, I choose to pay a \$49.50 plan change fee instead of commencing a 12-month minimum service period
- If a plan change fee will apply to this request, I require that Virtual Access contact me prior to proceeding (If we have difficulty contacting you, selecting this option may delay processing)

### Declaration:

<p>Account holder's signature: _____</p> <p>Date of request: <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p>	<p>BY SIGNING THIS APPLICATION, THE ACCOUNT HOLDER INDICATES THEIR CONTINUING ACCEPTANCE OF THE TERMS AND CONDITIONS OF SERVICE AS PUBLISHED AND/OR AMENDED. THE CURRENT VERSION OF THE TERMS AND CONDITIONS IS VERSION 6.0, AND CAN BE DOWNLOADED FROM <a href="http://www.virtual.net.au">www.virtual.net.au</a> OR PROVIDED ON REQUEST.</p> <p>THE APPLICANT UNDERSTANDS THAT A MINIMUM SERVICE PERIOD MAY APPLY AS A RESULT OF THIS REQUEST. WHERE A MINIMUM SERVICE PERIOD APPLIES, CANCELLATION FEES ARE PAYABLE ON SERVICES TERMINATED PRIOR TO THE EXPIRATION OF THE MINIMUM SERVICE PERIOD.</p>
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