

## 1. Reason for the Change

Please select the reason for the change of name and attach the required additional document(s) 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**
- Changing telephony account into another person's name
- Changing Internet dial-up or broadband account into another person's name
- Transfer of business service – request on **company letterhead**, and signed by a company authority (Director, GM, CFO, etc.) required. Is business listing required?
  - No  Yes - the directory listing will be in name of: \_\_\_\_\_

If a White Pages directory business listing is required, Primus business telephone line rental charges will apply.

## 2. Current and New Account Holder Details

	<u>Current Account Holder</u>	<u>New Account Holder</u>
Customer Number:	<input type="text"/>	<input type="text"/> (only required if you have an existing Account)
Title:	Not Required	Mr Mrs Ms Miss Dr Prof ____ (please circle)
Name:	<input type="text"/>	<input type="text"/>
Address:	<input type="text"/>	<input type="text"/>
Driver's Licence:	Not Required	<input type="text"/>
Date of Birth:	<input type="text"/>	<input type="text"/>
Account Password:	<input type="text"/>	<input type="text"/>
Contact Number:	<input type="text"/>	<input type="text"/>

## 3. Authorised Representative of New Account Holder

If you wish to authorise a third party to have access to and authority over your account, please complete the following:

- I (new account holder) wish to authorise the following person to have full access and authority over my account:

Full Name: \_\_\_\_\_ Date of birth: \_\_\_\_\_

## 4. 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 iPrimus for any claims arising out of my lack of authority and I and the New Account Holder acknowledge that iPrimus 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: Full name and address: \_\_\_\_\_

Signature: \_\_\_\_\_

**5. Service(s) to Transfer**

<b>Phone (Landline)</b>			
<b>Internet (user name)</b>			

We request iPrimus to transfer these services and number/s from the Current Account Holder to the New Account Holder under the terms of the Current Account Holder's existing contract. Both parties are 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 applies and undertake to pay this fee on being invoiced.

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

Date:

<b>Current Account Holder (or agent)</b>	<b>New Account Holder</b>
Sign:	Sign:

**Additional Information**

In most cases, no change will be made to the subject service(s) upon the Change of Account Holder request being actioned.

New Account Holders wishing to discuss changes to their plan or plan features should contact iPrimus Customer Service on 1300 85 85 85.

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

\* please visit our website [www.iprimus.com.au](http://www.iprimus.com.au) for detailed plan information and to obtain a copy of our Standard Form of Agreement.

**Note 1**

A phone service can only be held in one name.

**Note 2**

An account holder may authorise another person as agent to have access to and authority over their account.

**Note 3 - Fees Exemption Categories**

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

- The New Account Holder lived with the 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
- There is a change of name but not of legal entity e.g. the name has changed due to marriage, divorce or deed poll
- There is a change of name but no change of A.C.N or A.B.N
- There is a change of business name but not of legal entity

**Contact Information**

Fax: Please complete and sign this form and fax it (and any required documentation) to: 1300 85 58 58

**Mail:** Primus Telecom  
PO BOX 631  
Collins Street West, VIC 8007

**Phone:** For assistance and further information about any of our plans or services please visit our website at [www.iprimus.com.au](http://www.iprimus.com.au) or contact 1300 85 00 00.

**LiveChat:** Did you know, our customer service team is available to chat online from 8am-8pm EST Monday to Friday and 9-5pm EST on Weekends? Our chat service is available through the iPrimus Homepage [www.iprimus.com.au](http://www.iprimus.com.au) or through your Account Toolbox.