

How to use this form

Use this form if the transfer involves an Account Managed Enterprise or Government entity as either a current owner or new owner.

Please complete this form online prior to printing or please PRINT clearly in black pen.

If you are the current owner of the services, complete section 1.

If you are the new owner receiving the services, complete the applicable section from page 4.

Please print one sided.

Depending on the complexity of your application, processing times may vary.

Some business products cannot be transferred to individuals or sole traders, this includes services provided on the nbn™ network. These services will need to be cancelled and a new service purchased

For the transfer of mobile services, please submit these separately using the digital request at: <https://telstra.com.au/business-enterprise/self-service/account-services/mobile-change-of-ownership>

Telstra Upfront plans

If the service you are transferring ownership of is on an Upfront plan, please read below:

- If you are unsure if your service is an Upfront plan, you can find the details in the My Telstra app or in the Critical Information Summary you were provided when you signed up.
- Any device repayments associated with an Upfront plan cannot be transferred to a new owner.
- Any remaining repayments will be charged as an early termination charge to the current account owner and will appear on a 'pay it later' invoice.

Identification

Owners who are individuals or businesses will need to provide at least one form of PRIMARY identification e.g. Australian Driver's Licence or Australian Passport. To request a transfer on behalf of an Account Managed Enterprise or Government Entities you are required to be listed as an authorised representative of that account.

If the new owner has been a customer for less than 6 months for personal or less than 12 months for company or is new to Telstra, they'll need to provide details of additional identification. The application cannot proceed if this is not provided. Don't send copies of identification with this form.

For more information on what ID you can provide to Telstra, including a comprehensive list of acceptable Identification, please visit telstra.com.

How to submit this form



Please provide the account or service number of the new owner in the subject field of the email and send to your service delivery team or to the following:

Mobile Service Transfers Only

To transfer ownership of mobiles, go to: <https://telstra.com.au/business-enterprise/self-service/account-services/mobile-change-of-ownership>

Single Product Transfers

Single or multiple services of the same type, excluding mobiles.

Scan & send to:

singleproduct.enterprise.chown@team.telstra.com

Multiple Product Transfers

A mix of products

Scan & send to

multiproduct.enterprise.chown@team.telstra.com

Change of Ownership



Section 1A - about the current owner

Individual Owner Name

Title (Mr, Mrs, etc.)

OR

Company name (as per ASIC) - if applicable

ACN

Business or trading name

ABN/ARBN

Billing address

Please read the Appendices from page 11 for further information about services to be transferred.

You must be the Legal Lessee, Full Authority or Authorised Representative, 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.

You can list account numbers, individual service numbers or both, as required, these can be found on your Telstra bill.

- If you list service numbers, you are agreeing to transfer only those individual services to the new owner. (All services within a bundle will transfer, please refer to Appendices for more information.)
- If you list account numbers, you are agreeing to transfer all services on those accounts to the new owner.

Service or account numbers

Please attach additional service or account numbers on a separate sheet if required.

<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

Change of Ownership



Inbound Services – 1800, 1300 and 13 numbers.

Inbound Service Number	Account Number	Is this an EROU Number?	
<input type="text"/>	<input type="text"/>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="text"/>	<input type="text"/>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="text"/>	<input type="text"/>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="text"/>	<input type="text"/>	<input type="checkbox"/> Yes	<input type="checkbox"/> No

* An Enhanced Rights Of Use (EROU) inbound number is one with specific 'Owner' Rights Of Use (ROU). You are an 'Owner' only if you purchased the ROU, not if you have a separate ROU agreement with a third party, or pay a Telstra Phoneword rental.

As the current ROU owner:

Option 1: If you are not retaining the ROU: Have you initiated a trade of EROU number(s) to the new owner on the 'Smartnumbers' website? Yes No

OR

Option 2: Have you attached a signed letter on company letterhead stating that you give the incoming customer permission to use your EROU Number(s)? Yes No

Transfer date (for all services or accounts listed.)

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

Please select a transfer date between 7 and 30 business days from the date that this form is submitted to Telstra.

Identification – current individual and business owners

(ID Not required for Account Managed Enterprise and Government Entities.)

Primary ID (e.g. Australian Driver's Licence or Australian Passport.)

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

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 email or address. Please contact Telstra if you wish to make any additional changes to your billing address

Section 1B – the current owner agreement for transfer of services

I warrant that I am the Legal Lessee, Full Authority or Authorised Representative authorised to make this request on behalf of the current owner. I have read and understand all statements made in this application form, including the Terms and Conditions on page 11.

I am requesting that the legal responsibility of the services listed above be transferred to the new owner whose details are included on this form.

Full name

Date of birth

Contact

Email address

Position

Signature

Date



Section 2 – new owner – about the numbers – Account Managed Enterprise, Government & Business only

White Pages™

If you require a 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

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.

