

# Change of Ownership Request Global Enterprise to Business



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

**Please use this form to change the ownership of your services from a Global Enterprise 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** and search 'Change of Ownership' for more information.

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

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:
  - Landline services
  - Mobile services (including leased services)
  - Internet (fixed and wireless)
  - Cloud Subscription ID
  - BigPond Mailboxes (provide email address).
- 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** (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)**


### Outgoing Customer details

Corporate name ACN/ABN/ABRN

Trading name

Billing address

You must be an Authorised Representative of the Outgoing Customer to request this transfer. Please ensure you can be contacted on the contact number and email address you provide below after the transfer has taken place.

Full name

Contact number

Best time to contact you

☐ Morning

☐ Afternoon

☐ Evening

Email 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 not 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.

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

Full name

Position

Signature

Date

## Incoming Customer Section

Please fill out the section below that relates to your business type. If you are unsure of what type of business you are, please refer to ASIC at [asic.gov.au](http://asic.gov.au) or the Australian Business Register at [abr.business.gov.au](http://abr.business.gov.au)

Trusts and Partnerships are not legal entities in their own right and must be represented by either the Trustee or Partner, being a legally authorised Individual or a Trustee or Partnership Company's director. The Trustees or Partners will be liable for all debts incurred in respect of a service.

Strata Companies (Body Corporate or Owner's Corporation) are treated similarly to PTY LTD companies. Please provide the Strata Title number (SP; CTS;) as the Company name.

### Customer Type

#### What type of customer are you?

☐ **Existing Telstra Customer** – All Business types.

Please fill in **Existing Incoming Customer** section along with the Incoming Customer Agreement section.

☐ **New Telstra Customer** – Company (with ACN) and Organisations, Strata, Incorporated Associations with an ACN and/or ABN.

Please fill in **New Telstra Customer** – Company (with ACN) and Organisations, Strata, Incorporated Associations with an ACN and/or ABN section along with the **Incoming Customer Agreement** section.

☐ **New Telstra Customer** – Sole Traders (with ABN) and Individuals acting on behalf of Trusts, Partnerships or Organisations.

Please fill in **New Telstra customer** – Sole Traders and Individuals section along with the Incoming Customer Agreement section.

### Existing Incoming Customer

#### Customer Details

Company or Customer Name (as per ASIC/ABN Register)

ACN

ABN

Business or trading name (if applicable)

Do you want these services consolidated to an existing Telstra bill?

☐ Yes – provide account number here

☐ No – a new billing account will be created for you; please provide billing address below.

If nominating an existing account for consolidation, the provided account number must already be under your ownership (Incoming Customer). Consolidation availability will depend on whether the services to be transferred are compatible with the requested account. If consolidation is not available, a new account will be created for you.

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.

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

**Primary Source of Income – Sole Traders Only**

- |                                                                                |                                                                                           |
|--------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Permanent full time employment                        | <input type="checkbox"/> Permanent part time employment                                   |
| <input type="checkbox"/> Casual employment                                     | <input type="checkbox"/> Another family member                                            |
| <input type="checkbox"/> Centrelink (Pension – Aged, Veterans, Disability etc) | <input type="checkbox"/> Centrelink (Benefits/Allowances – Newstart, Youth Allowance etc) |
| <input type="checkbox"/> Superannuation/Annuities                              | <input type="checkbox"/> Investments (interest/Dividends/Rent/Capital Gains)              |
| <input type="checkbox"/> Business/Partnership/Trust Profits                    |                                                                                           |

**Identification**

The person authorising this transaction must provide 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**

**If you have been with Telstra for less than 12 months and are completing this request for a mobile service, you must complete this request in store. You may be asked to provide additional Secondary ID that adds up to 100 points of identification.**

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

## **New Telstra Customer – Company (with ACN) and Organisations, Strata, Incorporated Associations with an ACN and/or ABN.**

To be completed only if you are a Company with an ACN or an Organisation, Strata, Incorporated Association with an ACN or ABN. You can check the details of your ACN on the ASIC website [asic.gov.au](http://asic.gov.au). You can check your ABN details on the ABN Register [abr.business.gov.au/Index.aspx](http://abr.business.gov.au/Index.aspx)

### *Customer Details*

**Company name (as per ASIC)**

**ACN**

**ABN**

**Business or trading name (if applicable)**

**Will the company be acting on behalf of a Trust or Partnership?**

☐ **No** – Please continue to Business Location

☐ **Yes** – Please provide ABN for Trust/Partnership here

**Business Location** (must be a fixed site address; cannot be a PO Box address, etc)

**Level/Unit no. etc**

**Street address**

**Postcode**

**Is your billing address the same as your Business Location?**

☐ **Yes**    ☐ **No** – Provide billing address

**How many employees does your company employ?**

### *Company Director Details*

You must be a Director or other Publicly Listed Officer of the business (such as a company secretary) to create a new account with Telstra.

