



CHANGE OF OWNERSHIP BUSINESS TO CONSUMER TRANSFER REQUEST

Both parties should fill out this form and read all terms and conditions before signing. Please ensure that all information supplied is correct. Incorrect information may cause delay in the processing of your application. Depending on the complexity of your application, processing times will vary.

If this Change of Ownership request includes a Mobile service and the Incoming customer has been a Telstra customer for less than 6 months, you must submit this form to your local Telstra shop for processing.

On completion this form should be scanned and emailed to **changeofownership@telstra.com** or faxed to 03 8601 2361 or returned to your Local Telstra Store

PART A – SERVICES TO BE TRANSFERRED

(Outgoing customer who is transferring their services to complete)

Remember to review your list of services before completing this application form to ensure you include all relevant services. A full list of your services and account numbers can be found on your latest Telstra bill or you can contact Telstra on 13 22 00.

You have two options:

- **Option 1:** if you list service numbers, you are agreeing to transfer only those individual services to the Incoming Customer.
- **Option 2:** if you list account numbers, you are agreeing to transfer all services on those accounts to the Incoming Customer.

Service or account numbers

Services to be transferred can include but are not limited to:

- Home line, fixed services
- Mobile services
- Internet (fixed and wireless)
- BigPond services:
 - please provide your main email address, eg smith@bigpond.com
- BigPond security.

Please attach additional services on a separate sheet if required.

Services with another carrier will not be transferred.

Business products and services can only be transferred to another business.

Digital Business services

Are the services to be transferred currently bundled under Digital Business?

☐ Yes ☐ No

Digital Business can only be offered to Business customers. If the answer to the above question is yes – the application can proceed but the Digital Business service will be cancelled and early termination charges may apply. Alternatively, to continue with Digital Business, you must transfer the Digital Business services to an eligible Business account and will need to complete the Business to Business Change of Ownership form.

Transfer date (for all services or accounts listed)

What date should the Transfer of Services take effect?

 / /

Transfer date relates to all services or accounts listed on the 'Services to be Transferred' section of this application form. The transfer date cannot be earlier than 7 working days from the date that this form is submitted to Telstra including all required information. Telstra will attempt to transfer the services on the date you have requested, however some requests may take longer to complete.

TRANSFERRING A MOBILE

(to be completed for any mobiles being transferred)

Number	Sim Type		Make (eg Apple)	Model (eg iPhone)	Series (eg 5)
		OR			

PART B – OUTGOING CUSTOMER

(This is the customer who is transferring their services)

Business name

Trading name

ACN/ABN/ABRN

Billing address

☐ I am the Authorised Representative of this account

Full name

Date of birth

 / /

Contact number

 ()

Email address

Will you be receiving a Final Bill?

☐ Yes ☐ No

If Yes, please provide us with an address to send your final bill to.

Letter of Authorisation

In addition to this form, you must also provide a Letter of Authorisation on company letterhead and signed by a company director or authorised representative. The Letter of Authorisation must include your business name, ABN and a statement of authorisation to approve the person signing this form to act on behalf of the business.

☐ I have attached the required Letter of Authorisation to this form

Your Business Information

You must be an authorised representative of the Outgoing Customer to request this transfer.

Authorised Representative

Please ensure this is a number and email address you can be contacted on after the transfer has taken place.

Final Bill

If you are transferring some of the services on your account and retaining other services, you will receive your bills as per your normal billing cycle for the services you are retaining.

If you are transferring all services on your account, once the Transfer of Ownership has taken effect, we will send you a final bill for your services.

Agreement – outgoing customer to sign

(This is the customer who is transferring their services)

Important information

BigPond services information:

- the Incoming Customer will be liable for all outstanding amounts on the BigPond account
- all email addresses listed on the account will be transferred. This includes all additional mailboxes even if you do not list them on this form
- Billing, Payment and Usage history will be visible to the Incoming Customer
- existing and newly received emails will be available to the Incoming Customer.

Business services information:

- if the services listed above include business services, those services will not be transferred to the Incoming Customer. All other services will still be able to be transferred. To transfer business services, you must transfer them to another business customer by completing the Business to Business Change of Ownership form
- where services cannot be retained on the same plan, early termination charges (ETC's) may be charged. To discuss if you will be charged an ETC as part of this transfer, please contact Telstra on 13 2000.

On behalf of the Outgoing Customer, I request that Telstra transfer the legal responsibility of the services listed above to the Incoming Customer whose details are included in Part C of this form and I acknowledge that:

- I will remain liable for all debts incurred on the services listed above prior to the date of transfer (other than BigPond services as outlined above) including any applicable ETCs;
- acceptance of this request by Telstra is subject to Telstra's ordinary credit approval process;
- I have read and understand all statements made in this application form; and
- the recipient of the email address/es associated with my services will now be able to read emails intended for me. I agree to take all necessary steps to ensure my contacts are notified of my new contact details.

I agree that I will not seek to recover any loss I have suffered or may suffer (either directly or indirectly) as a result of this transfer.

