



Host.net, a BroadbandONE Company
3500 NW Boca Raton Blvd, Suite 900
Boca Raton, Fl. 33431
Support: 561-869-6100 Option 2
Fax: 561-869-3320
Online: www.host.net

CIRCUIT MOVE REQUEST

Terms and Conditions

Host.net shall move and provide services as described and specified in the Circuit Move Request Form. Host.net shall contact customer upon receiving a completed Circuit Move Request. Circuit moves may require a renewed service term and terms are dependent upon type of service. Any request to terminate service less than the renewed term will result in fees and penalties to the customer.

Once you request a date to move the circuit, this date can only be changed once without an additional fee. Once a move date is requested, any date change to sooner than the original requested date cannot be provided due to scheduling restrictions. Additional date changes will incur fees that cannot and will not be waived. Please consider this when planning a circuit move.

Host.net will provide circuit move fees in conjunction with service type and move location. The move process commences once Host.net receives a completed Circuit Move Request Form and a signed quote for the circuit move fee. As well as allowing ample time to move the circuit, proper planning and coordination are essential when making a circuit move. Host.net makes every attempt to work with all parties involved when moving a circuit. Customer cooperation is essential in this process.

Host.net does not guarantee service at a new location for any request not within these parameters.

Timelines:

- In Building Ethernet (IBE) or On-Net Services require a minimum of 10 days to move. Service Inquiries may be required for circuit moves. On-Net Services may be dependent on the local carrier facility.
- Frame Relay and Point to Point circuit moves require a minimum of 20-25 business days to move and install
- MIS and MPLS circuit moves require a minimum of 35-40 business days to move and install
- Metro Ethernet, DS3, OCx and Fiber circuits require a minimum of 90 to 120 business days to move and all moves are dependent on availability of service at the new location. Service Inquiries may be required for circuit moves and ample time is required for responses from the TELCO



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Circuit Move Request Form

Customer Name: _____ Date: _____
Account Name: _____

CURRENT LOCATION:

Technical Contact: _____ Phone: _____
Address: _____ Cage/Rack/Suite#: _____
City, State, Zip: _____ Interconnect type (if any): _____
Phone Number: _____
Contact Name: _____
Circuit ID: _____

NEW LOCATION:

Technical Contact: _____ Phone: _____
Address: _____ Suite/Cage/Rack#: _____
City, State, Zip: _____ Interconnect type (if any): _____
On Site PhoneNumber: _____
On Site Contact Name: _____
Demarc: _____
Requested Move Date: _____

Please notify Host.net immediately if this date changes

New Billing Address: _____

Comments/Instructions: _____

Notes:

- 1. Host.net may not be held responsible for any typographical errors on this form for circuit move location which may result in installation delays or additional Telco costs.
- 2. Requested Move Date may be changed one (1) time. Additional changes will result in additional fees. Date cannot be changed to an earlier date.
- 3. Circuits will be moved only during normal business hours, Monday through Friday.
- 4. Host.net does not imply nor make any guarantees to move a circuit on the exact date requested and cannot be held responsible for delays caused by the local TELCO, facility issues or customer site issues.
- 5. Customer agrees that an additional term commitment will apply upon completion of any move and that a new Service Order may be necessary.

Customer Printed Name

Title

Customer Signature

Date

Please FAX the completed request form to 561-869-3320