**Title (Mr, Mrs, etc)**

**Full name**

**Date of birth**

**Phone number**

**Email address**

### *Identification*

You must provide 100 points of identification as part of this application. This can be made up of one form of Primary Identification and one form of Secondary Identification. If you do not have acceptable Secondary ID, you can provide a second form of Primary ID or an additional form of Secondary ID. 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**

#### **Secondary ID**

(e.g. Medicare Card, Birth Certificate, Valid working with Children Card)

**Type**

**State of issue**

**Number**

**Type**

**State of issue**

**Number**

**If you are completing this request for a mobile service, you must complete this request in store.**

**You may be asked to provide additional Primary or Secondary ID that adds up to 100 points of identification.**

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

## Sole Traders (with ABN) or Individuals

To be completed if you're a Sole Trader or an individual who is acting on behalf of a Trust, Partnership or Organisation. You can check your ABN details on the ABN Register – <http://www.abr.business.gov.au/Index.aspx>

Trusts and Partnerships are not legal entities in their own right and must be represented by either the Trustee or Partner, being a legally authorised Individual or a Trustee or Partnership Company's director. The Trustees or Partners will be liable for all debts incurred in respect of a service

### Sole Trader or Individual details

Title (Mr, Mrs, etc)

Full name

ABN/ARN

Date of birth

Business or trading name (if applicable)

Phone number

Email address

Business location (must be a fixed site address; cannot be a PO Box address, etc)

Level/Unit no. etc

Street address

Postcode

Is your billing address the same as your business location?

☐ Yes

☐ No – Provide billing address below

### Credit Assessment

We require some of your personal details in order to complete a credit assessment. Your application cannot proceed if this information is not provided.

Current residential address (must be a fixed site; cannot be a PO Box address, etc)

Level/Unit no. etc

Street address

Postcode

Residential status

☐ Rent

☐ Own

☐ Other

Duration at current address

Previous address (must be a fixed site; cannot be a PO Box address, etc)

Level/Unit no. etc

Street address

Postcode

Occupation

### Employer Details

If you are self employed, you do not need to complete the employer information below. Are you self employed (Sole Trader)

☐ Yes – Continue to Identification

☐ No – Please complete Employers details

Employer name

Employer address

Phone number

Duration with current employer

## **Sole Traders (with ABN) or Individuals (Continued)**

### **Primary Source of Income**

- |                                                                                |                                                                                           |
|--------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Permanent full time employment                        | <input type="checkbox"/> Permanent part time employment                                   |
| <input type="checkbox"/> Casual employment                                     | <input type="checkbox"/> Another family member                                            |
| <input type="checkbox"/> Centrelink (Pension – Aged, Veterans, Disability etc) | <input type="checkbox"/> Centrelink (Benefits/Allowances – Newstart, Youth Allowance etc) |
| <input type="checkbox"/> Superannuation/Annuities                              | <input type="checkbox"/> Investments (interest/Dividends/Rent/Capital Gains)              |
| <input type="checkbox"/> Business/Partnership/Trust Profits                    |                                                                                           |

### ***Identification***

You must provide 100 points of identification as part of this application. This can be made up of one form of Primary Identification and one form of Secondary Identification. If you do not have acceptable Secondary ID, you can provide a second form of Primary ID or an additional form of Secondary ID. 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
<input type="text"/>	<input type="text"/>	<input type="text"/>

#### **Secondary ID**

(e.g. Medicare Card, Birth Certificate, Valid working with Children Card)

Type	State of issue	Number
<input type="text"/>	<input type="text"/>	<input type="text"/>

Type	State of issue	Number
<input type="text"/>	<input type="text"/>	<input type="text"/>

**If you are completing this request for a mobile service, you must complete this request in store. You may be asked to provide additional Primary or Secondary ID that adds up to 100 points of identification.**

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

### **Priority Assist**

Telstra offers a priority assistance service for customers (and those that live with them) who:

- Have been diagnosed with a life threatening medical condition with a high risk of rapid deterioration
- And, whose life may be at risk without access to a fully operational standard telephone service If you require access to the Priority Assist service, you must:
- Fill in the details of the service number that requires the Priority Assist access below before you submit this Change of Ownership form.
- Complete the Priority Assist form and submit it along with any required documentation to the email, fax or post details on the form within 28 days of submission of this Change of Ownership form.

You can obtain a copy of the Priority Assist application form by:

- Going to [telstra.com](http://telstra.com) and searching 'Priority Assist'
- Contacting Telstra on 132200
- Going into a Telstra store

Priority Assist covers one home phone line per premises, if you have multiple premises, please complete this Change of Ownership form and submit the Priority Assist form for each phone line requiring Priority Assist.

☐ I am eligible for Priority Assist access on service number:

As part of your Change of Ownership request we will provide you with provisional Priority Assist access until your Priority Assist application form has been received and approved.

Should we determine you are not eligible for Priority Assist, we may charge you additional fees for the period of time you received the provisional Priority Assist service

**Note:** Please be aware that the Priority Assist service will be added on the date of the service transfer (Minimum of 7 working days).

If you currently do not have access to a reliable mobile phone service that can be used in the event of an emergency while we are processing the Change of Ownership request, please call Telstra on 132200 so we can ensure you have an alternative working service.

## Incoming Customer Agreement

### Terms and Conditions

Please ensure you read all Terms and Conditions before signing.

#### 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, including, where applicable, the Telstra StayConnected Critical Information Statement
- 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.;
- To discuss your pricing options after the transfer has taken place please contact Telstra on 13 2000.
- Where this transfer includes a Mobile device, this device should be handed over to me, by the outgoing customer, at the time the contract is transferred.
- 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 myaccount without an active internet connection, may be charged an ongoing subscription fee.
- I accept terms and conditions of Telstra's Our Customer Terms located at [telstra.com.au/customerterms/index.htm](https://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;
- 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;
- 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.

**As the Legal Lessee or an Authorised Representative of the Incoming Customer, I am requesting that the legal responsibility of the services listed above be transferred from the Outgoing Customer, to me, the Incoming Customer.**

**Name**

**Position**

**Signature**

**Date**