

CHANGE OF OWNERSHIP GLOBAL ENTERPRISE & SERVICES AND CONSUMER TRANSFER REQUESTS

Are you transferring the service:

- Global Enterprise & Services (Enterprise & Government) Account to Consumer or
- Consumer to Global Enterprise & Services (Enterprise & Government) Account.

Both parties should fill out this form and read all terms and conditions before signing. Please ensure that all information supplied is correct.

On completion this form should be scanned and emailed to corporate.sdt@team.telstra.com or faxed to 1800 032100.

PART A – SERVICES TO BE TRANSFERRED

(To be completed for both Incoming and Outgoing)

A full list of your services and account numbers can be found on your latest Telstra bill. Please note:

- 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.

Please note that removing the service may affect your current pricing. Please ensure you have checked your plan's terms and conditions before proceeding.

Services to be transferred can include but are not limited to:

- Mobile Services
- Fixed
- Internet.

Please attach additional services on a separate sheet if required.

Services with another carrier will not be transferred.

Service or Account Numbers

Transfer Date (for all services or accounts listed)

What date should the transfer of services take effect?

/ /

The transfer date cannot be earlier than 7 working days from the date that this completed form is submitted to Telstra including all required information.

PART B – IF THE SERVICES ARE BEING TRANSFERRED TO A GLOBAL ENTERPRISE & SERVICES (ENTERPRISE & GOVERNMENT) CUSTOMER

(to be completed by the Incoming Global Enterprise & Services (Enterprise & Government) Customer)

(Only fill this section in if you're the customer who will be receiving the services.)

Your account information

Corporation name

Trading name

ACN/ABN/ARBN

Account number or existing service number

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:

1. () Phone or Fax
2. () Phone or Fax
3. () Phone or Fax
4. () Phone or Fax
5. () Phone or Fax
6. () Phone or Fax

Your account information

If you require any assistance in completing the form, contact your Service Delivery Team.

White Pages™

Note: Any existing White Pages™ listing will be removed if this section is left blank.

For additional listing information including advertising 13, 1300, 18 and 1800 inbound numbers please contact White Pages™ on 1800 810 211.

Pricing plan

List the pricing plan the service is 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 ID requirement

You must also provide a Letter of Authorisation on company letterhead and signed by a Company Director or Authorised Representative.

I have attached the required Letter of Authorisation.

Ensure the Incoming Customer has attached Outgoing Customer's Letter of Authorisation.

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, including pricing and plan information, you should satisfy yourself of the details of the services. You may want to contact the Outgoing Customer or Telstra to discuss this.
- 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 in Part A 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.

Terms and conditions
Please ensure you read and understand all terms and conditions before signing.

On behalf of the Incoming Customer, I request Telstra to transfer 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 Our Customer Terms (located at telstra.com.au/customerterms/index.htm), this Change of Ownership Form and any Telstra agreement with me
- acceptance of this request by Telstra is subject to, amongst other things, Telstra's ordinary credit approval process
- and acknowledge that I have had the opportunity to review a copy of Our Customer Terms
- and acknowledge that I have read and understand all statements made in this form
- I will be liable for all debts incurred on the services listed above from the date of transfer, and
- I will be liable for all outstanding charges for the Fixed and Internet services listed above.

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

Name

Position

Signature

Date

 / /

PART C – IF THE SERVICES ARE BEING TRANSFERRED FROM A GLOBAL ENTERPRISE & SERVICES (ENTERPRISE & GOVERNMENT) CUSTOMER

(to be completed by the Outgoing Global Enterprise & Services (Enterprise & Government) Customer if applicable)

(Only fill this section in if you are the customer who is transferring their services out of your ownership.)

Your business information

Corporation name

Trading name

ACN/ABN/ARBN

Authorised Representative

Letter of Authority attached

Yes No

Full name

Contact number

 / /

Email address

Agreement – Outgoing Customer to Sign (This is the customer who is transferring their services)

Important Information

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 D 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 including any applicable Early Termination Charges
- acceptance of this request by Telstra is subject to Telstra's ordinary credit approval process, and
- I have read and understand all statements made in this Application Form.

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 authorised to make this request on behalf of the Outgoing Customer.

Name

Position

Signature

Date

 / /

Your business information

You must be an Authorised Representative of the Outgoing Customer to request this transfer.

If you require any assistance in completing the form, contact your Service Delivery Team.

Terms and Conditions

Please ensure you read all terms and conditions before signing.

PART D – IF THE SERVICES ARE BEING TRANSFERRED TO A CONSUMER CUSTOMER

(to be completed by the Consumer Customer if applicable)

(Only fill in this section if you are the Consumer 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.

Legal lessee/Authority on the account

Your existing account number

I am a Legal Lessee/Authority of this account.

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

New account

Do you have an existing Telstra account we can use to identify you? (Please tick)

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

Full name

Date of birth

 / /

Contact number

 ()

Email address

Marital status

Single Married/de facto Other

No. of dependants

Current address

Duration at current address

Residential status

Rent Own Other

Previous address

Duration at previous address

If this change of ownership request includes a mobile service and either the Incoming or Outgoing Customer has been a Telstra customer for less than 6 months, you must submit this form to your local Telstra shop for processing.

