



TELSTRA BEREAVEMENT SUPPORT

PART A – THE REPRESENTATIVE

**If you're a representative of the deceased,
please complete this part**

See 'Here's how to complete the form' on the last page.

(name of representative)

As representative for (deceased estate)

(name of deceased customer)

Deceased date of birth / /

I confirm that I act on behalf of the deceased in the capacity of
(please tick):

Executor Trustee Administrator Other

If other, please state your relationship to the deceased
(please refer to the 'Instructions for completion' sheet)

Final bill address

Representative's home phone number

Representative's mobile number

Representative's email address

Is it OK if we contact you by phone to confirm details?

Yes No

Otherwise, would you prefer: mail email

I confirm that I'm the Representative of the deceased customer named above ('Estate') and I'm authorised to deal with Telstra on behalf of the Estate and make changes to the account as outlined in this form. I confirm that the information I've provided in this form is correct. I agree to compensate Telstra for any liability or loss arising from or in connection with Telstra acting on my instructions in relation to the Estate, and in the event any of the information provided in this form (including my declarations) is incorrect.

Representative's signature

Please print and sign

Date signed

 / /

PART B – CANCELLATION OF A SERVICE

Complete this part to cancel services

I request the cancellation of the following Telstra services, as set out below.

Please be aware that Foxtel equipment is the property of Foxtel and must be returned, otherwise charges apply.

Please state the account or service number for each service.

Home phone/fax

Mobile

BigPond® user name

Foxtel® from Telstra

PART C – TRANSFER OF A SERVICE

Complete this part to transfer services

I request the transfer of the following Telstra services, as set out below.

Please state the account or service number for each service:

Home phone/fax

BigPond® user name

Foxtel® from Telstra

Mobile

Please note:

Most plans and features will be transferred and continue to apply following the transfer. If the plan is not available, we will contact you to help you choose a suitable plan.

You'll need to call **13 2200** to request any of the following features and benefits:

- Pensioner concession discount
- Medical Priority Assistance
- Bundles.

If you have any questions, simply call **13 2200** and say 'Deceased Estate'.

PART D – NEW ACCOUNT HOLDER

If transferring a service, provide details of the new account holder

Are you an existing Telstra customer? Yes No

Do you have an existing account you would like this account linked to? Yes No

If so, please state the account or service number

If you haven't been an existing Telstra customer for at more than six months, you'll need to provide at least 100 points of identification according to Table A and Table B on the last page.

If the services are to be linked to an existing account, any automatic payment arrangements (including Direct Debit) on the existing account will remain and apply to the new services. If the services are to be linked to a new Billing Account, you will need to call Telstra on **13 2200** to make any automatic payment arrangements.

Title: Mr Mrs Miss Ms

Given name

Date of birth

Surname

New customers only – please complete the details below

Driver's licence/passport number

State/country issued

Residential status: rent own board

Duration at current address: years months

New billing address

Occupation

OFFICE USE ONLY

Dealer code

Store name

Phone number/email

Team member

C, D, P or employee number

Personal identification for mobile transfers

Note: to be completed by the Telstra Shop. In order for this application to be accepted, enter details in relevant fields if applicable.

**Existing customer greater than 6 months
(100 points and no further documentation is required)**

Account number

Employer

Length of employment: years months

Business phone number

Concession type

Concession number

Would you like information about Direct Debit? Yes No

Would you like a White Pages® listing? Yes No

If no, would you also like a Silent Line? Yes No

By signing this form, I understand and agree that, if Telstra chooses to accept this application:

I will be liable to pay all outstanding (whether or not already billed) fees and charges, including minimum monthly spend and access fees for each of the services listed above that are transferred and any additional fees or charges incurred by or applicable to the products or services as and when they fall due. If a service listed above remains subject to a contract term at the date the service is transferred, and that service is subsequently cancelled by me or Telstra, I may be liable to pay an additional amount or early termination charge to Telstra.

Telstra's commitment to privacy is set out in Telstra's 'Protecting Your Privacy' statement which is available at telstra.com.au/privacy/privacy-statement and I understand that the terms of that policy apply to me.

The terms in Telstra's Our Customer Terms (and in Telstra's Mobile Booklet for mobile services) as amended by Telstra from time to time, apply to the provision of services relevant to this transfer application. Telstra reserves the right to withdraw this offer, in whole or in part, as set out in Our Customer Terms.

