



## Inbound Services – 1800, 1300 and 13 Numbers

<b>INBOUND Services to be Transferred</b> <i>* Please attach additional services on a separate sheet if required</i>	Inbound Service Number	Account Number	Is this an EROU Number*?	
			<input type="checkbox"/> Yes	<input type="checkbox"/> No
			<input type="checkbox"/> Yes	<input type="checkbox"/> No
			<input type="checkbox"/> Yes	<input type="checkbox"/> No
			<input type="checkbox"/> Yes	<input type="checkbox"/> No

\* An Enhanced Rights Of Use (EROU) inbound number is one with specific 'Owner' Rights Of Use (ROU). You are an 'Owner' **only** if you purchased the ROU, likely through auction, **not** if you have a separate ROU agreement with a 3<sup>rd</sup> party, or pay a Telstra Phoneword rental.

<b>EROU Details</b> (Complete Only if Owner – Please select only 1 option)	<b>Option 1:</b> Have you arranged to change the name on each EROU number on the SmartNumbers™ website to reflect the name of the Incoming Customer?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	<b>Option 2:</b> Have you attached a signed letter on company letterhead stating that you give the Incoming Customer permission to use your EROU Number(s)?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

### Transfer Date (for all services or accounts listed)

<b>Transfer Date</b>	What date should the Transfer of Services take effect? ___/___/___ <i>* 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.</i>
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## Part B – Outgoing Customer (This is the customer who is transferring their services)

<b>Your Business Information</b> <i>* You must be an authorised representative of the Outgoing Customer to request this transfer</i>	<b>Business Name</b>	
	<b>Trading Name</b>	
	<b>ACN / ABN / ABRN</b>	
	<b>Billing Address</b>	

<b>Authorised Representative</b> <i>* Please ensure this is a number and email address you can be contacted on after the transfer has taken place</i>	<input type="checkbox"/> I am the Authorised Representative of this account	
	<b>Full Name</b>	
	<b>DOB</b>	
	<b>Contact Number</b>	
	<b>Email address</b>	

<b>Final Bill</b> <i>* 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.</i> <i>* 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.</i>	<b>Will you be receiving a Final Bill?</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	<b>If Yes, please provide us with an address to send your final bill to</b>		

### ID Requirements

- \* To verify your identity, you will need to provide us with a form of Primary ID. If you are completing this application in a Telstra store, you can show your ID to the store representative. If you are not attending the store in person or are submitting this form directly to Telstra, a copy of your Primary ID must be attached to this form before submission.
- \* 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 must also provide a Letter of Authorisation on Company Letterhead and signed by a Company Director or Authorised Representative and a copy of a Company Utility Bill, Rates Notice or Bank Statement.

For information on what identification you can provide to Telstra, including a comprehensive list of acceptable Primary ID, please see: [http://help.telstra.com/app/answers/detail/a\\_id/17708/~accepted-forms-of-identification](http://help.telstra.com/app/answers/detail/a_id/17708/~accepted-forms-of-identification)

I have attached the required ID documentation to this form

**Agreement – Outgoing Customer to Sign** (This is the customer who is transferring their services)**Terms and Conditions**

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

**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 2000

**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 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.**

Signature \_\_\_\_\_ \k \_\_\_\_\_ ) o  
 Name \_\_\_\_\_ 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 Business Account? YES  NO
- \* YES - Please complete section 1a ONLY
  - \* NO - Please complete section 1b ONLY

**1a. Yes - You want these services added to your existing account**

<b>Your Account Information</b>	<b>Business Name / Trading Name</b>	
	<b>ACN / ABN / ABRN</b>	
	<b>Account Number or Existing Service Number</b>	
<b>Authorised Representative information</b>	<input type="checkbox"/> I am an Authorised Representative of this account	
	<b>Full Name</b>	
	<b>DOB</b>	
	<b>Contact Number</b>	
	<b>Email address</b>	

**1b. No - You do not want these services listed on an existing account or you do not have an existing account**

<b>New Account</b>	<b>Do you have an existing Telstra account we can use to identify you?</b> (Please Tick)	
	<input type="checkbox"/> 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) <input type="checkbox"/> NO - Please complete the below information	
<b>New account information</b> * If you are not an existing Telstra customer, this application will be subject to a Telstra Credit Assessment. This application will not be processed until approval has been received.	<b>Business Name</b> <i>If a trust, supply the trustee name(s). If a partnership, supply the partners' names.</i>	
	<b>Trading Name</b>	
	<b>ACN / ABN / ABRN</b>	
	<b>Billing Address</b>	
	<b>Is your place of business Rented or Owned?</b>	<input type="checkbox"/> Rented <input type="checkbox"/> Owned <input type="checkbox"/> Other – Please Specify: _____
	<b>Contact number</b>	
	<b>Contact email</b>	



**Incoming Customer ID Requirements**

- \* 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 must also provide a Letter of Authorisation on Company Letterhead and signed by a Company Director or Authorised Representative and a copy of a Company Utility Bill, Rates Notice or Bank Statement.
- \* For information on what identification you can provide to Telstra, including a comprehensive list of acceptable primary and secondary ID's, please see: [http://help.telstra.com/app/answers/detail/a\\_id/17708/~/accepted-forms-of-identification](http://help.telstra.com/app/answers/detail/a_id/17708/~/accepted-forms-of-identification)

I have attached the required ID documentation to this form

**ID Type and Identification Number**

<b>Primary ID type (must include photo and DOB)</b>	i.e. Australian passport, Australian drivers licence, NSW Birth Card, Tasmanian Personal Identity Card.	
	<b>Type</b>	<b>Number</b>
<b>Secondary ID type</b>	i.e. credit card, Medicare card, Seniors card, proof of age card.	
	<b>Type</b>	<b>Number</b>

**Agreement - Incoming Customer to Sign** (This is the customer who will be receiving the services)

<p><b>Terms and Conditions</b></p> <p>* Please ensure you read all Terms and Conditions before signing</p>	<p><b>Important Information</b></p> <ul style="list-style-type: none"> <li>* 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.</li> <li>* 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 2000.</li> <li>* The services listed above will be transferred along with any additional products attached to those services.</li> </ul> <p>On behalf of the Incoming Customer, I request Telstra transfers 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.</p> <p>I agree:</p> <ul style="list-style-type: none"> <li>* 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;</li> <li>* acceptance of this request by Telstra is subject to Telstra's ordinary credit approval process;</li> <li>* to the Terms and Conditions of Telstra's Our Customer Terms located at <a href="http://www.telstra.com.au/customerterms/index.htm">http://www.telstra.com.au/customerterms/index.htm</a> for the services being transferred to me;</li> <li>* and acknowledge either receiving, or having had the opportunity to review, a copy of Our Customer Terms;</li> <li>* to fulfil all obligations imposed upon the current for the services;</li> <li>* and acknowledge that I have read and understand all statements made in this application form;</li> <li>* 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 standard pricing.</li> <li>* I may 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</li> <li>* I will not seek to recover loss I have suffered or may suffer (either directly or indirectly) as a result of the transfer.</li> </ul> <p><b>I warrant that I am authorised to make this request on behalf of the Incoming Customer.</b></p> <p>Name _____</p> <p>Position _____</p> <p>Date _____</p> <p>Signature _____ \k'' _____ ) o</p>
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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: \_\_\_\_\_

Contact Number: \_\_\_\_\_ Contact Email: \_\_\_\_\_

The following components have been completed in store:  Mobile  Fixed  BigPond  Other: .....