

Account Settings

Q. How do I change the address/contact details on my account?

A. There are 2 ways in which you can update the address/contact details on your account;

1. You can update the information on your account via the [Members Station](#). You will need to know your user ID* and password to login here and you can then update the information by clicking on the "Contact Information" link in the left hand side menu.

(* The user ID is the same as your gol.com email address, minus the @gol.com part)

2. Complete the Customer Information Update form and return this to us by [email](#), fax or by post. If you do return it to us by fax, please give us a call or send us an email so that we can confirm receipt.

Please note, if you are changing your address, you may also need to change the type of account you are being provided by Rakuten Broadband Premium. If you have scheduled the installation of the same service type you are using now at your new address with NTT, you don't need to do anything further. However, if the service type is going to change, please refer to the FAQ regarding this here.

If you have not contacted NTT to schedule the installation of an internet line at your new address, we may be able to assist you with this;

- If you are using a FLETS or eAccess ADSL service and would like to upgrade to a Fiber Optic type service, we can arrange the installation of the line for you. Please send us an email or give us a call so that we can obtain the relevant information. Please note, it can take up to 2 weeks to arrange the installation of a new line with NTT.

- If you are using a FLETS ADSL service and want to use the same service at your new address, please contact NTT directly to arrange the installation with them. (NTT English Support - 0120-364-463)

- If you using an eAccess ADSL service and want to use the same service at your new address, please complete the [eAccess ADSL relocation form](#) and return this to us. You may need to contact NTT to arrange the use of a phone line at your new address as well. (NTT English Support - 0120-364-463)

- If you are using a BFLETS Fiber Optic line want to use the same service at your new address, please contact NTT directly to arrange the installation with them. (NTT English Support - 0120-565-950)

- If you are using a BFLETS Fiber Optic line and want to downgrade to a FLETS ADSL service, please contact NTT directly to arrange the installation with them. (NTT English Support - 0120-565-950)

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If you have any further questions regarding changes to the address/contact details on your account, please do not hesitate to contact us.

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