

# CHANGE OF ACCOUNT HOLDER OPTUS MOBILE BROADBAND

IMPORTANT NOTICE – please read and sign below – all fields mandatory unless otherwise stated

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## OPTUS/OUTLET USE ONLY

Print full name of sales person. \_\_\_\_\_ Outlet Name/No. \_\_\_\_\_

Outlet Code \_\_\_\_\_ Tel No. \_\_\_\_\_

ID	Points
Total	

I confirm that I have sighted and verified copies of the applicant's ID as specified in the Optus 100 points checklist. I verify this customer has been credit checked.

Signature

Date DD/MM/YY

## OFFICE USE ONLY

I verify this customer has been credit checked

Yes  No

RETURN BY FAX TO 1800 100 147 OR SEND TO CONSUMER RESOLVE PROVISIONING, LOCKED BAG 31001, FLINDERS LANE, VICTORIA, 8009

## PART A: TRANSFER OF SERVICE – TO BE COMPLETED BY CURRENT ACCOUNT HOLDER

Title \_\_\_\_\_ Surname \_\_\_\_\_ First and Middle Name(s) \_\_\_\_\_

OPTUS MOBILE BROADBAND  Yes  No

Account Number \_\_\_\_\_

Existing Username \_\_\_\_\_ @optusnet.com.au

I understand that this is a cancellation of my existing agreement and I agree that all unspent monthly charges paid by me in advance will be credited to my account and then charged to the new owner's account. I also consent to the transfer of my service to the new owner. As this request may not happen immediately, I agree that I will make arrangements with the new account holder for any interim costs.

FINAL BILLING ADDRESS \_\_\_\_\_  
\_\_\_\_\_ Postcode \_\_\_\_\_

MUST BE SIGNED BEFORE THE OWNERSHIP IS TRANSFERRED

Customer Signature

Date DD/MM/YY

**NB:** A charge may apply for changes of account holder. **NOTE:** Not all products are available in all areas.

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## PART B: APPLICATION – TO BE COMPLETED BY NEW ACCOUNT HOLDER

Title \_\_\_\_\_ Surname \_\_\_\_\_ First and Middle Name(s) \_\_\_\_\_

Please list one account holder only; multiple account holder requests will be rejected.

### CONTACT DETAILS

Mobile Phone Number \_\_\_\_\_ Work Phone Number \_\_\_\_\_

Residential Address \_\_\_\_\_ Postcode \_\_\_\_\_

Mailing Address \_\_\_\_\_ Postcode \_\_\_\_\_

**Mandatory Email address** (for Mobile broadband usage alerts only) \_\_\_\_\_

**Important:** The email address you are to provide will be used to send you usage alerts and other service information. Please be aware that failure to provide an email address may mean your usage alerts will be sent to the old owner of this service and will signify your consent for this to occur. Should you wish to change your usage alert email address after change of ownership has been completed go to [optus.com.au/myaccount](http://optus.com.au/myaccount)

I am also happy to receive information and special offers from Optus via the above email address?

Drivers Licence Number \_\_\_\_\_

Residential Status  Owner  Renting  Other

Time at Home Address (enter number of years/months) \_\_\_\_\_ Years \_\_\_\_\_ Months

### EXISTING OPTUS SERVICE DETAILS (accounts currently in the new owner's name)

Account Number \_\_\_\_\_ Home Phone Number \_\_\_\_\_

Mobile Phone Number \_\_\_\_\_ Date of Birth DD/MM/YY \_\_\_\_\_

### CREDIT CARD DETAILS

Visa  MasterCard  Amex Last 4 digits \_\_\_\_\_ Expiry Date (MM/YY) \_\_\_\_\_

### EMPLOYMENT DETAILS

Please specify your occupation/industry and employer's name, or whether you are a student/homemaker/retiree or pensioner etc.

Time you have been in role stated above \_\_\_\_\_ Years \_\_\_\_\_ Months Previous Employment Time \_\_\_\_\_ Years \_\_\_\_\_ Months

Please attach a copy of a current utility bill, which confirms the new nominated account holder's name and address. A list of accepted utility bills is shown below. If you are an international student please attach a copy of your student visa.

- Current electricity company account
- Current gas company account
- Current water company account
- Current Optus account
- Current telecommunications account
- Current local council rates

**NB:** The rate plan will not change as part of this Change of Account Holder request. If you require a change to your current Telephone White Pages Listing please contact White Pages on phone: 133697 or via facsimile 1800 639 169.

### PLEASE NOMINATE THE PERSON YOU WOULD LIKE TO HAVE THIRD PARTY AUTHORITY (TPA)

**NB:** this person may have limited access to your account for either enquiry or maintenance purposes.

Print Full Name \_\_\_\_\_ Date of Birth DD/MM/YY \_\_\_\_\_

## PART C: IMPORTANT NOTICE – AGREEMENT TO BE COMPLETED BY THE NEW APPLICANT

**Please read and sign below** – By signing this form I acknowledge that I have been advised how Optus handles information about me (Personal Information). We collect personal information in forms like these and also during our on-going relationship with you. We use it to supply products, give you the best possible service and for the other purposes described in our privacy policy.

We'll also need to do a credit check before setting you up with a monthly billing account. Without your personal information, we may not be able to supply products or provide the level of service you expect. We share personal information within the Optus Group and with a number of other service providers and partners for these purposes; some of whom may be overseas. Their locations are listed in our privacy policy. If you'd like more info about our privacy practices, including how we handle your information, the credit reporting bodies we work with and are likely to disclose information to, how to access or correct our records, or make a complaint, ask us for a copy of our privacy policy now, or check it out at [www.optus.com.au/privacy](http://www.optus.com.au/privacy)

I also agree to pay all charges incurred for the Optus service(s) that I have chosen.

