



Virtual Access

Dial-Up Plan Change Request

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

Account Holder:	
Business Hours Contact Phone:	
Existing Virtual Access Dial-Up Username:	

New Service Plan: <i>Please tick ONE box (See www.virtual.net.au for full plan details)</i>			
EMAIL ONLY	<input checked="" type="checkbox"/> Credit Cards <input checked="" type="checkbox"/> Direct Debit <input checked="" type="checkbox"/> BPAY, Cheque	Up to 5 email addresses or forwarders only. No online time included.	<input type="checkbox"/> \$33 per year
BLOCK TIME	<input checked="" type="checkbox"/> Credit Cards <input checked="" type="checkbox"/> Direct Debit <input checked="" type="checkbox"/> BPAY, Cheque	Best value for low usage—below an average of 5 hours per month ONLY	<input type="checkbox"/> \$49 for 35 hours of online time (Valid for 12 months)
FLEXI DIAL	<input checked="" type="checkbox"/> Credit Cards <input checked="" type="checkbox"/> Direct Debit <input checked="" type="checkbox"/> BPAY, Cheque	Best plan for most customers. Offers low cost for low usage & a capped cost for high use. A maximum per-call duration of 8 hours applies.	<input type="checkbox"/> \$6.95 per month for up to 10 hours online time per month Extra hours: \$0.80 per hour capped at \$16 per month Maximum Cost: \$22.95 per month
PERMANENT DIAL	<input checked="" type="checkbox"/> Credit Cards <input checked="" type="checkbox"/> Direct Debit <input checked="" type="checkbox"/> BPAY, Cheque	Unlimited hours with no limit to call duration. Leave it on all day, every day if you wish.	<input type="checkbox"/> \$49.90 per month

Plan Change terms and conditions:

- Plan changes are processed with effect from the date of processing, but can generally be scheduled for future dates on request.
- Plan allowances and costs are calculated on a pro-rate basis when a change occurs mid-month
- Plan changes may be made up to two times in any 12 month period, free of charge. A \$22 administration fee applies for subsequent changes in a 12 month period unless you agree to a subsequent minimum service period of 6 months.
- Processing time— Allow 2 working days
- You are responsible for appropriate service plan choice. If you need help with selection, please contact us on 1300 132351.

Plan change fees: *Please select ONE option*

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, this option may delay processing)
- I agree to the application of a 6-month minimum service period to my service in return for the waiving of that fee. Such minimum service period is in addition to any pre-existing MSP currently being served.
- Please charge my account—If no option is selected, this option will apply

Payment Method:

Direct Debit—You must also complete a Direct Debit Authority form
 Invoice Me—For cheque, money order or BPAY payment
 Credit Card—Visa, Mastercard, Amex or Diners

Card Number:

Cardholder's Name: _____ Card Expiry Date: /

Cardholder's Signature: _____

THE CREDIT CARD HOLDER AUTHORISES VIRTUAL COMPUTERS PTY LTD TO CHARGE ALL APPLICABLE SERVICE FEES AND CHARGES TO THE NOMINATED CREDIT CARD

Charge credit card for: All fees relating to this account, until I request differently
 OR Fees relating to this plan change only; Such fees not to exceed a single payment on my chosen plan

Declaration:

Account holder's signature: _____

Today's Date: / /

BY SIGNING THIS APPLICATION, THE ACCOUNT HOLDER CONTINUES TO AGREE TO THE TERMS AND CONDITIONS OF SERVICE AS PUBLISHED AND/OR AMENDED. THE APPLICANT UNDERSTANDS CLEARLY THAT A MINIMUM CONTRACT PERIOD MAY APPLY IF THE FEE WAIVER OPTION IS SELECTED. EARLY TERMINATION FEES ARE PAYABLE ON SERVICES CANCELLED PRIOR TO THE EXPIRATION OF THE MINIMUM CONTRACT PERIOD.