

## Moving Home Policy

### 1. Introduction

We understand that moving home can be a busy time, and we want to make the process as smooth as possible for you. This policy outlines the steps required to manage your services when moving to a new address, the conditions under which early termination fees may not apply, and the process for transferring your contract if applicable.

### 2. Key Terms

If you move to an address outside the Merula service area or an area not covered by our comparable alternative partner products during the minimum period, you will not be charged an early termination fee. This is subject to:

- Providing proof of your move (e.g., tenancy agreement, utility bill, or completion statement).
- Completing the Moving Home Form (included below).

If you move within the Merula network service area or an area covered by comparable alternative partner products:

- Your existing contract will continue, and your services will be transferred to your new address.
- Any installation or reconnection fees for the new property may apply, depending on the service setup.
- You may transfer your rights or obligations under this contract to another person only with our written consent.

### 3. Moving Home Process

#### 1. Notify Us:

Contact us as soon as possible before your move date to initiate the moving process. Please provide at least 14 days' notice where possible.

#### 2. Complete the Moving Home Form:

You will need to fill out the form included in this policy and return it along with proof of your new address.

### **3. Proof of Move:**

Acceptable documents include:

- Tenancy agreement or mortgage completion statement.
- Utility bill for your new address (dated within the last 30 days).
- Official correspondence showing your name and new address.

### **4. Assessment of Your New Address:**

We will check whether your new address falls within our network or is supported by an alternative partner product. If your new address is outside these areas, the early termination fee may not apply.

### **5. Service Continuation or Termination:**

If your new address is within our service area, we will transfer your service. If it is outside, we will discuss your options with you.

### **6. Costs:**

Any relocation or reinstallation fees will be communicated to you prior to the move. These fees depend on the type of service and location.

## **4. Early Termination Fee Waiver**

You may be eligible for a waiver of the early termination fee if:

- Your new address is outside our network service area or an area covered by our comparable alternative partner products.
- You have provided the required proof of move and completed the Moving Home Form.

## **5. Contract Transfers**

If you wish to transfer your rights or obligations under this contract to another person (e.g., the new occupant of your current home), this can only be done with our written consent.

Please contact us to discuss this option.

## **6. Contact Us**

If you have any questions about this policy or need assistance completing the form, please contact our customer support team at [insert contact details].

### Moving Home Form

You must complete and return the following form to start the moving process.

Name	
Contact Number	
Email Address	
Current Address	
Postcode	
New Address	
Postcode	
Move-In Date	
Proof of Move Provided (tick one)	
Tenancy Agreement	<input type="checkbox"/>
Mortgage Completion Statement	<input type="checkbox"/>
Utility Bill	<input type="checkbox"/>
Other (please specify):	
<b>Additional Information</b>	
Is the new address within the Merula network?	<input type="checkbox"/> Yes <input type="checkbox"/> No (to be confirmed by Merula)
Do you wish to transfer this contract to another person?	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b><u>Declaration</u></b>	
I confirm that the above information is accurate, and I agree to comply with the terms of the Moving Home Policy.	
Signature:	<hr/>
Date:	