

# Change of Ownership or Transfer Request Business to Global Enterprise



On completion this form should be scanned and emailed to **corporate.sdt@team.telstra.com** or faxed to **1800 032100** or returned to your local Telstra store.

**Please use this form to change the ownership of your services from a Consumer to a Business account.**

- The **Outgoing Customer** is the customer who currently owns or leases the services.
- The **Incoming Customer** is the customer who will be receiving the services.

Generally, transfers take 7 business days from the date of submission however, depending on the complexity of your application, processing times will vary, visit [telstra.com](http://telstra.com) and search 'Change of Ownership' for more information.

**If this Change of Ownership or Transfer of Lease request includes a mobile service only and the Incoming Customer has been a Telstra customer for less than 12 months, you must submit this form to your local Telstra store for processing.**

If you are currently an existing residential customer who is transferring services under your ABN as a Sole Trader or you will be acting on behalf of a Trust or Partnership, you may not need to complete this form. Please contact 13 2200 if you are unsure if this applies to you.

If you submit this request by email or fax, you'll receive a confirmation email that will contain a Telstra Reference Number.

## Outgoing Customer Section

### *Services to be transferred*

- Services to be transferred can include but not limited to:
  - a) Home line, fixed services
  - b) Mobile services (including leases)
  - c) Internet (fixed and wireless)
  - d) Cloud Subscription ID
  - e) BigPond services: please provide your main email address, eg. [smith@bigpond.com](mailto:smith@bigpond.com), [@bigpond.net.au](mailto:@bigpond.net.au) or [@telstra.com](mailto:@telstra.com)
  - f) BigPond security.
- Services with another carrier will not be transferred.
- If there's a Mobile Device contract associated with your service, you'll need to hand this device over to the Incoming Customer at the time the contract is transferred.
- Global Enterprise services can only be offered to eligible Global Enterprise or Business customers. Transfer of these services to Consumer customers may proceed but the Business contracts will be cancelled and Early Termination Charges (ETC) may apply.
- We suggest you provide the Incoming Customer with a copy of the Critical Information Summary provided at the time of connection or you can obtain a copy from [telstra.com](http://telstra.com) (search Critical Information Summary).
- Please note transferring services may affect your current pricing and ETC may be incurred for services still in contract. Please ensure you have checked your plan terms and conditions before proceeding.
- If you have Data services currently under contract you will need to notify us of these services as, the incoming customer contract may consist of the new Zoning construct which will impact pricing if not updated at time of Transfer of Ownership.
- Please provide details of all associated services/accounts to be transferred. A full list of your services and account numbers can be found on your latest Telstra bill.

**You can list whole account numbers, individual services or both as required**

- If you list service numbers, you are agreeing to transfer only those individual services to the Incoming Customer.
- If you list account numbers, you are agreeing to transfer all services on those accounts to the Incoming Customer.

**Service or account numbers (please attach additional service or account numbers on a separate sheet if required)**


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

What date should the Transfer of services or accounts take effect?

The Transfer Date cannot be earlier than 7 working days from the date that this form is submitted to Telstra.

You may nominate a date up to 30 days in the future.

### Outgoing Customer Details

Company, Trading Name or Sole Traders Name

ACN/ABN/ARBN

You must be the Legal Lessee / fully authorised user, as listed on your Telstra account, to sign and approve this change of ownership or transfer of lease form. Please ensure you can be contacted on the contact number and email address you provide below after the transfer has taken place.

**I warrant that I am a Director, the Legal Lessee or an Authorised Representative of this account, authorised to make this request on behalf of the Outgoing Customer.**

Title (Mr, Mrs, etc)

Full name

Date of birth

Phone number

Email address

### Identification

The person authorising this transaction must provide the details of one form of Primary 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.

#### Primary ID

(eg. Australian Passport, Australian Drivers Licence, Valid Police/Defence Force ID. Valid Shooters/Firearms Licence)

Type

State of issue

Number

For more information on what ID you can provide to Telstra, including a comprehensive list of acceptable primary ID, please visit [telstra.com](https://www.telstra.com) and search 'Acceptable Identification' or call Telstra on 13 2000.

## Final Bill

If you are transferring all services on your account, once the Change of Ownership or Transfer of Lease has taken effect, we will send you a Final Bill for your services.

If you would like your final bill to be issued to an address different to the one currently listed against your account, please provide this new address below:

Please note, if you are retaining services on your account, you will continue to receive your bills at your nominated address. Please contact Telstra if you wish to make any additional changes to your billing address.

## Outgoing Customer Agreement

### Terms and Conditions

Please ensure you read all terms and conditions before signing.

#### I Agree / Understand that:

- Transferring my services may affect my current pricing and that I have checked my plan terms and conditions before agreeing to this transfer.
- 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 my account.
- Where services in a bundle are nominated for transfer, all services within the bundle will move to the Incoming Customer.
- BigPond Mailboxes and Telstra Mail services will retain existing and newly received emails, Billing, Payment and Usage history and that these will be available to the Incoming Customer, this also means they will now be able to read emails intended for me.
- Any BigPond Mailboxes or Telstra Mail services that will remain on my account without an active internet connection, may be charged an ongoing subscription fee.
- I will lose access to all Message Banks associated with the transferred services and all stored messages will be deleted.
- I will need to cancel the White and Yellow Pages listings for the transferred services separately.
- The service will be listed in the White Pages after transfer. Incoming Customer may choose to change this and can discuss this with Telstra before the transfer is completed.
- I will remain liable for all debts incurred on the services listed above prior to the date of transfer including any applicable ETCs;
- I have handed over all related Mobile devices associated with the contracts to be transferred.
- I have provided a copy of the contract associated with all services/accounts included in this transfer request to the Incoming Customer
- Acceptance of this request by Telstra is subject to Telstra's ordinary credit approval process;
- 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 have read and understand all statements made in this application form.

