



Enterprise Mobile Change of Ownership Frequently Asked Questions (FAQs)





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Moving My Personal Mobile Service Number to an Enterprise Account

<p>If I move my mobile service from my name to a company, does the number still belong to me?</p>	<p>Once a Mobile Change of Ownership has transferred a mobile number out of your name to a company, the number will belong to the company.</p>
<p>What do I need to complete a Mobile Change of Ownership from a Personal account to Enterprise?</p>	<p>If you are transferring a mobile service from a Personal account to an Enterprise account, then please contact your company's Authorised Telstra Representative for assistance.</p> <p>It is important that your company's Authorised Telstra Representative is aware of the request so that they are able to authenticate the Change of Ownership, so please make sure you contact them prior to submitting the request.</p> <p>If you are unfamiliar with who your company's Authorised Telstra Representative is, please contact your People & Culture or HR team for assistance.</p>

Moving My Mobile Service Number from an Enterprise Account to a Personal Account

<p>How do I change ownership of my Telstra mobile service?</p>	<p>Please go to https://www.telstra.com.au/business-enterprise/self-service/account-services/mobile-change-of-ownership to complete and submit your online Change of Ownership request for Telstra Enterprise Mobile Services.</p>
<p>I am leaving my company and want to take my company mobile number with me. How do I change ownership of my company mobile number to my name?</p>	<p>Please contact your company's Authorised Telstra Representative to help you initiate the Enterprise to Personal Mobile Change of Ownership process. Your company's Authorised Telstra Representative is the central point of contact person given the authority to perform actions, make changes, or inquire on details of an Enterprise customer's relationship and account with Telstra.</p> <p>If you are unfamiliar with who is your company's Authorised Representative is, please contact your People & Culture or HR team for assistance.</p>



What do I need to complete a Mobile Change of Ownership from Enterprise to a Personal account?

If the mobile service that you are changing ownership for is from Enterprise to Personal

- Please contact your company's Authorised Telstra Representative to start the Change of Ownership process.
- You will also need to purchase and activate a new Telstra pre-paid or post-paid SIM card in your name as your new mobile service with a temporary mobile number.

What should I expect as part of the Mobile Change of Ownership process (from Enterprise to personal)

If you are submitting an Enterprise to Personal Mobile Change of Ownership request, please be prepared for the following:

1. Please purchase and activate a new Telstra post-paid or pre-paid mobile service (please see <https://www.telstra.com.au/business-enterprise/self-service/account-services/mobile-change-of-ownership> for more information on how to do this). This will include a temporary mobile service number that can be replaced by your existing number as part of the Change of Ownership process. You must complete this activity before you initiate your online Mobile Change of Ownership request as you will need to provide the temporary service number with your request.
2. Complete and submit the online Mobile Change of Ownership webform request.
3. A One Time Password (OTP) will be sent to the transferring mobile to authenticate valid access).
4. An autogenerated email with a unique Telstra Reference Number will be sent to all parties involved in the Change of Ownership process upon successful request submission.
5. An OTP will be sent to your company's Authorised Telstra Representative's email address to authenticate the outgoing request from the company.
6. Telstra will make a phone call from a private number to the transferring mobile service at the requested time to confirm the availability of the transferring mobile service. Please ensure you are available to answer this call to enable the Change of Ownership to proceed.
7. The full customer name and DOB of the incoming customer provided in the Mobile Change of Ownership request will be verified on the call.



	<ol style="list-style-type: none">8. Network access of the transferring mobile service may be disrupted for typically 20 minutes (but can take up to 60 minutes) while your existing number is transferred to your new mobile service.9. A completion letter is sent to both parties to advise the successful fulfilment of the Mobile Change of Ownership.
Why do I need to purchase a new SIM card for a temporary mobile service number?	<p>You will only need to purchase a new SIM card if you are submitting an Enterprise to Personal Mobile Change of Ownership request to allow the transfer of ownership.</p> <p>Please purchase and activate a new Telstra post-paid or pre-paid mobile service (please see https://www.telstra.com.au/business-enterprise/self-service/account-services/mobile-change-of-ownership for more information on how to do this). If you select to continue with a post-paid service, you will need to select an appropriate post-paid mobile plan which can be done online, or at a Telstra shop or dealer.</p>
What if I am unable to contact my company's Authorised Telstra Representative to complete their section of the Mobile Change of Ownership request?	<p>As part of Telstra's commitment to keeping our customer's personal information safe and their data secure, authentication from both the outgoing and incoming parties is required for any Change of Ownership to be actioned.</p> <p>Multiple communication attempts will be sent to your company's Authorised Telstra Representative requesting a response. However, if no response is received after 10 business days, the request will be withdrawn and you will be advised of this by email.</p>
What do I need to provide for proof of identity?	<p>You will only be required to provide proof of identify for Enterprise to Personal Mobile Change of Ownership transfers during the SIM card activation process for your temporary mobile number. This should be done online https://www.telstra.com.au/business-enterprise/self-service/account-services/mobile-change-of-ownership</p> <p>If you are transferring the ownership of a mobile service from Personal to Enterprise, please contact your company authorised Telstra representative.</p>
How much does it cost to lodge a Mobile Change of Ownership?	<p>There is no cost for the Mobile Change of Ownership process itself. Please note however, that the following associated charges may apply:</p> <ul style="list-style-type: none">• Early Termination Charges (ETC) to apply to the original contract owner if the transferring mobile service is under contract



