



# Telstra Bereavement Support

## Here's how to complete the form

### Part A – Who can be a representative of a deceased customer?

To prevent fraudulent activity and privacy breaches, only people who are authorised to act on behalf of the deceased customer can access and change that customer's account and services.

Representatives aren't required to provide a copy of the death certificate, but they must state that they're authorised to act on behalf of the deceased customer. The people with the following relationship to the customer will be accepted by us to act as their representative:

- an executor, administrator or trustee of the deceased's estate
- a lawyer or solicitor administering the will
- next of kin (includes an immediate family member, e.g. parent, son/daughter, sister/brother, grandchild, surviving spouse or guardian over the age of 18).

### Part B – Cancellation of services

Please complete this section by specifying the service(s) to be cancelled. Foxtel equipment that has been leased by the deceased will need to be returned on the cancellation of the service (as this remains the property of Foxtel). We will notify you of the arrangements or make an appointment for the return of equipment. Please don't send equipment to the address on this form. Please note that we're unable to refund any unused pre-paid mobile credits.

### Part C – Transfer of services

Please complete the transfer section by allocating the service(s) to be transferred and completing the details of the new account holder section of this form.

If services are being transferred to separate people, please submit multiple forms with only the information relevant to the incoming customer.

### Transfer of Ownership – Mobile Services only

If you haven't been an existing Telstra customer for more than six months, you'll need to provide at least 100 points of identification according to Table A and Table B on page 4 (with at least one form of identification from Table A). Aged Pensioners can show Seniors card or Aged Pension card combined with Medicare card as 100 points. Customers with a disability can show three forms of identity from table B. (for example, a Disability Support Pension Card combined with Medicare Card).

You can return this form by:

- |              |   |
|--------------|---|
| <b>Email</b> | Scan a copy of the form add 'Bereavement Support' in the subject line and email to <a href="mailto:thetelstrateam@online.telstra.com">thetelstrateam@online.telstra.com</a> |
| <b>Mail</b>  | Telstra Bereavement Support Locked Bag 20026, Melbourne VIC 3001  |
| <b>Fax</b>   | 1300 556 737  |

This form enables the representative of a deceased customer to cancel or transfer all Telstra services that are in the name of the deceased.

Please complete all relevant sections in this form to ensure that the required action can be completed on the services of the deceased customer.

If you require additional information on the Telstra services that are in the name of the deceased, please contact us using the details at the end of this form.

For each relevant service, select if you want to transfer the service into the name of another person or disconnect it.

By completing and returning this form, you are authorising a Telstra representative to follow through with your request and contact you to discuss any further details or requirements such as Foxtel equipment return.



# Telstra Bereavement Support

Losing a loved one is difficult, so we want to make managing their Telstra services as simple as possible.

## Part A – The representative

If you're an authorised representative of the deceased, please complete this part. See 'Here's how to complete the form' on page 1.

Your name

(name of authorised representative)

Authorised Representative date of birth

I confirm that I act on behalf of the deceased in the capacity of (please tick):

Executor  Trustee  Administrator  Other

If other, please state your relationship to the deceased (please refer to the 'Here's how to complete the form' page.)

As authorised representative

(name of deceased customer)

Deceased date of birth

Which address shall we send the final account to?



Representative's home phone number

Representative's mobile number

Representative's email address

Is it OK if we contact you by phone to confirm details? If the forms are incomplete or we are missing information and are unable to call, we will send the forms back to you to complete.

Yes  No

Otherwise, would you prefer:  Mail  Email

I confirm that I'm the Representative of the deceased customer named above ('Estate') and I'm authorised to deal with Telstra on behalf of the Estate and make changes to the account as outlined in this form. I confirm that the information I've provided in this form is correct. I agree to compensate Telstra for any liability or loss arising from or in connection with Telstra acting on my instructions in relation to the Estate, and in the event any of the information provided in this form (including my declarations) is incorrect.

## Part B – Cancellation of services

**Only complete this part if you wish to cancel services.**

I request the cancellation of the following Telstra services as set out below (in order for the account to be finalised all services must either be disconnected or transferred).

You are required to return Foxtel equipment as this is property of Foxtel. We will contact you to outline the next steps for the equipment return.

Please state the account or service number for each service.

<input type="checkbox"/> Home phone/fax	<input type="text"/>
<input type="checkbox"/> Mobile	<input type="text"/>
<input type="checkbox"/> Prepaid	<input type="text"/>
<input type="checkbox"/> BigPond® user name	<input type="text"/>
<input type="checkbox"/> Foxtel® from Telstra	<input type="text"/>
<input type="checkbox"/> Other	<input type="text"/>

If mobile or home phone service, please indicate if a copy of the MessageBank Voicemail greeting is required.

MP3  CD  Not Required

## Part C – Transfer of a services

**Only complete this part to transfer services into your name (in order for the account to be finalised all services must either be disconnected or transferred).**

I request the transfer of the following Telstra services, as set out below.

