

TRANSFER AUTHORITY FORM

Change of Ownership

All Enquiries



132 777



smb.salesquery@Vocus.com.au

Both parties should review this form and read all terms and conditions before signing. Please ensure that all information supplied is correct. Incorrect information may cause delays in the processing of your application. Depending on the nature of the application, processing times will vary.

On completion this form should be scanned and emailed to: smb.salesquery@vocus.com.au The transfer will only become effective when Vocus processes the transfer. If you have any questions about the transfer please feel free to contact us on 132 777.

PART 1: CUSTOMER DETAILS - OUTGOING CUSTOMER

Legal Entity:	Vocus Account Number:	
Trading Name:	ABN/ACN:	
Contact Name:	Position:	Telephone:
<input type="checkbox"/> I am the Authorised representative of this account	Are you a Capricorn Customer? <input type="checkbox"/> Yes <input type="checkbox"/> No	Capricorn Member Number:

PART 2: TRANSFERRING SERVICES

<input type="checkbox"/> Full Transfer	<input type="checkbox"/> Partial Transfer (For partial transfers please confirm the status of the remaining services. Outgoing customers will remain liable and cancellation fees may apply.)
SERVICE TYPES REQUIRED (Tick all applicable services)	
<input type="checkbox"/> Cloud	<input type="checkbox"/> Mobile
<input type="checkbox"/> Fixed Line	<input type="checkbox"/> Internet
<input type="checkbox"/> Midband Ethernet	<input type="checkbox"/> IPV Products
<input type="checkbox"/> VPN	
Do you want to transfer a Phone System? <input type="checkbox"/> Yes <input type="checkbox"/> No	Is this phone system currently provided under a finance contract? <input type="checkbox"/> Yes <input type="checkbox"/> No
If your phone system is under a finance contract and billed through Vocus you will need to complete the "Vocus Finance Application for Novation of an Existing Agreement".	
Have you attached the "Vocus Finance Application for Novation of an Existing Agreement"? <input type="checkbox"/> Yes <input type="checkbox"/> No	Are you a Capricorn Customer? <input type="checkbox"/> Yes <input type="checkbox"/> No
Capricorn Member Number:	
TRANSFER DATE Transfer date relates to all services list in Part 2a - Services to be transferred. The transfer date can not be earlier than 10 working days from the date that this form is submitted to Vocus including all required information. Vocus will attempt to transfer the services on the date you have requested. However some requests may take longer to complete.	
Requested Transfer Date:	

COMM_103_009502/20

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PART 3: CUSTOMER DETAILS - INCOMING CUSTOMER

<input type="checkbox"/> New Customer	<input type="checkbox"/> Existing Customer	Account Number:
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NB: The below information is not required for existing customers.

Legal Entity and corresponding ABN / ACN:			
Street Address:	Suburb:	State/Territory:	Postcode:
Primary Contact Name:	Primary Contact Position:	Tel:	Fax:
Email (used for Service Notifications, Marketing Material):	Password (Mandatory):		
IT Technician name:	Email:	Telephone (Fixed & Mobile):	

To be completed by Partnership, Sole Trader, Individual Only

Driver's License No:	State of issue (Driver's License):	Date of Birth:	Years trading:
Residential Address:	Suburb:	State/Territory:	Postcode:
Years at Residential Address:			

PART 4: NOMINATED REPRESENTATIVE

Please use the section below if you would like to nominate representatives who can access your account.

