

DSL Churn Authorisation

By completing and signing this form, you are agreeing to transfer your DSL service from your current supplier to Montimedia.



montimedia

Your Details

Title Mr Mrs Ms Dr. Prof. Rev.

First Name _____

Family Name _____

Date of Birth _____

Address your DSL service is supplied to:

State _____

Postcode _____

Billing Address (if different to the above address) _____

Home Telephone [] _____

Work Telephone [] _____

Mobile Telephone _____

Facsimile (optional) [] _____

Please specify the telephone number (at the above premises) to which DSL should be transferred.

Telephone number _____

Name of telephone line owner (as appears on the telephone bill) _____

Name of your current DSL service supplier (optional) _____

Acknowledgement

By signing this form, you agree as follows:

- You are the account holder of the DSL service(s) listed above, or are authorised by the account holder to transfer this service to Montimedia;
- The information provided in this form is true and correct;
- You have read and understood the terms of this transfer and the 'privacy' section on this form;
- You understand that it is your responsibility to check the terms of your contract with your current DSL supplier to determine if there will be any consequences under that contract as a result of this transfer (such as an early termination payment);
- I have read and agree to all the terms and conditions in sections 3 to 5.

Signature _____

Applicant Name _____

Date _____

Terms of this transfer

3. The terms of this transfer are:

- Montimedia will supply your DSL service from the date the transfer takes effect (we will notify you when that happens);
- you will pay Montimedia for all charges associated with the service from the date this transfer takes effect;
- you will still be responsible to your current DSL supplier for any charges incurred and/or billed up to the date this transfer takes effect;
- Montimedia may refuse or cancel your service on the basis of its credit assessment of you;
- after the transfer, you may not be able to receive certain benefits you currently receive from your DSL supplier (eg discounts or specific product enhancements);
- you authorise Montimedia to act on your behalf to transfer your DSL service;
- if you require ongoing technical support for your DSL modem you will need to contact us to check whether we can provide that support;
- your DSL service will remain active with your current DSL supplier until the transfer takes place;
- you will need to contact your current DSL supplier about any faults with your DSL service until this transfer takes place; and
- you may experience an outage in your DSL service of up to [4] hours whilst the transfer takes place.

4. Privacy

Your consent to Montimedia:

- (a) obtaining a consumer credit report and/or information about your commercial activities and commercial creditworthiness from a credit reporting agency or any business that reports on commercial creditworthiness; and
- (b) obtaining credit information about you from other credit providers to assess your application for commercial credit, assess the status of any account you have with Montimedia (not just the account to which this application applies) or to collect overdue payments from you;
- (c) disclosing credit information about you, including:
 - permitted identification details;
 - the fact that you have applied to obtain Montimedia services and the credit terms (if any) of those services;
 - information in your application;
 - the fact that in Montimedia's opinion you have committed a serious credit infringement (if applicable);
 - information relating to the conduct of your account, such as that payments are overdue, cheques of more than \$100 that have been dishonoured when presented more than once or that the payments are no longer overdue from you, to:
 - (i) credit reporting agencies for the purpose of obtaining a consumer credit report about you, creating a credit information file or including information in credit information file maintained by the credit reporter; and
 - (ii) credit providers named in a credit report, for the purpose of assessing this application for commercial credit, notifying other credit providers named of a default by you, exchanging information as to the status of your account where you are in default with other credit providers or to assess your creditworthiness; or
 - (iii) collection agents if your account is overdue, for the purpose of recovering overdue moneys. Montimedia requires its collection agents to treat information passed on to them in a confidential manner in order to protect the privacy of the customers concerned;
- (d) using any personal information in your application form to provide, administer and maintain the services sought to be provided by Montimedia, prepare accounts for those services and for targeted direct or indirect marketing of other Montimedia products; and
- (e) disclosing any personal information in your application form to outsourcing entities engaged by Montimedia to perform the functions above.

You also consent to your current DSL supplier disclosing credit and personal information relating to your service accounts with that supplier and service numbers to Montimedia to effect the transfer to Montimedia.

You can access and request correction of any credit information about you or any personal information relating to you held by Montimedia.

5. Other information

- You can contact Montimedia by telephoning (03) 5348 4811 if you have any questions or complaints about this transfer.
- Montimedia will notify you that the transfer of your DSL service has been completed within 10 working days of the transfer taking place.

Please complete all sections of this form and return it to Montimedia,
PO Box 354 Daylesford VIC 3460

- For assistance with this form, call us on (03) 5348 4811
- For pricing details, refer to our Pricing Schedule or Website www.montimedia.com.au
- Completed form may be faxed to (03) 5348 4500