INBOUND SERVICES – 1800, 1300 AND 13 NUMBERS

EROU details

I am the registered ROU holder for the EROU number(s) Yes No

OR

I acknowledge and agree to continue to lease EROU number(s)/Phoneword(s) from Telstra Yes No

OR

I have a licence to use the EROU number(s)/Phoneword(s) from a third party (please attach agreement for use of number) Yes No

Please list your authorised representatives to make changes to your inbound services and please provide their details (if you need more space, please provide on a separate sheet).

Inbound Service Authorised Representative

1 Full name

Contact number

 ()

Password

Email address

Inbound Service Authorised Representative

2 Full name

Contact number

 ()

Password

Email address

Change of Ownership



New Owners: Account Managed and Enterprise - from Section 3A

Individuals and business - from Section 3B

Section 3A – about the new owner – Account Managed Enterprise & Government

Complete this section if you are an Account Managed Enterprise or Government Entity

Corporate name ACN/ABN/ARBN

If you are a Corporate or Business - Business Name (Trading Name or Sole Trader Name) ACN/ABN/ARBN

Trading name

Business Address Suburb Postcode

Billing address, if different Suburb Postcode

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

Now proceed to Section 7.

Change of Ownership



Section 3B – about the new owner

Complete this section if you are an Individual or Business.

Individual Owner Name

Title (Mr, Mrs, etc.)

OR

Company name (as per ASIC) - if applicable

ACN

Business or trading name

ABN/ARBN

Mandatory for all Personal and Sole Trader Account Holders - The Telecommunications Consumer Protections (TCP) Code requires us to collect your primary source of income. Please indicate below your primary source of income (please check box):

- | | |
|--|---|
| <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 | |

Are you already a Telstra Customer?

Yes No If yes, please provide your service or account number

If Yes, complete details below.

If No, proceed to Section 4A.

If you are already a Telstra customer, would you like the services to be transferred to EITHER your existing account number or a new account number in your name?

Existing account number New account number

You must be the Legal Lessee, Full Authority or Authorised Representative, as listed on your Telstra account, to sign and approve this Change of Ownership or Transfer of Lease form.

Existing Telstra customers continue to Section 6.

Section 4A – opening a new account

Would you like the transferred services to be added to a new:

Personal or Sole Trader Account, proceed to **Section 4B**;

OR

Business (Company, Trust or Partnership) Account, proceed to **Section 5**

You must be a Director or other Publicly Listed Officer to create a new business account with Telstra.

Change of Ownership



Section 4B – new personal or sole trader account

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

Total number of dependants

Current address

Level/Unit no. etc.

Street address

Postcode

Residential status

Rent

Own

Other

Duration at current address

Previous address, if less than 5 years at current address (must be a fixed site; cannot be a PO Box address, etc.)

Level/Unit no. etc.

Street address

Postcode

Occupation

Are you self employed or a sole trader?

Yes, trading name

continue to Section 6.

No, please complete employer's details

Employer name

Employer address

Phone number

Duration with current employer

Now proceed to Section 6.



Section 5 – new business account only

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

No, please continue to business address below

Yes, please provide ABN for Trust/Partnership here

Trusts and Partnerships are not legal entities in their own right and must be represented by either the Trustee or Partner. Please refer to Terms and Conditions for more details.

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

Level/Unit no. etc.

Street address

Postcode

Business Mailing Address (if different to Business Address above)

How many employees does your company employ?

Now proceed to Section 6.

Section 6 – individuals and business owners

Identification

Primary ID (e.g. Australian Driver's Licence or Australian

Passport.) Type

State of issue

Number

Secondary ID (e.g. Medicare Card.)

Type

Number

Expiry date

Medicare Card Only: Name and Individual Reference Number (IRN)

Your Bill

Do you want to receive your bills via:

Email @ OR

Paper (charges may apply for paper bills) OR

Other (braille, A3...)

Change of Ownership



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.

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

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 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 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; and
- 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 and searching 'Priority Assist'
- Clicking [here](#)
- Contacting Telstra on 13 22 00
- 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:

Change of Ownership



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 progressing the Change of Ownership request, please call Telstra on 13 22 00 so we can ensure you have an alternative working service.

Section 7 – new owner agreement for the transfer of services

I have read and understand this application form, including the Terms and Conditions on page 12.

I warrant that I am the Legal Lessee, Full Authority or Authorised Representative of this account, authorised to make this request on behalf of the new owner.

I am requesting that the legal responsibility of the services listed above be transferred from the current owner, to me, the new owner.

Title (Mr, Mrs, etc.)

