

eAccess ADSL Service Modification Application Form

Dear FUSION GOL Customer,

Below, you will find details and the required application form needed when making changes (Type Change, Speed Change, Relocation, etc.) to your eAccess ADSL service.

Also included is information regarding *billing issues* and *possible discrepancies* that you should be aware of when making changes to your ADSL service.

Billing and Fees Associated with Service Changes: [Prices below include tax]

eAccess + GOL Processing Fee: This fee is charged for every (with the exception of a rental modem request/exchange) change to your service. (Type Change, Speed Change, Relocation)		¥4,200
NTT Construction Fee: (Also applies to Type Change, Speed Change, and Relocation)	Type 1:	¥3,050
	Type 2:	¥2,200
<ul style="list-style-type: none"> • NTT Construction Fees are subject to change when additional wiring or hardware is necessary. Final price determined by NTT. • FUSION GOL can not offer any billing adjustments for downtime if a relocation application is not submitted at least 2 weeks prior to your desired installation date or if any of the information for the new location is incorrect. 		

Common Causes for Service Inavailability when Relocating:

Successful transfer of ADSL service at your new location is not guaranteed. Performance may be better, worse, or may not be possible at all for one or more of the reasons mentioned below:

- Fiber optical cabling in your building or between your building and local NTT switch
- Existing phone wiring being utilized for home security systems, gas/electricity metering etc.
- Building's central PBX preventing use of ADSL due to complexity or age etc.
- ADSL performance is highly dependent on each individual user's location environment

Final results will not be known until NTT completes a series of line compatibility tests.

Thinking about Upgrading your Plan?

Please read thoroughly the eAccess ADSL service information provided on our website at http://www.gol.com/english/service/e_adsl/index.html for complete details of FUSION GOL's available eAccess ADSL plans.

If interested in changing speed, please be sure to specify as such on the application form.

If currently subscribing to a legacy **1.5Mbps** or **8Mbps** plan, or to our **1Mbps** or **24Mbps** plans, please be aware that your current ADSL modem is compatible with our **1Mbps** plan but not with the newer **50Mbps** plan and you will also need to exchange your rental modem. A compatible modem will be provided on a monthly rental basis.

Final Reminders

- NTT/eAccess require a minimum of 9 days to relocate a Type 1 ADSL service on an active phone line.
- Type 2 ADSL service may take significantly longer depending on NTT's installation schedule.
- Please submit ALL of the information requested below!
(If ANY of the requested information below is left incomplete we may not be able to begin processing your request which could result in excessive internet downtime)
- When relocating your eAccess ADSL service, some downtime is unpreventable due shut-off/activation schedules of NTT and eAccess. Please prepare accordingly.

eAccess ADSL Service Modification Application Form

Customer Name:	First KATAKANA	Last KATAKANA
GOL User ID:	_____@gol.com	
Contact Number: <i>[During business hours]</i>	() -	
Contact E-mail: <i>[If different from GOL]</i>		
Desired Plan:	<input type="checkbox"/> No Change <input type="checkbox"/> 1 Mbps (No Rental Modem)	
	<input type="checkbox"/> 1 Mbps + Rental Modem <input type="checkbox"/> 50 Mbps + Rental Modem	
Desired Line Type:	<input type="checkbox"/> No Change	
	<input type="checkbox"/> Type 1 (ADSL signal is transmitted through your existing analog phone line) <input type="checkbox"/> My phone line is ANALOG <input type="checkbox"/> My phone line is ISDN and I understand that my line will be converted to ANALOG before ADSL can be installed.	
	<input type="checkbox"/> Type 2 (ADSL signal is transmitted through a copper line installed by NTT) Type 2 is recommended for customers with ISDN phone lines, no existing phone line, and those who are otherwise unable to use Type 1 because of reasons mentioned in the accompanying information sheet. Even if applying for Type 2, please do not fail to include your registered phone number below for verification purposes. If you have no registered phone number, please FAX a copy of your alien registration card, passport, or Japanese driver's license for ID and residence verification. <u>Please enlarge your copy and reduce the darkness to a level where it will be clearly readable after FAX transmission. Name and address must be readable!</u>	
Miscellaneous:	<input type="checkbox"/> I Need a Rental Modem Only <input type="checkbox"/> I Need to Replace My Current Rental Modem	
Relocation Address: <i>[Only required when relocating. Please write in Japanese if possible]</i>	〒 _____ - _____	

**** The following information is NOT required if only requesting a Speed Change or Rental Modem ****

↓ Phone Number ↓	↓ Phone Line Activation Date ↓
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↓ NTT Line Contract Owner's Name ↓	Please make absolutely sure line contract owner's name matches EXACTLY with NTT's customer records. If unsure, call NTT directly at 0120-364-463 for assistance in English.
↓ Desired ADSL Shut Off Date ↓	Your current ADSL service WILL BE TURNED OFF on this day even if your new phone line or ADSL service is not yet activated. Only weekdays are accepted and this date may not overlap your activation date.
↓ Desired ADSL Activation Date ↓	You may request that your new ADSL service be activated on this date. Only weekdays are applicable and the desired date can not be guaranteed. We highly recommend that you gave at least 2 weeks prior notice.