New account information

If you are not an existing Telstra customer, this application will be subject to a Telstra credit assessment. This form will not be processed until approval has been received.

Occupation

Employer name

Employer address

Suburb

Postcode

Employer phone number

Duration with current employer

VEDA credit assessment:

Approved

Declined

Incoming Customer ID Requirements

- 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 ID you can provide are an Australian Drivers licence, Australian Passport or a Proof of Age card combined with your Medicare card.
- You must also provide a Letter of Authorisation on company letterhead and signed by a Company Director or Authorised Representative and a copy of a company utility bill, rates notice or bank statement.

For information on what identification you can provide to Telstra, including a comprehensive list of acceptable primary and secondary ID's, please see 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 date of birth)

For example: Australian passport, Australian drivers licence, NSW Birth Card, Tasmanian Personal Identity Card.

Type

Number

Secondary ID type

For example: Credit card, Medicare card, Seniors card, Proof of Age card.

Type

Number

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 plans 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 22 00.
- The services listed above will be transferred along with any additional products attached to those services, if the additional products are available with the Incoming Customer Telstra Agreement.
- If you are completing a change of ownership for a single mobile service into a consumer account, it may be easier to do this at your local Telstra shop.

Terms and conditions

Please ensure you read all terms and conditions before signing.

- You agree and will ensure that your personnel, your related bodies corporate and their personnel, and any individuals, who receive services or whose information is disclosed to us, in connection with this form, are aware of our “Privacy Statement” available at telstra.com.au/privacy/privacy-statement, which contains:
 - Telstra’s privacy policy describing how Telstra and its related companies will manage your personal information (such as the purposes and circumstances of its collection, use and disclosure of that information, including for marketing to you and in relation to transfers to overseas recipients), your rights to access and correct that information and how to complain about breaches of the Privacy Act 1988;
 - Telstra’s credit reporting policy, which provides equivalent details regarding how Telstra and its related companies manage your credit-related information and about your access and correction rights in relation to that information and how to complain about breaches of credit reporting requirements under the Privacy Act 1988.
 - I agree to Telstra and its related companies collecting, using and disclosing my personal information as described in the Privacy Statement.
 - I agree that Telstra may also, subject to the Privacy Act 1988:
 - a) 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; and.
 - b) 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.
 - Important information about credit reporting: I acknowledge that I should read important information about credit reporting available on Telstra’s website at <http://telstra.com.au/privacy/important-information-about-credit/>. This includes details about the credit reporting bodies that Telstra deals with, the kinds of information that Telstra may give to those bodies about me (such as about certain overdue payments), how they may use and disclose it and those bodies’ policies regarding its management. It also includes details about my access, correction and complaint rights regarding credit-related personal information and my rights to prevent its use in certain circumstances, such as if I am a victim of identity fraud. A copy of this information is also available from Telstra on request.

As the Incoming Customer, I request Telstra to transfer the legal responsibility of the services listed above from the Outgoing Customer, whose details appear in Part C 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 terms and conditions of Telstra’s Our Customer Terms located at 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 standard pricing
- I will be liable for all debts incurred on the services listed above from the date of transfer, 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 make this request as the Incoming Customer.

Name

Signature

Date

 / /

PART E – IF THE SERVICES ARE BEING TRANSFERRED FROM A CONSUMER CUSTOMER

(to be completed by the Consumer if applicable)

Legal Lessee/Full Authority

I am a Legal Lessee/Authority of this account.

Full name

Date of birth

 / /

Contact number

 ()

Email address

Final bill

Will you be receiving a final bill?

Yes No

If Yes, please provide us with an address to send your final bill to.

Address

Suburb

Postcode

Outgoing Customer ID requirement

To verify your identity, you will need to provide us with a form of Primary ID. If you are completing this application in a Telstra store, you can show your ID to the store representative. If you are not attending the store in person or are submitting this form directly to Telstra, a copy of your Primary ID must be attached to this form before submission.

Examples of the ID you can provide are an Australian Drivers licence, Australian Passport or a Proof of Age card combined with your Medicare card.

For information on what identification you can provide to Telstra, including a comprehensive list of acceptable primary ID, please see go.telstra.com.au/helpandsupport/-/accepted-forms-of-identification

I have attached the required ID documentation to this form.

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) may be charged. To discuss if you will be charged an ETC as part of this transfer, please contact Telstra on 13 22 00.

On behalf of the Outgoing Customer, I request Telstra to transfer the legal responsibility of the services listed above to the Incoming Customer whose details are included in Part B of this form.

I acknowledge that:

- I will remain liable for all debts incurred on the services listed above prior to the date of transfer 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

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 authorised to make this request on behalf of the Outgoing Customer.

Name

Signature

Date

 / /

Legal Lessee/Full Authority

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.

Terms and conditions

Please ensure you read all terms and conditions before signing.

OFFICE USE ONLY

If this form is being processed 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

Internet

Other