



Planet ADSL Churn Authorisation Form



1. What Happens When You Sign This Form?

By completing and signing this form, you are agreeing to transfer your ADSL service from your current Broadband supplier to Planet ISP Pty Ltd ("Planet")

2. Your Details:

Title	First Name	Surname

Address That Your ADSL Service is Supplied to:

Unit Number	Street Number	Street Name

Suburb	State	Postcode

Billing Address (if different to the above address)

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Phone number the DSL service you want transferred is connected to:
(Please list all service numbers which have ADSL at this address that you want transferred)

Area Code	Area Code
()	()

Area Code	Area Code
()	()

Name of Your Current DSL Service Supplier (Optional)

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Acknowledgement:

By signing this form, you agree as follows:

- you are the account holder of the DSL service(s) listed above, or are authorized by the account holder to transfer this service to Planet;
- the information provided in this form is true and correct;
- you have read and understood the terms of this transfer and the "privacy" section below;

Planet ISP Pty Ltd

ABN: 85 135 906 866

Suite J92, 21 Hall Street, Port Melbourne. Victoria. 3207.

Ph: 1300 477 669 Fax: 1300 477 668

Email: support@planetisp.com.au Website: www.planetisp.com.au



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- you understand that it is your responsibility to check the terms of your contract with your current ADSL 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 stated in sections 3 to 5. I further confirm that I have read all the Terms and Conditions regarding the use and billing of my service on the Planet Website:
www.planetisp.com.au

Signature

Today's date

Day Time Contact Number

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3. Terms of this Transfer

The terms of this transfer are:

- Planet will supply your ADSL service from the date the transfer takes effect (we will notify you when that happens);
- you will pay Planet for all charges associated with the service from the date this transfer takes effect;
- you will still be responsible to your current ADSL supplier for any charges incurred and/or billed up to the date the transfer takes effect;
- Planet 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 ADSL supplier (e.g. discounts or specific product enhancements);
- you authorise Planet to act on your behalf to transfer your ADSL service;
- if you require ongoing technical support for your ADSL modem you will need to contact us to check whether we can provide that support;
- your DSL service will remain active with your current ADSL supplier until the transfer takes place;
- you will need to contact your current ADSL supplier about any faults with your ADSL service until this transfer takes place; and
- you may experience an outage in your ADSL service of up to [8] hours whilst the transfer takes place.

4. Privacy

You consent to Planet:

- (a) obtaining a consumer credit report and/or information about your commercial activities and commercial creditworthiness from a credit reporting agency or any other 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 your current ISP (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;

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- the fact that you have applied to obtain Planet services and the credit terms (if any) of those services;
 - information in your application;
 - the fact that in Planet'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 dishonored when presented more than once or that 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. Planet 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 Planet, prepare accounts for those services and for targeted direct or indirect marketing of other Planet products; and
- (e) disclosing any personal information in your application form to outsourcing entities engaged by Planet 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 Planet to effect the transfer to Planet. You can access and request correction of any credit information about you or any personal information relating to you held by Planet.

5. Other information

- You can contact Planet by phoning (1300) 477 669 if you have any questions or complaints about this transfer.
- Planet will notify you that the transfer of your DSL service has been completed within 10 working days of the transfer taking place.

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