I warrant that I am authorised to make this request on behalf of the Outgoing Customer.

Name

Signature

Date

 / /

PART C – INCOMING CUSTOMER

(This is the customer who will be receiving the services)

Your account

Do you want these services to be added to an existing Telstra Account?

☐ **Yes** – please complete section 1a **only** ☐ **No** – please complete section 1b **only**

1a) Yes – you want these services added to your existing account

Existing account number

☐ I am a legal lessee / authority of this account

Full name

Date of birth

 / /

Contact number

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Email address

Your bills will be sent to the email address provided.

☐ Receive bills via paper? Charges may apply for paper bills.

Terms and Conditions

Please ensure you read and understand all Terms and Conditions before signing

1b) No – you do not want these services listed on an existing account or you do not have an existing Telstra account

Do you have an existing Telstra account we can use to identify you?

☐ **Yes** – please provide us with the account number

(If you provide an existing account number, you do not need to fill in the below information. Your new account will not be linked to your existing account; we will only use the existing account information to identify you.)

☐ **No** – please complete the below information

New account information

Full name

Date of birth

 / /

Contact number

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Email address

Your bills will be sent to the email address provided.

☐ Receive bills via paper? Charges may apply for paper bills.

Marital status

☐ Single ☐ Married/de facto ☐ Other

No. of dependants

Current address

Duration at current address

Residential status

☐ Rent ☐ Own ☐ Other

Previous address

Duration at previous address

Occupation

Employer name

Employer address

Employer phone number

Duration with current employer

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Office use only

VEDA Credit Assessment

☐ Approved

☐ Declined

New account information

If you are not an existing Telstra customer, this application will be subject to a Telstra Credit Assessment. This form will not be processed until approval has been received.

Incoming customer ID requirement

- You must provide us with 100 points of identification, including a primary and secondary ID, as part of this application.
- You will need to provide us with a copy of your ID by attaching it to this form. Examples of the ID you can provide are an Australian Drivers licence, Australian Passport or a Proof of Age card combined with your Medicare card.
- You will also need to provide us with the ID type and Identification number.

For information on what identification you can provide to Telstra, including a comprehensive list of acceptable primary and secondary ID's, please see:

<https://go.telstra.com.au/helpandsupport/-/accepted-forms-of-identification>

☐ I have attached the required ID documentation to this form

ID type and identification number

Primary ID type (must include photo and DOB)

(eg Australian passport, Australian drivers licence, NSW birth card, Tasmanian personal identity card, Blind Citizens Australia identity card.)

Type

Number

Secondary ID type

(e.g. credit card, Medicare card, seniors card, roof of age card)

Type

Number

Agreement – incoming customer to sign

(This is the customer who will be receiving the services)

Important information

- Before agreeing to take over the ownership of the above services, you should satisfy yourself of the details of the services including pricing and plan information. You may want to contact the Outgoing Customer or Telstra to discuss this.
- Where services cannot be retained on the same plan because those plans are no longer available, services will be transferred to standard pricing with no fixed contract term. To discuss your pricing options after the transfer has taken place please contact Telstra on 13 22 00.
- The services listed above will be transferred along with any additional products attached to those services.
- If you are completing a Change of Ownership for a single mobile service into a consumer account, it may be easier to do this at your Local Telstra Shop.

As the Incoming Customer, I request Telstra to transfer the legal responsibility of the services listed above from the Outgoing Customer, whose details appear in Part B of this form to me, the Incoming Customer.

Terms and Conditions

Please ensure you read all Terms and Conditions before signing

I agree:

- that if Telstra accepts this request, the above services will be provided by Telstra to me, the Incoming Customer, in accordance with its standard terms and conditions;
- acceptance of this request by Telstra is subject to Telstra's ordinary credit approval process;
- to terms and conditions of Telstra's Our Customer Terms located at telstra.com.au/customerterms/index.htm for the services being transferred to me;
- and acknowledge either receiving, or having had the opportunity to review, a copy of Our Customer Terms;
- to fulfil all obligations imposed upon the current owner under the existing contract for the services;
- and acknowledge that I have read and understand all statements made in this application form;
- I will be taking over the services listed above including any and all applicable contracts and that the nominated services will be transferred to my account with the same structure and set up as they currently have, unless the plan is no longer available, in which case I consent to Telstra transferring the service to a reasonably comparable plan on standard pricing;
- I will be liable for all debts incurred on the services listed above from the date of transfer, except for BigPond services, where I will be liable for all outstanding charges on the account; and
- I will not seek to recover loss I have suffered or may suffer (either directly or indirectly) as a result of the transfer.

I make this request as the Incoming Customer.

Name

Signature

Date

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OFFICE USE ONLY

If this Change of Ownership form is being filled out by a Channel Partner, please provide your Dealer Code and Contact Information:

Dealer code	Contact name
<input type="text"/>	<input type="text"/>
Contact number	Contact email
<input type="text"/> (<input type="text"/>) <input type="text"/>	<input type="text"/>

The following components have been completed in store

☐ Mobile ☐ Fixed ☐ BigPond

☐ Other