

Change of Ownership or Transfer of Lease Request



Business to Consumer

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 the application. Depending on the complexity of your application, processing times will vary.

If this Change of Ownership or Transfer of Lease request includes a Mobile service and the Incoming Customer has been a Telstra customer for less than 6 months, the Incoming Customer must submit this form to their 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

To be completed by the customer that currently owns or leases the services (Outgoing Customer)

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.

Service or account numbers

Please provide details of all associated services/accounts to the Incoming Customer before this transfer can take place.

We suggest you provide a copy of the Critical Information Summary to the Incoming Customer provided to you at the time of connection or you can obtain a copy from telstra.com (search critical information summary).

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

- home line, fixed services
- mobile services (including leases)
- 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.

Business specific services

Business services can only be offered to Business customers. Transfer of these services to Consumer customers may proceed but the Business contracts will be cancelled and early termination charges may apply.

If the services to be transferred are leased, the following will apply:

- a) if you transfer the service within the first 12 months of the Device Lease Contract, you will pay any remaining Monthly Lease Fees (excluding any discounts as a result of your eligible service plan) and any applicable Early Termination Charges. Title of the Leased Device will be transferred to you and you will retain the device; service numbers will be transferred to the incoming customer.
- b) if you transfer your service from month 13 of your Device Lease Contract and you can choose to, prior to the transfer taking place:
 - i) return your Leased Device, pay \$99 (if your device is in good working order) or up to \$499 if your Leased Device is damaged; or
 - ii) retain your Leased Device and pay the fair market value for the device in which case we will transfer title of the Leased Device to you. The fair market value of the device can only be determined at the point you nominate to retain your device to take into account fluctuations in price over time. You will also need to pay any applicable Early Termination Charges.

You must visit a Telstra shop prior to the transfer date to complete one of the above options.

Alternatively, to continue with Business services, you must transfer the Business services to an eligible Business account and will need to complete the Business to Business Change of Ownership or Transfer of Lease form.

Transfer date (for all services or accounts listed)

What date should the Transfer of Services take effect?

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, providing you have given at least 7 days notice.

Mobile phone(s) transfers

(Must be completed for any mobiles being transferred)

Number	SIM type	OR	Make (eg Apple)	Model (eg iPhone)	Series (eg 5)	

When changing ownership or transferring lease of a mobile phone a new SIM card will be issued to the Incoming Customer for all mobile devices.

Part B – Outgoing Customer details

To be completed by the customer that currently owns or leases the services (Outgoing Customer)

Business name

Trading name

ACN/ABN/ABRN

Billing address

I am the Authorised Representative of this account

Full name

Date of birth

Contact number

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.

Best time to contact you

Morning Afternoon Evening

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

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
- if you have BigPond Mailboxes or Telstra Mail services that will remain on your account without an active internet connection, you may be charged an ongoing subscription fee
- Billing, Payment and Usage history will be visible to the Incoming Customer
- BigPond Mailboxes and Telstra Mail services will retain existing and newly received emails that 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 or Transfer of Lease form
- where services can't be retained on the same plan because those plans are no longer available or the Incoming Customer is not eligible, Early Termination Charges may be applied to your account. To discuss possible ETC charges 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 confirm that I have provided a copy of the contract associated with all services/accounts included in this transfer request to the Incoming Customer.

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

Full name

Signature

Date

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 or Lease 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 details

To be completed by the customer that will be receiving the services (Incoming Customer)

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

Best time to contact you

Morning Afternoon Evening

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

Best time to contact you

Morning Afternoon Evening

Email address

Your bills will be sent to the email address provided.

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

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

Years Months

Office use only

VEDA Credit Assessment

Approved

Declined

Incoming Customer ID requirement

- The person authorising this transaction must provide 100 points of ID, including primary and secondary ID, as part of this application. This is a legal requirement and must be provided for every change of ownership or transfer of lease request for both new and existing customers.
- You will need to provide us with a copy of your ID by attaching it to this form.

For information on what ID you can provide to Telstra, including a comprehensive list of acceptable primary and secondary ID and their point values, please visit telstra.com and search 'Acceptable Identification' or call Telstra on 13 2200.

ID type and identification number

Primary ID type (must include photo and DOB)

(eg Australian passport, Australian driver's licence, NSW birth card, Tasmanian personal identity card, Blind Citizens Australia identity card)

Type

Number

I have attached a copy of my ID to this form

Secondary ID type (eg, credit card, Medicare card, seniors card, roof of age card)

Type

Number

I have attached a copy of my ID to this form

Silent Line

Do you require a Silent Line?

Yes No

Having a Silent Line prevents your name, address and telephone number from being published in the printed and online White Pages directories, and from being available through Directory Assistance. Your phone number is blocked, so that when you call others they won't be able to see your number.

There is a \$2.93 monthly charge for Silent Line.

For more information please visit telstra.com and search Silent Line or contact Telstra on 13 2000.

Agreement – Incoming Customer to sign

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

Important information

- Before agreeing to take over the ownership or lease of the above services, you must review and agree to the conditions set out in the relevant Critical information Summary.
- Where services cannot be retained on the same plan because those plans are no longer available, or the Incoming Customer is not eligible, 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 2200.
- The services listed above will be transferred along with any additional products attached to those services.
- Silent Line subscription and associated charges existing on fixed services will remain when the service is transferred.
- If you are completing a Change of Ownership or Transfer of Lease for a single mobile service into a consumer account, it may be easier to do this at your Local Telstra Shop.

If you have BigPond Mailboxes or Telstra Mail services transferred to your account without an active internet connection, you may be charged an ongoing subscription fee.

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:

- 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;
- that 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;
- I will be liable for all debts incurred on the services listed above from the date of transfer;
- 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;
- that Telstra may, subject to the Privacy Act 1988:
 - a) verify my identifying information (such as my driver's licence or passport) with the document issuer or official record holder; and
 - b) disclose information about me and this application (including information contained in any application for additional services and information about the conduct of my account) to a credit reporting body to obtain credit reporting information about me and to another credit provider or a debt collection agent to collect overdue payments relating to credit owed by me and to notify defaults by me to a credit reporting body; and
 - c) obtain and use information about my creditworthiness (including consumer credit reporting information or a commercial credit report) from a credit reporting body or other business that reports on creditworthiness or from a credit provider to assess any application for services or to collect any overdue payments,
- where applicable, I have read considered and understand the Telstra StayConnected Critical Information Statement. I agree to the terms and conditions for StayConnected; and
- I have read and understand all statements made in this application form.

I make this request as the Incoming Customer

Name

Signature

Date

Office use only

If this Change of Ownership or Transfer of Lease 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