New customer's signature

Please print and sign

Date signed

Or **New or Existing customer less than 6 months.**

(Must show 100 points and fill in the next section. Retain Photocopies of Identification and archive as per process.)

Do not enter full credit card/ATM number if used.

DOCUMENT TYPE	DOCUMENT NUMBER	DATE ISSUED	EXPIRY DATE
Primary Identification from Table A (must have at least one)			
1			
2			
3			
Secondary Identification from Table B			
1			
2			
3			

Please mail the completed form with ID for mobile transfers to:
Telstra Bereavement Support
Locked Bag 20026, Melbourne 3001

Or fax it to
1300 556 737

For email, scan a copy of the form, add 'Bereavement Support' in the subject line and email to thetelstrateam@online.telstra.com

HERE'S HOW TO COMPLETE THE FORM

You can return this form by:

- fax **1300 556 737**
- mail Telstra Bereavement Support Locked Bag 20026, Melbourne VIC 3001
- email scan a copy of the form add 'Bereavement Support' in the subject line and email to **thetelstrateam@online.telstra.com**

This form enables the representative of a deceased customer to cancel or transfer all Telstra services that are in the name of the deceased.

Please complete all relevant sections in this form to ensure that the required action can be completed on the services of the deceased customer.

If you require additional information on the Telstra services that are in the name of the deceased, please contact us using the details on the bottom of this page.

For each relevant service, select if you want to transfer the service into the name of another person or cancel the service (ie, disconnect it).

By completing and returning this form, you are authorising a Telstra representative to follow through with your request and contact you to discuss any further details or requirements such as Foxtel equipment return.

PART A – WHO CAN BE A REPRESENTATIVE OF A DECEASED ESTATE?

To prevent fraudulent activity and privacy breaches, only people who are authorised to act on behalf of the deceased customer can access and change that customer's account and services.

Representatives aren't required to provide a copy of the death certificate, but they must state that they're authorised to act on behalf of the deceased customer. The people with the following relationship to the Deceased Estate will be accepted by us to act as their representative:

- an Executor, Administrator or Trustee of the deceased's estate
- Power of Attorney (General/Financial)
- a lawyer or solicitor administering the will
- next of kin (includes an immediate family member, eg parent, son/daughter, sister/brother, grandchild, surviving spouse or guardian over the age of 18)
- an authorised representative listed on the account even if they have not been previously listed on the account.

PART B – CANCELLATION OF A SERVICE

Please complete this section by specifying the service(s) to be cancelled. Foxtel equipment that has been leased by the deceased will need to be returned on the cancellation of the service (as this remains the property of Foxtel). We will notify you of the arrangements or make an appointment for the return of equipment. Please don't send equipment to the address on this form. Please note that we're unable to refund any unused pre-paid mobile credits.

PART C – TRANSFER OF SERVICE AND PART D – NEW ACCOUNT HOLDER

Please complete the transfer section by allocating the service(s) to be transferred and completing the details of the new account holder section of the Telstra Bereavement Support Form.

If a transfer involves multiple parties, please use a separate transfer form for each service.

TRANSFER OF OWNERSHIP – MOBILE SERVICES ONLY

If you haven't been an existing Telstra customer for more than six months, you'll need to provide at least 100 points of identification according to Table A and Table B below (with at least one form of identification from Table A). Aged Pensioners can show Seniors card or Aged Pension card combined with Medicare card as 100 points. Customers with a disability can show three forms of identity from table B. (for example, a Disability Support Pension Card combined with Medicare Card).

Customers, please include photocopies of ID with the form that you send back to Telstra.

TABLE A

Australian driver's licence (60 pts)
Australian passport (70 pts)
Government issued proof of age card COMBINED with Medicare card (60 pts)
Australian Learner's permit COMBINED with Medicare card (60 pts)
Overseas passport with valid visa (30 pts)
Blind citizens Australian identity card (60 pts)
Valid shooter's/firearms licence (60 pts)
Valid police/defence force ID with photo (60 pts)

TABLE B

Medicare card (40 pts)
Credit, debit, ATM cards – Australian only (40 pts)
Birth certificate or original extract (40 pts)
Valid Working with children card (must include photograph) (50 pts)
Valid Australian Government issued benefits card (40 pts)
Utility bill, vehicle registration or rates notice (25 pts)
Valid tertiary student ID card with photo (25 pts)
Private health insurance membership card (25 pts)

For assistance in completing this form, please contact Telstra on **13 2200** and say 'Deceased Estate'.