



Telstra Bereavement Support

Here's how to complete the form

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

Part A – Who can represent the person who has died?

Representatives aren't required to provide a copy of the death certificate, but they must be one of the following:

- The Executor, Trustee, or Administrator of the estate;
- Next of kin;
- A lawyer or solicitor administering the will; or
- An authorised representative listed on the Telstra account.

Part B – Service(s)

In Part B, list all the service(s) to be cancelled or transferred. We will notify you on how to return leased Foxtel equipment to Foxtel directly, as this cannot be returned to Telstra stores or the address on this form.

Please note that we're unable to refund any unused Pre-Paid mobile credits.

Part C – Transfer details

Please complete Part C to have any services from Part B transferred to the new account holder.

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

Identification – Mobile service(s) 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 9 (with at least one form of identification from Table A).

You can return this form by:



Email Scan a copy of the form, add 'Bereavement Support' in the subject line and email to bereavement@support-team.telstra.com



Mail Telstra Bereavement Support Locked Bag 20026, Melbourne VIC 3001

This form lets the representative of the customer who has died, cancel or transfer their Telstra services.

If you are the account holder and someone that used a service on your account has passed away, you can also use this form to cancel or transfer that service.

Please complete all the relevant sections so that we can assist you as soon as possible. Make sure you select 'transfer' or 'cancel' for every service on the account. If you need additional information on the Telstra services that are in the name of the person who has died, see the details at the end of this form.

Once you've returned this form, we may contact you to discuss any further details, such as Foxtel equipment return.

Where you or someone who lives with you is critically ill or in palliative care, please contact Telstra on **13 22 00** and say '**Critical Illness**'.

For assistance in completing this form, please contact Telstra on **13 22 00** and say '**Bereavement Support**'.



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Part A - The Representative - about you

Your name

Date of birth

I confirm that I act on behalf of the person who has passed away in the capacity of (please tick):

Executor

Next of kin

Solicitor/Lawyer administering the will

Trustee

Administrator

If we need to confirm more details, how would you prefer to be contacted?

Phone

Email

Letter

Your phone number

Your email

Final tax invoice/bill address or email

Details about the person who has died

Did the person who has passed identify as Aboriginal and/or Torres Strait Islander?

Yes

No

Name

If you are representing an Aboriginal and/or Torres Strait Islander person who has passed away, you may choose to leave this field blank.

Date of birth

Date of death

Was the person who has passed away the owner or the user of the service/s?

Account holder

Service user

Representative declaration

- I am authorised to act on behalf of the person who has died
- I request the changes indicated in this form to be made
- I confirm the information provided in this form is true and correct

Representative's signature

Date signed



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Part B- Service(s)

**Complete this part with all the service(s) on the account.
For the account to be finalised, the service(s) must either be cancelled or transferred.**

We will contact you on how to return any Foxtel equipment, as this remains the property of Foxtel.

Please provide the number or ID for each of the passed person’s Telstra services, including Home Phone, Mobiles, Pre-Paid services, Foxtel, Internet and email addresses. If you are unsure, review a recent bill or contact us on 132200 and say ‘Bereavement Support’.

Service(s)	Transfer	Cancel	Service(s)	Transfer	Cancel
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Would you like a copy of the voicemail greeting of any of the services listed?

Yes Number(s) with voicemail

Not required

How would you like to receive the recording? MP3 CD

Telstra Upfront Plans

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

- You will be contacted by Telstra to guide you through this process.
- The only way to pay for Upfront plans is by AutoPay.
- The new owner will be required to sign up with AutoPay at the time of transfer. Transfers for Upfront plans will require the new owner to obtain a new SIM card during the transfer process. The new owner will require a Telstra ID to manage their service online.

Please note

Most plans can be transferred, however, if the plan is not available we will contact you to discuss alternatives. Home phone and mobile custom settings will reset to default. This means voicemail greetings and other custom settings will be permanently deleted.



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Telstra Plus

Telstra Plus is our rewards program that recognises you for being with us. You can earn points based on your eligible spend and use your points towards discounts on products in the Rewards Store.

Would you like any Telstra Plus points left on the account, transferred to your account? Yes No

(Please note that you will need to sign up for a Telstra ID at id.telstra.com.au/register and join Telstra Plus prior to the points being transferred.)

Representative declaration

- I am authorised to act on behalf of the person who has died
- I request the changes indicated in this form to be made
- I confirm the information provided in this form is true and correct

Representative's signature

Date signed

Part C - Transfer details

Complete Part C only if you're transferring services. If services are being transferred to different people, please submit separate forms with only the information relevant to the incoming customer.

Title (Mr, Mrs, etc.) Full name Date of birth

Do you have an existing Telstra account you would like the service(s) transferred to? (Not the account number of the person who has died.)

Yes No

If Yes, please state the account or service number

Upfront plan customers will receive an invoice by email.

If you receive a post-paid service bill, how would you like to receive your bills? (Charges may apply for paper bills.)

Email Paper Braille A3

Bill address



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Credit check details

Transfer of services is subject to credit approval

Concession type

Concession number

Current address

Residential status Rent Own Board Duration at current address Years Months

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

Previous address

Duration at previous address Years Months

Occupation

Employer

Length of employment Years Months Employer phone number

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

Previous employer Length of employment Years Months

Please select your primary source of income

Permanent full-time employment

Permanent part-time employment

Casual employment

Another family member

Centrelink (Pension - Aged, Veterans, Disability, etc.)

Centrelink (Benefits/Allowances - Newstart, Youth Allowance, etc.)

Superannuation/Annuities

Investments (Interest/Dividends/Rent/Capital Gains)

Business/Partnership/Trust Profits



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Secondary ID (e.g. Medicare card - see Table B for full list.)

Document type

Document number

Expiry date

Medicare card details: Individual Reference Number (IRN)

Medicare card colour:

Mobile transfers only: If you haven't been an existing Telstra customer for more than six months, you'll need to attend a store with 100 points of identification and this form.

Sighted by (staff ID)

I agree that I will be responsible for paying any fees or charges for this service and any associated devices or accessories:

- (a) that haven't already been paid before transfer; or
- (b) that become payable after the time of transfer.

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.

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 Assistance 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.

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.



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- 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 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.

New Owner's signature

Date signed



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TABLE A		Points
Australian driver licence		(60 pts)
Australian passport		(70 pts)
Government-issued proof of age card combined with Medicare card		(60 pts)
Australian learner's permit combined with Medicare card		(35 pts)
Overseas passport with valid visa		(60 pts)
Valid shooter's/firearms licence		(60 pts)
Valid police/defence force ID with photo		(60 pts)

TABLE B		Points
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)