Name of representative 1 (full name including title):	Signature of representative 1:	Date:
Name of representative 2 (full name including title):	Signature of representative 2:	Date:

I authorise the nominated individual/s above to have the following access level on the account;

☐ Full authority to request additional services / cancel existing services (these changes may incur charges that you accept)

☐ Make enquiries on the account (e.g. request current bill information, general account detail)

PART 5: BILLING DETAILS

Billing Options: <input type="checkbox"/> Email (Default) <input type="checkbox"/> Paper (\$2.95 monthly surcharge applies to paper billing) <input type="checkbox"/> Bill Summary - Tick to receive a summarised bill only <input type="checkbox"/> Itemised Billing - Tick to receive your bills with more detailed service itemisation (at no additional cost) <input type="checkbox"/> Direct Debit Payment - Tick to indicate that payment will be made via Direct Debit (you must also complete and attach the Direct Debit Request form)			
Billing Address (if different from site address above):	Suburb:	State/Territory:	Postcode:
Billing Contact name:	Position:	Billing Email:	
Billing Telephone (Fixed):	Billing Fax:		

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PART 6: APPLICATION DECLARATION - OUTGOING CUSTOMER

TERMS AND CONDITIONS

For or on behalf of the Outgoing Customer, I request that Vocus transfer the legal responsibility for the services listed above to the Incoming Customer whose details are included in part 3 of this form and I acknowledge that;

The Outgoing Customer will remain liable for the services listed above (including for all debts) prior to the date of transfer or for services not transferred (and any applicable early termination charges which may arise should the service be cancelled prior to the expiry of its fixed or minimum term).

Vocus's acceptance of this request for transfer is subject to Vocus's ordinary credit approval process and otherwise at Vocus's discretion. I have read and understand all statements made in the application form and agree that the recipients of the email address(es) associated with my services will not receive emails which are sent to those email address(es) including emails which may be intended for the Outgoing Customer. I agree to take all necessary steps to ensure that the Outgoing Customer's contacts are notified of new contact details.

I agree that I the Outgoing Customer will not seek to recover any loss I the Outgoing Customer has suffered or may suffer (either directly or indirectly) as a result of this transfer.

I warrant that I am authorised to make this request on behalf of the Outgoing Customer

Signature:	Date:
Full Name (please print):	Position:

PART 7: APPLICATION DECLARATION - INCOMING CUSTOMER

TERMS AND CONDITIONS

I acknowledge that prior to agreeing to receive ownership of the above services, I have satisfied myself of the details of the services including pricing and plan information. I agree that if services cannot be retained on the same plan because the plan is no longer available, services will be transferred to a comparable plan at the then standard pricing for that plan. To discuss your pricing options after the transfer has taken place please contact Vocus on 132 777. The services listed on the transfer authority form will be transferred along with any additional products attached to those services. I agree to my email address and my personal information being used for the delivery of invoices, notifications and marketing material from Vocus, its related bodies corporate and its affiliates, dealers and distributors.

On behalf of the Incoming Customer, I request Vocus transfers the legal responsibility of the services listed above from the Outgoing Customer, whose details appear in part 1 of this form to the Incoming Customer. I acknowledge and agree that the Incoming Customer will be liable for all debts incurred on the services listed above from the date of transfer.

I agree that if Vocus accepts this request, the above services will be provided by Vocus to the Incoming Customer, in accordance with its standard terms and conditions.

I agree to Vocus obtaining from a credit reporting agency a report containing personal credit information in relation to personal or commercial credit provided by Vocus, or otherwise as set out in the Vocus Standard Form of Agreement. Note: As a new account holder the Incoming Customer will be subject to the same contract terms and conditions of the current holder. A processing fee of \$59.00 inc GST for PSTN and ISDN2, \$110 or \$220 for ISDN 40/50/60 will be added to the Incoming Customer's new account. I understand and agree that Vocus may invoice the Incoming Customer for fees and charges equivalent to those fees and charges imposed on Vocus by its suppliers in connection with the transfer.

The Standard Form of Agreement can be found at www.vocus.com.au/help-and-support/legal-contracts for the services being transferred to me. I acknowledge that I have read, understood and agree to the obligations of the Incoming Customer set out in the Standard Form of Agreement. I agree that the Incoming Customer will not seek to recover any loss the Incoming Customer may have suffered (either directly or indirectly) as a result of the transfer.

I warrant that I am authorised to make this request on behalf of the Incoming Customer

Signature:	Date:
Full Name (please print):	Position: