

# Relocation Form

Email: admin@bctelecom.com.au  
 Phone: 1300 815 549  
 Fax: 1300 785 041

**Customer Information**

Account Name: \_\_\_\_\_ Account Number: \_\_\_\_\_

Contact Name & Number: \_\_\_\_\_

Postal Address: \_\_\_\_\_

**Relocation Site Details**

**Please provide full & correct address with sub address (Unit etc) if applicable or order maybe withdrawn**

New Address: \_\_\_\_\_

Suburb: \_\_\_\_\_ State: \_\_\_\_\_ Postcode: \_\_\_\_\_

**Service Relocation Details**

Requested Install date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Preferred time:  AM  PM

*\*Please allow a minimum of 14 days to ensure your appointment is available*

If you are unable to keep the same number do you allow BCT to connect a new number for you?  
*(if no, please be advised, if number cannot be kept the order will be rejected and no action taken)*  
*(if yes, please select a redirection option below)*

**Do you allow us to connect your line past the Main distribution frame (MDF) and charge the fee for service?**  
 Yes / No

**\*if no, please specify the details of your preferred contractor in section below**

Private Contractor name: \_\_\_\_\_ Number: \_\_\_\_\_

**Do you know the number previously connected to your relocation site?** If no, but there is a socket at the new premises, try plugging a handset into this and dialing 12722123, an RVA will then announce the number previously connected.

Yes – Please Specify Number: \_\_\_\_\_

**Do you have ADSL with BCT:** Yes / No  
 ADSL services may take up to 10 days after voice relocation.  
 Relocation charge is \$110.00 Inc GST, do you accept: Yes / No

List Services to Relocate	Redirection Required?	Length of Redirection	Type of Redirection
( )	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> 3 Months <input type="checkbox"/> 6 Months <input type="checkbox"/> 12 Months <input type="checkbox"/> Monthly	<input type="checkbox"/> Diversion Only <input type="checkbox"/> Announcement Only <input type="checkbox"/> Announcement & Diversion
( )	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> 3 Months <input type="checkbox"/> 6 Months <input type="checkbox"/> 12 Months <input type="checkbox"/> Monthly	<input type="checkbox"/> Diversion Only <input type="checkbox"/> Announcement Only <input type="checkbox"/> Announcement & Diversion
( )	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> 3 Months <input type="checkbox"/> 6 Months <input type="checkbox"/> 12 Months <input type="checkbox"/> Monthly	<input type="checkbox"/> Diversion Only <input type="checkbox"/> Announcement Only <input type="checkbox"/> Announcement & Diversion

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

- By signing this form you confirm that you are aware that this request will involve connection fees for each line of \$358.79 (including GST) if a new line connection is required or \$214.80 (including GST) for a new line connection involving the use of an inactive in-place connection and Technician visit. An exchange connection of \$59.00 (including GST) is only available on a residential line and depends on network availability at the premises.
- Relocation requests can take up to 14 business days depending on current infrastructure at the relocation site.
- 3/6 or 12 month redirections are prepaid diversion and are unable to be changed once set. 3 months Pre-paid \$35.45, 6 Months Pre-paid \$70.00 and 12 months Pre-paid \$141.82. (all prices are inclusive of GST). Monthly diversion option is \$28.62 per month. If the number is being diverted to the new number, each call diverted is charged extra. There are no extra charges for announcement only.
- If your ADSL is with another carrier, please contact them to ensure the timely relocation of your service