

INBOUND SERVICES CHANGE OF CUSTOMER/LESSEE FORM



Send completed forms by Email: TBSFreeCall1800SA@team.telstra.com

For further assistance please contact your Telstra Representative

An authorised representative of the outgoing customer must complete and sign this section.

Company Name is the legal entity under which the current Inbound Service is registered. In this section of the application form, references to "you" or "I" refer to the outgoing customer company.

ACN / ABN is Australian Company Number or Australian Business Number.

ARBN is Australian Registered Business Number.

Trading / Business Name is not a legal entity but is the name under which your business trades.

By signing this application form you warrant that you have the authority to make this application on behalf of the outgoing customer named above.

OUTGOING CUSTOMER DETAILS

Company Name _____

ABN or ACN or ARBN _____

Final Billing Address _____

Trading / Business Name _____

I request Telstra to transfer the legal responsibility of the Inbound Service(s) listed below to the incoming customer whose details are set out below. If Telstra accepts this request, I agree that Telstra may transfer responsibility of those Inbound Services (including any Telstra Phoneword licence(s)) to the incoming customer. I acknowledge that the outgoing customer will remain liable for debts incurred prior to the date of transfer unless otherwise agreed between Telstra and the incoming customer. I also acknowledge that acceptance of this request is subject to Telstra's credit approval.

SIGNED by me for and on behalf of the **outgoing customer** as its authorised representative:

Signature _____

Date _____

Print Name _____

Position _____

Phone: _____

Fax: _____

If more than 8 Inbound Services are being transferred, please attach a copy of this section listing the additional transferred services.

INBOUND SERVICES TO BE TRANSFERRED

Please list below the Inbound Service numbers or Account Numbers of all the Inbound Services you wish to have transferred:

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

EROU Details

(Complete Only if Owner - Please select only 1 option)

EROU NUMBERS, including Phonewords (Outgoing Customer)

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, likely through auction, **not** if you have a separate ROU agreement with a 3rd party, or pay a Telstra Phoneword rental.

Option 1: Have you arranged to change the name on each EROU number on the SmartNumbers™ website to reflect the name of the Incoming Customer?

Yes No

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

Option 3: Transfer of existing Telstra lease (**Note:** If yes, Incoming customer needs to complete details in Incoming section also).

Yes No

Company Name is the legal entity under which the service will be registered. In this application form, unless otherwise stated, references to "you" or "I" refer to the incoming customer company.

Trading / Business Name is not a legal entity but is the name under which your business trades.

Contact Name is the person representing the Company for billing and contract administration.

Technical Contact Name is the person representing the Customer who is responsible for the technical aspects of the service, that is, your authorised representative for the service.

You must notify Telstra of any changes to your Contact Details.

INCOMING CUSTOMER DETAILS

Company Name _____

ABN or ACN or ARBN _____

Registered Address _____

Trading / Business Name _____

If a Person: Drivers Licence # _____ Date of Birth: _____

Contact Details

Contact Name		
Contact Details	Ph (wk):	Ph (mb):
	Fax:	
	Email:	

Technical Contact Details

Contact Name		
Contact Details	Ph (wk):	Ph (mb):
	Fax:	
	Email:	

If you have an existing Telstra Account, you may provide us with a Billing Reference ID which should be 16 alphanumeric characters in length. The Billing Reference ID will identify bills for your Inbound Service if the same Account Number is used for multiple services.

INCOMING CUSTOMER BILLING DETAILS

Please indicate whether you have an existing Telstra Account on which you would like your new Inbound Service included or whether you require a new Telstra Account:

Bill to existing account New account

If you have an existing Telstra Account on which you would like your new Inbound Service included, please state the existing Account No. and Billing Reference ID (if applicable):

Existing Account No: _____

Billing Reference ID _____

If you require a new account, please state your billing address (if different to the address above):

Postcode:		State:	

Purchase Order Number (If Required): _____

An Enhanced Rights of Use (EROU) number is a freephone or local rate number that ACMA or a third party has given you the rights to use.