Full name

Date of birth

Business Only

Director

OR

Authorised Representative

Contact number

Email address

Signature

Date

Section 8 – 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 (Enterprise & Business only);
- Services with another carrier will not be transferred.
- Upfront services:
 - Any device repayments associated with an Upfront plan cannot be transferred to a new owner.
 - Any remaining repayments will be charged as an early termination charge to the current account owner and will appear on a 'pay it later' invoice.
- Some services can't be transferred and will need to be disconnected and a new service set up. Please visit telstra.com to find out if your service can be transferred.
- Global Enterprise services can only be offered to eligible Global Enterprise or business customers. These services can be transferred to individuals or sole traders but the Business contracts will be cancelled and Early Termination Charges (ETC) may apply. The current owner will need to pay these charges.
- We suggest the current owner provides the new owner 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 the current owner's current pricing and Early Termination Charges (ETC) may be incurred for services still in contract. Please ensure you have checked your plan terms and conditions before proceeding.
- When services in a bundle are nominated to transfer (e.g. Digital Office Technology (DOT), BizEssentials, Telstra Bundles, etc), all services within the bundle will move to the new owner. If the current owner wishes to move individual services currently under a bundle, please contact your Dealer, Account Representative or Telstra Business on 13 20 00 or Telstra Consumer on 13 22 00 to discuss plan options first.
- Please note that a \$44/service fee applies for the transfer of 1300, 1800 and 13 numbers, which will be applied to the new owner's account. The new owner will retain the current routing unless notified of changes.
- To discuss your pricing options after the transfer has taken place, please contact your account executive if you are account managed, or Telstra on 13 20 00 (Business) or 13 22 00 (Consumer).

Customer Terms and Conditions – all customers

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

I understand and agree that:

- The services listed above will be transferred as is along with any additional products attached to those services (e.g. Home Bundles, Entertainer Bundles, etc.), all services within the bundle will move to the New Owner.
- Global Enterprise and business services will be listed in the White Pages after transfer. Consumer services will not be listed in the White Pages after transfer. The new owner may choose to change this and can discuss this with Telstra before the transfer is completed.
- Priority Assist existing on fixed services will be removed when the service is transferred. new owners, refer to Section 6 for more information.
- If the mobile service being transferred includes a leased device; the lease is transferred to the new owner.

Customer Terms and Conditions – current owners

In addition to the above, as the current owner of the services to be transferred, I understand and agree that:

- I will remain liable for all debts incurred on the services listed above prior to the date of transfer including any applicable ETCs and the new owner will be liable for all debts incurred on the services listed above from the date of transfer.
- I acknowledge that any device repayments associated with an Upfront plan cannot be transferred to a new owner. Any remaining repayments will be charged as an early termination charge to me and will appear on a 'pay it later' invoice.
- 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 new owner, this also means they will now be able to read emails intended for the current owner.
- BigPond Mailboxes or Telstra Mail services without an active internet connection, may be charged an ongoing subscription fee.
- For applicable post-paid services where the device repayment is being transferred, I have handed over all related Mobile Devices associated with the services to be transferred to the new owner. Device handover is not required for Upfront plan transfers.
- I have provided a copy of the service contracts associated with all services/accounts included in this transfer request to the new owner.
- I understand that any existing corporate pricing agreements/contracts will not automatically be transferred to the new owner.
- 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 new owner is not eligible, Early Termination Charges (ETC) may be applied to my account.
- 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.
- Acceptance of this request by Telstra is subject to Telstra's ordinary credit approval process.

Customer Terms and Conditions – new owners

In addition to the above, as the new owner of the services to be transferred, I understand and agree that:

- I have reviewed the terms and conditions for the services listed in the transfer, as set out in our Customer Terms and Critical information Summary for those services.
- I will be taking over the services listed above including any and all applicable service 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.
- I understand that any corporate pricing agreements/contracts associated with the current owner's account/s will not automatically be transferred over to me.
- Should I wish to have the services transferred without an associated service contract, I will need to ask the current owner to cancel their contract prior to this Change of Ownership being submitted.
- If this Transfer includes a StayConnected service, I understand that if the current owner has used both of their exchange/replacement rights for the current 12 month period, I may not be able to exchange or replace the device until the next anniversary of the StayConnected subscription. Similarly, if the current owner has exchanged or replaced their device once in the current period, I may only have one right remaining until the next anniversary.
- Where applicable, I have read and agree to the relevant Telstra StayConnected Critical Information Statement. I agree to the terms and conditions for the relevant StayConnected service.
- BUSINESS ONLY: I accept that if any of the incoming services, or my existing services, are eligible shareable services with No Excess Data, then:
 - All of my eligible shareable services on my account will be changed to No Excess Data, which means that when I exceed my included data allowance in Australia my speeds will be slowed; and
 - Extra Data and Business Demand Data will be removed from these services.

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:

- verify my identifying information (such as my driver's licence or passport) with the document issuer or official record holder; and
- 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
- 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.