



CHANGE OF OWNERSHIP

Application Form

Consumer to Business Transfers Requests

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.

When we have received your application you will receive a confirmation email that will contain a Telstra Reference Number.

On completion this form should be scanned and emailed to:

change.ownership@team.telstra.com or faxed to: [02 9218 5990](tel:0292185990) or returned to your [Local Telstra Store](#)

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

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 Business - 132000

You have 2 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 <ul style="list-style-type: none"> • Business Line, Fixed Services • Telstra Business Broadband (TBB) • Mobile Services • Internet (Fixed and Wireless) • BigPond Services <ul style="list-style-type: none"> ○ Please provide your main email address e.g. smith@bigpond.com • BigPond Security <p>* Please attach additional services on a separate sheet if required</p> <p>* Services with another carrier will not be transferred</p>			

Transfer Date (for all services or accounts listed)

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

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

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

Outgoing Customer ID requirement

- * 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.
- * 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

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	<p>Important Information</p> <p>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 22 00</p> <p>BigPond services information:</p> <ul style="list-style-type: none">* 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. <p>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.</p> <p>I acknowledge that:</p> <ul style="list-style-type: none">* 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. <p>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.</p> <p>I warrant that I am authorised to make this request on behalf of the Outgoing Customer.</p> <p>Signature _____ OR _____ (Digital Signature)</p> <p>Name _____ Date: _____</p>
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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.			
Your Account Information	Business Name / Trading Name		
	ACN / ABN / ABRN		
	Account Number or Existing Service Number		
Authorised Representative information	<input type="checkbox"/> I am an Authorised Representative of this account		
	Full Name		
	DOB		
	Contact Number		
	Email address		
1b. No - You do not want these services listed on an existing account or you do not have an existing account			
New Account	Do you have an existing Telstra account we can use to identify you? (Please Tick) <input type="checkbox"/> YES - Please provide us with the account number: _____ <i>(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)</i> <input type="checkbox"/> NO - Please complete the below information		
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.	Business Name <i>If a trust, supply the trustee name(s). If a partnership, supply the partners' names.</i>		
	Trading Name		
	ACN / ABN / ABRN		
	Billing Address		
	Is your place of business Rented or Owned?	<input type="checkbox"/> Rented <input type="checkbox"/> Owned <input type="checkbox"/> Other – Please Specify: _____	
	Contact number		
	Contact email		
Authorised Representative information * If you require more than two Authorised Representatives please provide details on a separate page	* Only Authorised Representatives of an account will be able to access the account information when contacting Telstra.		
		Authorised Representative 1	Authorised Representative 2
	Full Name		
	DOB		
	Contact Number		
	Email address		
	Password (for inbound services only)		
Services / Account Set Up			
BigPond Billing Method	<input type="checkbox"/> Consolidate with Telstra Single Bill * To consolidate BigPond on an existing Telstra Single Bill arrangement, the BigPond account must be in the same name (Legal Lessee) as the Telstra Single Bill.		
	<input type="checkbox"/> Credit Card Billing <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> Name on Credit Card: _____ Credit Card Number: _____ Credit Card Expiry Date: _____ CVC/AMEX ID: _____ Signature: _____ CF _____ FB] [HU G] [bUH FYE </div> * We are unable to offer BigPond Broadband customers who joined prior to 1 July 2005 a Telstra Single Bill or Credit Card Billing. These customers will receive a monthly BigPond Broadband bill to their nominated billing address. These customers can pay their BigPond Broadband bill using Credit Card, by Phone or Internet, BPay, Telstra EasyPay or over the counter.		
White Pages™ * Note: Any existing White Pages listing will be removed if this section is left blank	If you require White Pages™ listing, please state numbers to be listed (Circle Phone or Fax): 1. (.....)PHONE or FAX 3. (.....) PHONE or FAX 2. (.....)PHONE or FAX 4. (.....) PHONE or FAX For additional listing information please contact White Pages™ on 1800 810 211.		

Barring (optional)	<input type="checkbox"/> Full Access OR Please tick the service type below to be barred (this means that the service below will not be accessible on transferred services):
	<input type="checkbox"/> Local <input type="checkbox"/> Trunk Operator <input type="checkbox"/> STD <input type="checkbox"/> IDD <input type="checkbox"/> 190 * If certain services to be transferred are to have specific barring requirements, please attach separate sheet with details

Preferred Long Distance Carrier	<i>Fixed to Mobile and International Direct Dial Carriage Service Provider</i>
	<input type="checkbox"/> Telstra <input type="checkbox"/> Other (please specify)..... * Service will default to Telstra if this section is left blank

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 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

I have attached the required ID documentation to this form

ID Type and Identification Number

Primary ID type (must include photo and DOB)	i.e. Australian passport, Australian drivers licence	
	Type	Number
Secondary ID type	i.e. credit card, Medicare card, Seniors card, proof of age card	
	Type	Number

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

Terms and Conditions	Important Information
	<ul style="list-style-type: none"> * Before agreeing to take over the ownership of the above services, including pricing and plan information, you should satisfy yourself of the details of the services. 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 132000. * The services listed above will be transferred along with any additional products attached to those services. <p>On behalf of 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.</p> <p>I agree:</p> <ul style="list-style-type: none"> * 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; * that acceptance of this request by Telstra is subject to Telstra's ordinary credit approval process; * to the Terms and Conditions of Telstra's Our Customer Terms located at http://www.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 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 similar plan on standard pricing; * 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 * I will not seek to recover loss I have suffered or may suffer (either directly or indirectly) as a result of the transfer. <p>I warrant that I am authorised to make this request on behalf of the Incoming Customer.</p> <p>Name _____ Date _____</p> <p>Position _____</p> <p>Signature _____ OR _____ (Digital Signature)</p>

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: