



CHANGE OF OWNERSHIP CONSUMER 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 store 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 2200.

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.

Note: 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.

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.

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 seven 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.

PART B – OUTGOING CUSTOMER

(This is the customer who is transferring their services)

☐ I am the Legal Lessee/Fully Authorised User 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.

Agreement – outgoing customer to sign

(This is the customer who is transferring their services)

Important information

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 2200.

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.

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

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 the Legal Lessee or am authorised to make this request on behalf of the Outgoing Customer.

Name

Signature

Date

 / /

Legal Lessee/Full Authority

You must be the legal lessee/fully authorised user of this account to sign and approve this change of ownership form

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

Terms and Conditions

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

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 the Legal Lessee/Fully Authorised User of this account

Full name

Date of birth

 / /

Contact number

 ()

Email address

Your bills will be sent to the email address provided.

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

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

 ()

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

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.

Occupation

Employer name

Employer address

Employer phone number

Duration with current employer

Office use only

Credit Assessment ☐ Approved

☐ Declined

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:

http://support.telstra.com.au/t5/Accounts-Billing/ct-p/Accounts_Billing#item-ARTICLES-Accounts_Billing-398098

☐ 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, Blind Citizens Australia Identity Card, Australian Government issued Proof of Age card combined with your Medicare card.)

Type

Number

Secondary ID type

(e.g. credit card, Medicare card, Seniors card, birth certificate)

Type

Number

Type of authority

Who do you want to be authorised on your account?

	Authorised Representative 1	Authorised Representative 2
Full name	<input type="text"/>	<input type="text"/>
Date of birth	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>
Contact number	<input type="text"/> (<input type="text"/>) <input type="text"/>	<input type="text"/> (<input type="text"/>) <input type="text"/>
Email address	<input type="text"/>	<input type="text"/>
Level of authority	<input type="text"/>	<input type="text"/>

Important - You have the option to choose from 4 different types of authority. Please indicate in the box provided below, which level of authority you want your authorised representative to have. If you do not indicate any level of authority, we will give your authorised representative the authority of a billing contact. As such, they will have access to all billing associated with your account, and bills may be sent directly to them. They can also, report a fault and pay bills.

Full information on the types of authority levels can be viewed at:
<http://support.telstra.com.au/t5/Manage-Account/Authorisation-verification-and-access-to-Telstra-accounts/ta-p/443030>

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.
- The services listed above will be transferred along with any additional products attached to those services.

If you are transferring a StayConnected service, please note that if the outgoing customer has used both of their exchange/replacement rights for the current 12 month period, you may not be able to exchange or replace your device until the next anniversary of the StayConnected subscription. Similarly, if the outgoing customer has exchanged or replaced their device once in the current period, you may only have one right remaining until the next anniversary.

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.

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;
- I agree that I will not seek to recover loss I have suffered or may suffer (either directly or indirectly) as a result of the transfer;
- I have read, considered and understand the Telstra StayConnected Product Disclosure Statement. I agree to the terms and conditions for StayConnected contained in the Product Disclosure Statement.

I make this request as the Incoming Customer.

Name

Signature

Date

 / /

Terms and Conditions

Please ensure you read all Terms and Conditions before signing

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

Contact number

Contact email

The following components have been completed in store

☐ Mobile ☐ Fixed ☐ BigPond

☐ Other