

Cancel an Optus service

due to the loss of a loved one

OPTUS

Please accept our condolences. The death of someone close is always a difficult time, so we're here to make managing your Optus account as simple as possible.

Before you start

Only complete this form if you are the account holder and someone that uses a service on your account has passed away.

Part A – The account holder

This section should be completed by the account holder of the Optus service(s).

If there are service(s) that belong to separate account holders, please submit separate forms for each account holder. Please only include the information relevant to each account holder.

Part B - Service(s)

Please complete this section to indicate which service(s) will be cancelled.

Foxtel and Fetch

If you choose to cancel a Foxtel or Fetch service, we'll send a prepaid mail bag so you can return the set top box and remote control. If you do not return your set top box and remote control, you will be charged a non-return fee.

Device(s)

If you're cancelling a service that included a device (e.g. Mobile Phone or Mobile Tablet), we'll send a prepaid mail bag so you can return the device.

Prepaid services

We are unable to refund any unused credit for a Prepaid service that is cancelled.

Return this form and any supporting documentation by:



Email:
BereavementCare@optus.com.au



Mail:
Bereavement Care,
PO Box 888,
North Ryde
NSW 1670



Fax:
1800 100 147

What happens next?

Our specialised team will be in touch within 10 business days. We will contact you to confirm that your request has been completed

For assistance in completing this form, please visit your nearest [Optus store](#).

Part A - The account holder

Your name:

Your date of birth:

Account number(s):

If we need to contact you, how would you prefer to be contacted?

Phone Your phone number:

Email Your email address:

Letter Your postal address:

So we can keep your account secure, we may need to contact you if the details entered on this form differ to the details we have stored in our systems.

Account holder's signature

Date signed

Part B - Service(s)

Please enter the Optus service(s) that you want to cancel. This can include any Home Phone, Home Internet, Mobile, Prepaid, 5G and Email service(s).

We will notify you on how to return any Foxtel or Fetch equipment.

Service(s)

to be cancelled

Note

Voicemail greetings will be permanently deleted. You can make a recording of an existing voicemail greeting by using another phone.

Checklist

Use this checklist to confirm you have all the required documentation before returning this form.

Completed and signed the form

Listed all services that should be cancelled

One of the following to confirm your identity

- Drivers' licence
- Passport
- Marriage certificate
- Birth certificate

One of the following as proof of death

- Death certificate
- Death notice
- Doctors' medical certificate
- Grant of Probate
- Letters of administration
- Funeral bill