A Phoneword is a type of EROU number which we or a third party have the right to licence to you, and includes an alphanumeric translation.

If you are the ROU holder, please ensure that the details contained in the Incoming Customer Details section of this application form match your details on the ACMA Rights of Use Register.

EROU NUMBERS, including Phonewords (Incoming Customer)

If any of the Inbound Services listed above use an EROU number, including a Phoneword, please indicate below the basis on which you have, or will have, the rights to use those number(s):

- I am the registered ROU Holder for the EROU number(s); or
- I acknowledge and agree to continue to lease the EROU number(s) / Phoneword(s) from Telstra (additional charges apply); or
- I have a licence to use the EROU number(s) /Phoneword(s) from a third party. (Please attach a copy of agreement for use of number)

You must complete the password and authorisation details for at least one contact person to manage your Inbound Services.

Your authorised contacts will automatically be authorised to make adds, moves and changes to your Inbound Service. Please indicate whether you would like your authorised contacts to be able to make changes to the Service Manager and Redirect enhanced features of your Inbound Service (if applicable).

Please note: The authorised contact(s) will need to use the passwords to make future modifications to your Inbound Services.

INCOMING CUSTOMER PASSWORDS AND AUTHORISATIONS

	Authorised Contact 1	Authorised Contact 2
Name:		
Phone Number		
Password		
Email Address		
Service Manager (if applicable)	<input type="checkbox"/>	<input type="checkbox"/>
Redirect (if applicable)	<input type="checkbox"/>	<input type="checkbox"/>

Provide date of when you would like the transfer of service(s) to be effective from.

Telstra cannot make a firm commitment to transfer your Inbound Service(s) by the requested Transfer Date. Please see Our Customer Terms for further details.

TRANSFER DATE:

I apply for the transfer to occur on _____

An authorised representative of the incoming customer must sign this section.

Our Customer Terms means the Standard Form of Agreement formulated by Telstra for the purposes of Part 23 of the Telecommunications Act 1997 (Cth), as amended from time to time in accordance with the Act.

You may view Our Customer Terms at <http://www.telstra.com.au/customerterms/> or obtain a copy from us.

Privacy
Telstra's Privacy Statement is available at <http://www.telstra.com.au/privacy> or by calling us on 1800 039 059.

By signing this application form you warrant that you have the authority to make this application on behalf of the Customer named above.

TRANSFER APPLICATION

I request Telstra to transfer the legal responsibility of the Inbound Service(s) listed above from the outgoing customer whose details appear above, to the incoming customer. I agree that if Telstra accepts this request, the above Inbound Services, including any Telstra Phoneword Licence(s), will be provided by Telstra to the incoming customer in accordance with Our Customer Terms.

Privacy

You agree, and will ensure that any of your related bodies corporate which receive services connected with this application form and your representatives are aware, that Telstra may:

- (a) use and disclose information about you and each of them in accordance with Telstra's Privacy Statement; and
- (b) give to, seek and obtain from, a credit reporting agency, information (including personal and credit information) about you to assess your credit worthiness.

You agree that Telstra may send commercial electronic messages (including information about Telstra's products and services) to each of the electronic addresses for which you are the account holder, unless you tell us otherwise

SIGNED by me for and on behalf of the Customer as its authorised representative:

Signature _____ Date _____
Print Name _____ Position _____

This section will be completed by your Telstra Representative following receipt of your application

TELSTRA USE ONLY

Maxim ID / Reference Number _____
Telstra Sales Representative Name: _____
Ph: _____
Telstra Sales Representative ID _____

This section will be completed by your Telstra Dealer following receipt of your application.

DEALER DETAILS

Company Name _____
Sales Representative Name: _____
Ph: _____
Dealer Code _____
Rep ID _____
Transaction Number _____