	<ul style="list-style-type: none">• Costs associated with purchasing a new SIM card (if transferring from an Enterprise to Personal pre-paid service)• New owner will be responsible for ongoing service charges moving forward
What happens to MessageBank?	If you have a MessageBank associated with the service being transferred, your personalised MessageBank greeting and any messages stored in it will be deleted when the transfer is completed. MessageBank will need to be reset by the new owner.

Mobile Change of Ownership Security Questions

Can a Mobile Change of Ownership request be submitted and processed fraudulently without my authorisation?	Telstra applies a number of cyber-security measures and authentication process checks to validate authorisation of Mobile Change of Ownership requests. These include: <ol style="list-style-type: none">1. An initial One Time Password (OTP) to the transferring mobile service as part of the webform completion process to authenticate access to the outgoing mobile service2. A second OTP is sent to the recognised company email address of the company's Authorised Telstra Representative3. Authentication that the company's authorised representative details are correct and recognised4. Authentication of the correct DOB and full customer name of the incoming customer for Enterprise to Personal transfers5. A final OTP is sent to the transferring mobile number to confirm the mobile service is ready to transfer out
How do I know any follow-up calls/ emails received from Telstra as part of transferring ownership are legitimate and not a scam?	After an authorised Mobile Change of Ownership request has been submitted via the online webform, an auto-generated email sent to all parties involved in the change of ownership. This reference number will be quoted in all interactions by Telstra with regard to the Mobile Change of Ownership request.
How do I know the information I provide as part of the Mobile Change of Ownership process will be kept secure?	Telstra complies with the Australian Communications and Media Authority's (ACMA) Telecommunications Service Provider (Customer Identity Authentication) Determination. Telstra have heightened monitoring and enhanced cyber-security measures to protect customer



data and keep accounts secure. However, as scammers become more sophisticated, we all need to remain on alert.

If you feel at any time your ID may have been compromised, please reach out to [IDCARE - Australia and NZ national identity & Cyber support service - Australia and NZ national identity & cyber support service](#). IDCARE is an independent organisation that provides free support for those impacted by scams or fraud. Telstra's website also has tips on [Cyber security and safety](#) or you can go to Telstra.com and search cyber security.

Contact Questions

Who can I contact for assistance with my Enterprise to Personal Mobile Change of Ownership once it's been submitted?

You can contact our Change of Ownership team for help and more information:
Email: mobiles.enterprise.chown@team.telstra.com

Mobile Change of Ownership Processing Questions

How do I change ownership of any other Telstra services besides mobile services?

Please refer to [Change of Ownership - Telstra](#) for more information on how to transfer other Telstra services which includes Home phones, Internet, Bundled services and Telstra Plus points.

I have already completed and submitted a Mobile Change of Ownership request using the old PDF form, will I need to re-submit this as an online request?

No. If you have already submitted a Mobile Change of Ownership request using the old PDF form, there is no need to re-submit an online request. These will be processed in accordance with our normal process and timeframes.

You will be contacted within 5 business days if further information is required.

If you haven't heard anything within 5 business days, please contact the Transfer of Ownership team via email at mobiles.enterprise.chown@team.telstra.com

How long does it take for the Mobile Change of Ownership transfer to happen?

Mobile Change of Ownership requests are generally completed within 5 business days from Telstra's side after the full submission of the request by all transferring parties.



<p>How long is my service disrupted for as part of the Mobile Change of Ownership transfer?</p>	<p>The transfer of mobile service number to the new mobile service (to replace the temporary mobile number) may result in a disruption to service of typically 20 minutes (but can take up to 60 minutes).</p>
<p>Can I nominate someone else to handle my transfer?</p>	<p>Yes, a delegate such as an executive assistant can be nominated to represent you on the appointed phone call Telstra will make to confirm the availability for the transferring mobile service. Details of the delegate must be provided in the Change of Ownership submission form and may need to be appropriately verified during the appointed phone call.</p>