



# CHANGE OF OWNERSHIP BUSINESS TO BUSINESS TRANSFER 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.

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

On completion this form should be scanned and emailed to **change.ownership@team.telstra.com** or faxed to 02 9218 5990 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 Business – 13 2000.

### 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:

- Business line, fixed services
- Telstra Business Broadband (TBB)
- 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.

### DOT (Digital Office Technology) services

Are the services to be transferred currently bundled under DOT?

☐ Yes ☐ No

## TBS (Telstra Business System)/Phone System

Do you want to transfer a TBS/Phone System?

☐ Yes ☐ No

Is this TBS/Phone System currently provided under a finance contract\*?

☐ Yes ☐ No

\*If your TBS/Phone System is under a Finance Contract and billed through your Telstra bill, you will need to contact Capital Finance to provide you with a Transfer Assignment document which you will need to attach to this application form.

Have you attached the Transfer Assignment document from Capital Finance?

☐ Yes ☐ No

Does this TBS/Phone System currently have a maintenance contract?

☐ Yes ☐ No

What is the account number associated with the TBS/Phone System?

- Please be aware that that the existing TBS pricing structure will be transferred to the Incoming Customer unless they already have a TBS pricing structure in place, in which case that pricing structure will apply.

### TBS/Phone System to be transferred

TBS/Phone systems that are under a finance contract are subject to additional credit checks.

## Inbound Services – 1800, 1300 and 13 Numbers

Inbound Service Number	Account Number	Is this an EROU Number*?
<input type="text"/>	<input type="text"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="text"/>	<input type="text"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="text"/>	<input type="text"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="text"/>	<input type="text"/>	<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 3rd party, or pay a Telstra Phoneword rental.

**Option 1:** Have you arranged to change the name on each EROU number on the SmartNumbers™ website to reflect the name of the Incoming Customer? ☐ Yes ☐ No

**Option 2:** Have you attached a signed letter on company letterhead stating that you give the Incoming Customer permission to use your EROU Number(s)? ☐ Yes ☐ No

### Inbound Services to be Transferred

Please attach additional services on a separate sheet if required.

### EROU Details

(Complete only if owner – please select only 1 option)

## 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.

## 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.

### 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

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

Name

Signature

Date

 /  / 

### 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

##### Your account information

Business name/trading name

ACN/ABN/ABRN

Account number or existing service number

☐ I am an Authorised Representative of this account

##### Authorised representative information

Full name

Date of birth

 /  / 

Contact number

 (  ) 

Email address

#### 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

Business name (if a trust, supply the trustee name(s), if a partnership, supply the partners' names)

Trading name

ACN/ABN/ABRN

Billing address

Is your place of business Rented or Owned?

☐ Rented   ☐ Owned   ☐ Other

Contact number

 (  ) 

Email address

##### New account information

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.

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	<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"/>

#### Authorised Representative information

If you require more than two Authorised Representatives please provide details on a separate page.

## Services/Account Set Up

### BigPond billing method

☐ 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.

☐ Credit Card billing

Name on credit card

Credit card number

Credit card expiry date

CVC/AMEX ID

 /  / 

Signature

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

If you require White Pages listing, please state numbers to be listed (tick phone or fax):

1	( <input type="text"/> )	<input type="text"/>	<input type="checkbox"/> Phone	<input type="checkbox"/> Fax
2	( <input type="text"/> )	<input type="text"/>	<input type="checkbox"/> Phone	<input type="checkbox"/> Fax
3	( <input type="text"/> )	<input type="text"/>	<input type="checkbox"/> Phone	<input type="checkbox"/> Fax
4	( <input type="text"/> )	<input type="text"/>	<input type="checkbox"/> Phone	<input type="checkbox"/> Fax
5	( <input type="text"/> )	<input type="text"/>	<input type="checkbox"/> Phone	<input type="checkbox"/> Fax
6	( <input type="text"/> )	<input type="text"/>	<input type="checkbox"/> Phone	<input type="checkbox"/> Fax

For additional listing information please contact White Pages on 1800 810 211.

### Barring (optional)

☐ 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):

☐ Local ☐ Trunk operator ☐ STD ☐ IDD ☐ 190

If certain services to be transferred are to have specific barring requirements, please attach separate sheet with details.

### White Pages

Any existing White Pages listing will be removed if this section is left blank

## Preferred Long Distance Carrier

Fixed to Mobile and International Direct Dial Carriage Service provider

☐ Telstra ☐ Other (please specify)

Service will default to Telstra if this section is left blank.

## Inbound Services – 1800, 1300 and 13 Numbers

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 3rd party, or pay a Telstra Phoneword rental.

### EROU details

I am the registered ROU holder for the EROU number(s) ☐ Yes ☐ No

or

I acknowledge and agree to continue the lease EROU number(s)/Phoneword(s) from Telstra ☐ Yes ☐ No

or

I have a licence to use the EROU number(s)/Phoneword(s) from a third party (please attach agreement for use of number) ☐ Yes ☐ No

Please list the your authorised representatives to make changes to your Inbound services and please provide their details (if you need more space, please provide on a separate sheet)

	Inbound Authorised Representative 1	Inbound Authorised Representative 2
Full name	<input type="text"/>	<input type="text"/>
Contact number	( <input type="text"/> ) <input type="text"/>	( <input type="text"/> ) <input type="text"/>
Email address	<input type="text"/>	<input type="text"/>
Password	<input type="text"/>	<input type="text"/>
Level of approval	<input type="checkbox"/> All additions, moves or changes <input type="checkbox"/> Service Manager <input type="checkbox"/> Redirection only	<input type="checkbox"/> All additions, moves or changes <input type="checkbox"/> Service Manager <input type="checkbox"/> Redirection only

## 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 Primary ID you can provide are an Australian Drivers licence or Australian Passport. Your Secondary ID must be Company ID and can include a copy of a Company Utility Bill, Rates Notice or Bank Statement.
- 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 approving the person signing this form to act of behalf of the business.

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)

ie Australian passport, Australian drivers licence, NSW Birth Card, Tasmanian Personal Identity card.

Type	Number
<input type="text"/>	<input type="text"/>

### Secondary ID type

ie company utility bill, rates notice or bank statement

Type	Number
<input type="text"/>	<input type="text"/>

### Inbound Services

There is a \$44 charge for each Inbound Service being transferred.

Inbound Services will be transferred in their current configuration, if you require any changes to the current set up, you will need to submit an Inbound Modification form.

## 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 2000.
- The services listed above will be transferred along with any additional products attached to those services.

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.

### 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 the Terms and Conditions of Telstra's Our Customer Terms located at [telstra.com.au/customerterms/index.htm](http://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 warrant that I am authorised to make this request on behalf of the Incoming Customer.

Name

Position

Signature

Date

 /  / 

## 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

### Terms and Conditions

Please ensure you read all Terms and Conditions before signing.

