



Contact No: 1300 13 23 10  
Email: [admin@australiatecom.com.au](mailto:admin@australiatecom.com.au)  
ABN: 49167179142, ACN: 167179142  
Address: P.O.Box 2410, Melton South, VIC - 3338

### Change of Ownership

Please read the form carefully, complete the required details and return to the address shown.

**NOTE:** If the account has any overdue amount at the time this form is received by Australia Telcom, it will not be processed.

**Please select the reason for the change of name and attach the required additional documents with this form.**

- Marriage – *Change of first/last name: Marriage certificate/Name Change certificate required*
- Due to divorce – *Divorce certificate and Birth or Marriage certificate required*
- Due to death – *Signed letter advising of death or Death certificate required*
- Transferring phone account into another person's name
- Transferring internet account into another person's name
- Transfer of business service – request on company letterhead, and signed by a company authority eg. Director, GM, CFO, etc.

If business listing is required, please provide the Directory Business Listing Name:

*Note: Australia Telcom Business Telephone line rental charges will apply if a White Pages Directory Business Listing is requested.*

### Current & New Account Holder Details (Please complete all fields as required)

**Current Account Holder** **New Account Holder** (*only required if you have an existing Australia Telcom account*)

Customer Number

Title:

First Name

Last Name

Address

Driver's License

Date of Birth

Account Password

Contact Number

**\* All fields must be completed. Details provided by the new account holder are important for identification purposes when contacting Australia Telcom.**

### Service(s) to Transfer

**Phone/Service Number(s) :**

**Internet Username(s) :**

### Important Information

Whenever practicable, the services and plans attached to the account will remain the same when transferred to the new account holder.

New Account Holders wishing to discuss changes to their plan or plan features should contact Australia Telcom Customer Service on 1300 13 23 10 once the Change of Account Holder requests are processed and completed.





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**Email: [admin@australiatelcom.com.au](mailto:admin@australiatelcom.com.au)**

**ABN: 49167179142, ACN: 167179142**

**Address: P.O.Box 2410, Melton South, VIC - 3338**

We endeavor to process Change of Account Holder requests within 21 working days after the receipt of all necessary documents.

Please visit [www.Australiatelcom.com.au](http://www.Australiatelcom.com.au) for detailed plan information & to obtain a copy of our Standard Form of Agreement.



**[www.australiatelcom.com.au](http://www.australiatelcom.com.au)**



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**Note 1.** A phone service can only be held in one name.

**Note 2.** An account holder may authorize another person as agent to have access to & authority over their account.

**Note 3.** Fee Exemption Categories.

*Please indicate if one of the following applies and provide supporting documents:*

- The New Account Holder lived with the Current Account Holder who has died.
- The New Account Holder lived with the Current Account Holder at the premises to which the service is supplied, and the Current Account Holder cannot enter the premises because of a restraining order.
- A change of name only and the Account Holder remains the same eg. the name has changed due to marriage, divorce or deed poll. Marriage, divorce or deed poll certificate should be provided in this instance.
- A change of business name, but not the legal entity of that business (no change to A.C.N. or A.B.N.).

**Third Party Authority (TPA) – authorized representative of new Account Holder**

I (New Account Holder) wish to authorize the following person to have full access and authority over my account.

Full Name Date of Birth

**Agent for Current Account Holder**

If another person is acting on behalf of the Current Account Holder, this box must be completed and signed.

I sign this form as agent for the Current Account Holder and I certify that I have authority to make the account changes/transfer stated in this form. I indemnify Australia Telcom for any claims arising out of my lack of authority and I and the New Account Holder acknowledge that Australia Telcom has the right to reverse the changes made to the account pursuant to this form if there is a claim of lack of authority.

Agent's Full Name Signature

Address

**Customer Authority**

We request Australia Telcom to transfer the service(s) and/or number(s) provided above from the Current Account Holder to the New Account Holder under the terms of the Current Account Holder's existing contract. Current Account Holder is responsible for charges up to the date of the transfer (or the end of the current billing month) and the New Account Holder is responsible thereafter. We are Aware that the New Account Holder may receive emails intended for the Current Account Holder.

We acknowledge that a \$59 Change of Account Holder fee is payable for each service to be transferred unless we are able to demonstrate that one of the fee exemption categories discussed in **Note 3** (Important Information) applies and undertake to pay this fee on being invoiced.

"Australia Telcom Standard Form of Agreement" applies and is available on our website: [www.AustraliaTelcom.com.au](http://www.AustraliaTelcom.com.au).

Date: \_\_\_\_ / \_\_\_\_ / 20 \_\_\_\_

**Current Account Holder Signature New Account Holder Signature**

**Please complete & sign this form and fax it (and any required documentation) to: 1300 13 23 10.**

**Contact Information**



[www.australiatelcom.com.au](http://www.australiatelcom.com.au)



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Mail: Australia Telcom, Po Box 2410, Melton South VIC 3338

Email: [customerservice@australiatelcom.com.au](mailto:customerservice@australiatelcom.com.au)

Should you require any further information, please do not hesitate to visit our website

[www.australiatelcom.com.au](http://www.australiatelcom.com.au) or Alternatively you can contact our Customer Service Centre on 1300 13 23 10



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