**As the Director, Legal Lessee or a listed Authorised Representative of the Outgoing Customer, I am requesting that the legal responsibility of the services listed above be transferred to the Incoming Customer whose details are included in this form.**

Full name

Signature

Date

## Outgoing Customer Agreement

### Terms and Conditions

Please ensure you read and understand all Terms and Conditions before signing.

#### I agree / understand that:

- Transferring my services may affect my current pricing and that I have checked my plan terms and conditions before agreeing to this transfer.
- 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 (ETC) may be applied to my account.
- Where services in a bundle are nominated for transfer (e.g. Home Bundles, Entertainer Bundles etc), all services within the bundle will move to the Incoming Customer.
- BigPond Mailboxes and Telstra Mail services will retain existing and newly received emails, Billing, Payment and Usage history and that these will be available to the Incoming Customer, this also means they will now be able to read emails intended for me.
- Any BigPond Mailboxes or Telstra Mail services that will remain on my account without an active internet connection, may be charged an ongoing subscription fee.
- I will lose access to all Message Banks associated with the transferred services and all stored messages will be deleted
- I will need to cancel the White Pages with Sensis listing for the transferred services separately.
- The service will be listed in the White Pages after transfer. Incoming Customer may choose to change this and can discuss this with Telstra before the transfer is completed.
- Priority Assistance existing on fixed services will be removed when the service is transferred.
- I will remain liable for all debts incurred on the services listed above prior to the date of transfer including any applicable ETCs;
- I have handed over all related Mobile devices associated with the contracts to be transferred.
- I have provided a copy of the contract associated with all services/accounts included in this transfer request to the Incoming Customer
- Acceptance of this request by Telstra is subject to Telstra's ordinary credit approval process;
- 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 have read and understand all statements made in this application form

**As the Legal Lessee or a Full Authority of the Outgoing Customer, I am requesting that the legal responsibility of the services listed above be transferred to the Incoming Customer whose details are included on this form.**

Name

Signature

Date

# Incoming Customer Section

Corporate name

ACN/ABN/ABRN

Trading name

☐ I am an Authorised Representative of this account

Full name

Contact number

Email address

**Billing Details**

☐ Bill services to existing account or ☐ New account

For existing Telstra account – please specify your account/full national number (FNN), billing reference ID and billing aggregator number (if applicable).

Existing account number/FNN

Billing reference ID

Billing aggregator number

For new accounts – please specify the address you want your bill sent to.

Address

Suburb

Postcode

**White Pages™**

If you require White Pages™ listing, please state numbers (except 13, 1300, 18 and 1800 inbound numbers) to be listed:

☐ Phone or ☐ Fax

☐ Phone or ☐ Fax

☐ Phone or ☐ Fax

☐ Phone or ☐ Fax

☐ Phone or ☐ Fax

☐ Phone or ☐ Fax

## Pricing plan

List the pricing plan the service/s are to be connected to. The pricing plan should be selected out of the range of plans available to you under Our Customer Terms and, if applicable, your agreement with us.

Note: If the plans are different for each service, list on an attached spreadsheet.

## Incoming Customer Agreement

### Terms and Conditions

Please ensure you read all Terms and Conditions before signing.

The services may not be able to retain the service plans and may need to be moved to an appropriate plan available to you, if the additional products are available under your Incoming Customer Telstra agreement.

The services listed above will be transferred along with any additional products attached to those services, if the additional products are available under Our Customer Terms and, if applicable, your agreement with us.

I agree / understand that:

- I have reviewed and agree to the conditions set out in the Critical Information Summary relevant to the services listed in this transfer.
- 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 with no fixed term contract.
- Where this transfer includes a Mobile device, this device should be handed over to me, by the outgoing customer, at the time the transfer is completed.
- The services listed above will be transferred as is along with any additional products attached to those services.
- The service will be listed in the White Pages after transfer. I may choose to change this and can discuss this with Telstra before the transfer is completed.
- Priority Assistance existing on fixed services will be removed when the service is transferred. I may contact Telstra to confirm eligibility after transfer.
- BigPond Mailboxes or Telstra Mail services transferred to my account without an active internet connection, may be charged an ongoing subscriptions fee.
- I accept terms and conditions of Telstra's Our Customer Terms located at [Telstra.com.au/customerterms/index.htm](https://www.telstra.com.au/customerterms/index.htm) for 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 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;
- Acceptance of this request by Telstra is subject to Telstra's ordinary credit approval process and 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,
- I have read and understand all statements made in this application form.

**I warrant that I am authorized to make this request on behalf of the Incoming Customer.**

Name

Position

Signature

Date

DD/MM/YYYY