Please state the account or service number for each service:

<input type="checkbox"/> Home phone/fax	<input type="text"/>
<input type="checkbox"/> Mobile	<input type="text"/>
<input type="checkbox"/> Prepaid	<input type="text"/>
<input type="checkbox"/> BigPond® user name	<input type="text"/>
<input type="checkbox"/> Foxtel® from Telstra	<input type="text"/>
<input type="checkbox"/> Other	<input type="text"/>

If mobile or home phone service, please indicate if a copy of the MessageBank Voicemail greeting is required.

MP3  CD  Not Required

## Directory listing

Your Directory Listing setting determines whether your name, address and phone number will be included in the printed and online White Pages® and Directory Assistance.

### Choose your Directory Listing option

- List my details (\$0) – Your details will be published in the printed and online White Pages® and available via Directory Assistance.
- Do not list my details (\$0) – Your details will not be published in the printed and online White Pages® or available via Directory Assistance.

Directory entry required (eg Smith, John or Fax, etc)

Representative's signature

Please print and sign

Date signed

### Caller Identification

Your Caller Identification setting determines whether your phone number is visible to people when you call from your landline.

- Caller ID On – Your Caller ID will be visible when you call others.
- Caller ID Off – Your Caller ID will not be visible when you call others.

### Priority Assistance

As a part of Telstra's fixed line service, we offer priority assistance to customers with a life threatening medical condition. If you would like more information on this, please tick this box

#### Please note:

Most plans and features will be transferred and continue to apply following the transfer. If the plan is not available, we will contact you to help you choose a suitable plan. Home Phone and Mobile custom settings will reset to default. This means MessageBank greetings, greeting tones and other custom setting will be permanently deleted.

Are you an existing Telstra customer?  Yes  No

Do you have an existing account you would like the services linked to?  Yes  No

If so, please state the account or service number

If you have payment arrangements in place on the account the services are to be transferred to, these arrangements will not change. If you would like to change or setup payment arrangements on your account please call 13 2200.

If you haven't been an existing Telstra customer for more than six months, you'll need to provide at least 100 points of identification according to the ID table on page 4.

Title:  Mr  Mrs  Miss  Ms

Given name

Date of birth

Surname

### New customers only – please complete the details below

Driver's licence/passport number

State/country issued

Residential status:  Rent  Own  Board

Duration at current address

 years  months

New billing address

Concession type

Concession number

If current address duration is less than five years, we require details of previous residence.

Previous address

Duration at previous address

 years  months

Occupation

Employer

Length of employment

 years  months

If employment duration is less than five years, we require details of previous employment.

Employer

Length of employment

 years  months

Business phone number

Would you like information about Direct Debit?  Yes  No

By signing this form, I understand and agree that, if Telstra chooses to accept this application:

I will be liable to pay all outstanding (whether or not already billed) fees and charges, including minimum monthly spend and access fees for each of the services listed above that are transferred and any additional fees or charges incurred by or applicable to the products or services as and when they fall due. If a service listed above remains subject to a contract term at the date the service is transferred, and that service is subsequently cancelled by me or Telstra, I may be liable to pay an additional amount or early termination charge to Telstra.

Telstra's commitment to privacy is set out in Telstra's 'Protecting Your Privacy' statement which is available at [telstra.com.au/privacy/privacy-statement](http://telstra.com.au/privacy/privacy-statement) and I understand that the terms of that policy apply to me.

The terms in Telstra's Our Customer Terms (and in Telstra's Mobile Booklet for mobile services) as amended by Telstra from time to time, apply to the provision of services relevant to this transfer application. Telstra reserves the right to withdraw this offer, in whole or in part, as set out in Our Customer Terms.

New customer's signature

Please print and sign

Date signed

## Personal identification for mobile transfers

**Note:** to be completed by the Telstra Shop. In order for this application to be accepted, enter details in relevant fields if applicable.

### Existing customer greater than 6 months (100 points and no further documentation is required)

Account number

### New or Existing customer less than 6 months

#### ID table

Document type	Document number	Date issued	Expiry date	Sighted and Verified ✓
<b>Primary Identification from Table A (must have at least one)</b>				
1				<input type="checkbox"/>
2				<input type="checkbox"/>
3				<input type="checkbox"/>
<b>Secondary Identification from Table B</b>				
1				<input type="checkbox"/>
2				<input type="checkbox"/>
3				<input type="checkbox"/>

Table A
Australian driver's licence (60 pts)
Australian passport (70 pts)
Government issued proof of age card <b>combined</b> with Medicare card (60 pts)
Australian Learner's permit <b>combined</b> with Medicare card (60 pts)
Overseas passport with valid visa (30 pts)
Blind citizens Australian identity card (60 pts)
Valid shooter's/firearms licence (60 pts)
Valid police/defence force ID with photo (60 pts)

Table B
Medicare card (40 pts)
Credit, debit, ATM cards – Australian only (40 pts)
Birth certificate or original extract (40 pts)
Valid Working with children card (must include photograph) (50 pts)
Valid Australian Government issued benefits card (40 pts)
Utility bill, vehicle registration or rates notice (25 pts)
Valid tertiary student ID card with photo (25 pts)
Private health insurance membership card (25 pts)

For assistance in completing this form, please contact Telstra on 13 2200 and say 'Deceased Estate'.