

Subscriber Migration Form



BROADBANDEXPRESSE Phone: 021 979 2961 Fax: 086 653 2501 / 021 979 2962

SUBSCRIBER DETAILS (Fields marked with an * are not compulsory)

Type of account	Individual <input type="checkbox"/>	Business <input type="checkbox"/>	Work Tel:	<input type="text"/>
Contract Number:	<input type="text"/>		*Home Tel:	<input type="text"/>
Username:	<input type="text"/>		*Fax No:	<input type="text"/>
Subscriber / Business Name:	<input type="text"/>		Mobile No:	<input type="text"/>
ID No / Company Reg. No.:	<input type="text"/>		E-mail:	<input type="text"/>

MIGRATION CHOICE (Please note that migrations are only applicable within the same technology)

New package: please select from the options below

iBurst WIRELESS	iBurst ADSL	iBurst HSDPA	
FreeFlo (10mb)* <input type="radio"/>	FreeFlo (10mb)* <input type="radio"/>	Data Messenger (5mb) <input type="radio"/>	*FreeFlo only available as a month-2-month option
KickStart (40mb) <input type="radio"/>	KickStart (40mb) N/A	Data Messenger Plus (40mb) <input type="radio"/>	
Playa (500mb) <input type="radio"/>	Playa (500mb) N/A	MY MEG 500 (500mb) <input type="radio"/>	
Giga (1 gig) <input type="radio"/>	Giga (1 gig) <input type="radio"/>	MY GIG ONE (1 gig) <input type="radio"/>	
Pro (3 gig) <input type="radio"/>	Pro (3 gig) <input type="radio"/>	MY GIG THREE (3 gig) <input type="radio"/>	
Xtreme (5 gig) <input type="radio"/>	Xtreme (5 gig) <input type="radio"/>	MY GIG FIVE (5 gig) <input type="radio"/>	
Addict (10 gig) <input type="radio"/>	Addict (10 gig) <input type="radio"/>	MY GIG TEN (10 gig) <input type="radio"/>	
	Should your access be:	Special? _____	
	<input type="checkbox"/> Shaped <input type="checkbox"/> Unshaped		
	<input type="checkbox"/> Local only		
Pay-per-use is loaded as default option on all packages.	Pay-per-use is loaded as default option on all packages.	Pay-per-use is loaded by default, no opt out available.	

PAY-PER-USE

Pay-per-use is where additional data used above the month's allocation will be billed at a per megabyte rate. Pay-per-use is loaded as a default option for all iBurst Wireless and iBurst ADSL packages. Please note that there is no opt out for HSDPA.
If you have selected an iBurst Wireless or iBurst ADSL package, please tick this box if you wish to opt out of the Pay-per-use service:

TERMS & CONDITIONS

1. A downward migration is defined as moving to a package with a lesser subscription value (i.e. lesser monthly billing).
2. An Upward migration is defined as moving to a package with a higher subscription value (i.e. higher monthly billing).
3. Downward migrations on month-2-month contracts are subject to a once-off administration fee of R99 (incl VAT).
4. Downward migrations on 24-month contracts are subject to a once-off administration fee of the difference between the price of the old package and the new package multiplied by three.
5. A migration instruction will be acted upon when this signed migration form has been received by iBurst, either by fax sent to 086 503 9111 or an email attachment sent to info@iburstgroup.co.za or handed in to your local iBurst office.
6. A Migration instruction received before the 20th of the month will become effective on the 1st of the following month. Requests received after the 20th will be effected on the first of the month thereafter.
7. An upward migration request may result in a once-off pro rata payment for the difference between the current and new package option selected.
8. Data carryover on downward migration will be limited to the bundled data amount of the lower package.
9. Migrations are subject to approval by iBurst.
10. A subscriber may only migrate if their existing account is not in arrears.
11. All Migration requests will result in Pay-per-use being activated on the contract, where additional data used above the monthly allocation will be billed. Pay-per-use requests are subject to credit vetting.
12. iBurst reserves the right to vary the administration fees from time to time.

DECLARATION

I/We _____ (print name), the undersigned, hereby instruct and authorise iBurst (Pty) Ltd to migrate my existing contract as per the details selected and terms and conditions above. I/We am/are aware that this will affect the monthly amount that will be billed to my account. I/We acknowledge that the Subscriber Standard Terms and Conditions available on the iBurst website: www.iburst.co.za shall be applicable and binding on me upon signing of this Subscriber Migration form. I/We warrant that I/we am/are duly authorised to sign on behalf of the Subscriber and that the above information is true and correct.

Authorised signature: _____

Date: _____

RESELLERS UPDATE (for reseller use only)

Please update me once this process is complete: Yes: No: Reseller name:

Reseller account: Reseller e-mail:

Please fax completed and signed form along with a copy of your ID to 086 503 9111