Signature  Print Full Name  Date DD/MM/YY

# IMPORTANT NOTICE FOR NEW OWNERS

## IMPORTANT CUSTOMER INFORMATION – YOUR RIGHTS AND OBLIGATIONS

Optus Mobile Pty Limited ABN 65 054 365 696 (we) will provide to you the Optus Digital Mobile Service (the service) on the terms of the standard form of agreement (the agreement) for consumers for that service. The agreement contains full details of the service and the terms and conditions of supply of the service including charging, billing, term and cancellation. This document contains a brief description of the key terms of the agreement. A copy of the agreement together with a more in-depth summary is available on our web site: [optus.com.au/standardagreements](https://optus.com.au/standardagreements) or on request.

## YOU SHOULD CHECK THE TERMS OF THE AGREEMENT CAREFULLY

### DESCRIPTION OF THE SERVICE

The service allows you to make calls, send content from and receive calls and content to your mobile phone on our network.

### CHANGING THE AGREEMENT

**We may change the agreement by:** complying with the Telecommunications Legislation. In addition, for a fixed-length agreement we must give you 21 days notice in writing and, in some circumstances only, allow you to cancel the service within 42 days of giving notice without paying fees or charges, other than those set out in the agreement.

### PERSONAL INFORMATION

We collect personal information in forms like these and also during our on-going relationship with you. We use it to supply products, give you the best possible service and for the other purposes described in our privacy policy.

We'll also need to do a credit check before setting you up with a monthly billing account. Without your personal information, we may not be able to supply products or provide the level of service you expect. We share personal information within the Optus Group and with a number of other service providers and partners for these purposes; some of whom may be overseas. Their locations are listed in our privacy policy. If you'd like more info about our privacy practices, including how we handle your information, the credit reporting bodies we work with and are likely to disclose information to, how to access or correct our records, or make a complaint, ask us for a copy of our privacy policy now, or check it out at [www.optus.com.au/privacy](https://www.optus.com.au/privacy)

**CHARGES (see Standard Pricing Table):** You must pay all charges incurred for the service, even if you did not authorise its use, the service is unavailable or you are unable to access it. We may ask you to make a pre-payment usage charge or an interim good-faith payment. We may offer promotions or offers in connection with the service (special). If you accept a special, the price and terms of the special will prevail until the special expires and then the full terms of the agreement will apply.

**PAYMENTS:** If you do not pay your bill by the due date, we may: charge you a late fee, suspend or cancel the service (in which case we may charge you a fee), engage a mercantile agent, institute legal proceedings against you and on-sell any unpaid amounts to a third party.

**TAXES:** Optus will charge you for taxes, including any GST for supplies made in connection with the service.

**COMPLAINTS AND DISPUTES:** If you have any complaint you may contact us. If we are unable to resolve your complaint you may take your complaint through other avenues, such as the TIO, ACCC or the Department of Fair Trading or Consumer Affairs in your state or territory.

## SUSPENDING OR CANCELLING THE SERVICE:

### Your right to cancel the service:

You may cancel the service by giving 30 days notice or if we breach a material term of the agreement. If a fixed-length agreement is not cancelled before the end of the minimum term the agreement will become a non-fixed length agreement.

### Our right to suspend or cancel the service

**Non fixed-length agreement:** We may cancel the service at any time by giving you at least 30 days notice.

**Non fixed-length agreement or a fixed-length agreement:** We may suspend or cancel the service in a variety of circumstances, including if: any amount owing to us is not paid by its due date and you do not pay that amount within 10 days of receiving notice from us, we reasonably consider you a credit risk, you breach a material term of this agreement, or as otherwise set-out in the agreement. In addition, we may suspend the service if we need to repair or service any part of the network or if we believe there has been an unusually high use of the service.

**What happens if the service is cancelled?** You authorise us to use any over payment on your account/money paid in advance to pay for any undisputed outstanding charges. If there are no outstanding charges we will refund on a pro-rata basis any over payment. If you are required to pay for the service by direct debit payment you authorise us to debit any undisputed outstanding charges (including cancellation fee) from your credit card or bank account. If the service is cancelled during the minimum term of a fixed-length agreement due to circumstances attributable to you, you must pay us the cancellation fee and if we then reinstate the service, you may have to pay a reconnection or reactivation fee.

**What happens if the service is suspended?** You must pay an access fee while the service is suspended. You may be entitled on request to a refund or a rebate of access fees for the suspension period if the suspension was not attributable to you. If it was attributable to you, you may have to pay us a suspension fee and, if you wish to reactivate the service, a reconnection or reactivation fee.

### LIABILITY:

#### Your liability to us

You are liable to us for any breach of the agreement causing foreseeable substantial loss to us. You are not liable to us for consequential loss which is not a result of something you have done.

#### Our liability to you

We accept liability to you in accordance with the Trade Practices Act and other laws. We may be liable to you in connection with the agreement and the supply or interruption of the service only to the extent provided in the agreement. We are not liable to you for consequential loss.

**Purchasing a subsidised mobile phone:** If you purchase a subsidised mobile phone from us or our agent and the service is cancelled before the expiry of the minimum term, you will be required to pay us, in addition to any cancellation fee, the sum of any unpaid monthly repayments owing on your mobile phone.

### Optus Mobile Fair Go policy

The Optus Mobile Fair Go policy applies to your use of the service. The full policy is set out in Appendix W to the agreement.

These Terms and Conditions are in addition to those appearing on the back of the Mobile Service Application Form attached.

**OPTUS REQUIRES THAT CUSTOMERS PROVIDE IDENTIFICATION AS SPECIFIED IN THE OPTUS 100 POINTS IDENTIFICATION CHECKLIST.**