

# Change of Account Ownership

Application Form



To transfer an account from one individual/business to another, submit a Change of Account Ownership request.

This form is used to:

- transfer ownership to a family member, friend, housemate, etc;
- transfer ownership due to a business acquisition (and subsequent change of ABN or Trading Name), or;
- transfer a service (for example: an email address or ADSL service) to another account.

For more information, see:

<http://www.internode.on.net/changename/>

**Submit your completed and signed form to Internode by:**

email	billing @internode.com.au
fax	1300 848 699
post	PO Box 284 Rundle Mall Adelaide SA 5000

## 1. Current Customer Account Details

Please type in your responses, answering all relevant questions. If filling in by hand, please print neatly using the spacing provided.

\*Required fields

Applicant (individual or company name)\*

For businesses, trading name(if applicable)\*

Internode client ID

Your client ID starts with a letter

ABN (for businesses)\*

ABN only mandatory for businesses

Date of birth (for individuals)\*

Date of birth only mandatory for individuals

Contact Name\*

Contact Email Address\*

Postal Address\*

Suburb/Town\*

State\*

Postcode\*

Telephone (business hours)\*

Mobile

Fax

## 2. Affected Services (please select one)

Specify the usernames or phone numbers of services that are to be affected by this change. You may use the Additional Information section if required.

- Change ownership for all existing services on this account
- Change ownership for only the services specified below


## 3. Current Account Holder Declaration

I hereby request to transfer all Internode services (or only those services as specified above) on my Internode Account to the new Account Holder as specified in Section 5 of this form. I acknowledge that unless the account username is changed in Section 6 of this form, my emails may be accessible to the new user.

This change is to be made effective from the following date:  (New rollover date)

If the account is in credit, please (select one of the following):

- Transfer credit to the new Account Holder
- Please refund

Please note: Internode does not provide pro-rata credits for part months and only full months billed in advance will be credited towards your account.

If the applicant is a company, then the signee warrants that he/she is authorised to execute this agreement on behalf of the company.

Signature\*

X

Date\*

Name\*

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## 4. Additional Information

Please document any additional information here—for example, changes to additional specific services that are affected by this change, changes to authorised contacts (administrative, billing, technical), and/or any other information of relevance.

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You can attach an extra sheet if more space is required.

## 5. New Account Holder Details

Please type in your responses, answering all relevant questions. If filling in by hand, please print neatly using the spacing provided.

\*Required fields

Applicant (individual or company name)\*

For businesses, trading name(if applicable)\*

Internode client ID (if existing)

Your client ID starts with a letter

ABN (for businesses)\*

ABN only mandatory for businesses

Date of birth (for individuals)\*

Date of birth only mandatory for individuals

Contact Name\*

Contact Email Address\*

Postal Address\*

Suburb/Town\*

State\*

Postcode\*

Telephone (business hours)\*

Mobile


Fax

## 6. Username Options (not applicable for NodeLine)

If you wish to keep your existing username, please go to step 7.

First preference


Second preference

 If you change your username, you may need to reconfigure your modem/router. New configuration details will be sent to you once the Change of Ownership is processed.

## 7. New Account Holder Billing Arrangements

I would like to have my invoices posted to my nominated postal address in Section 5

Please send invoices to this email address

 All services will be billed monthly in advance. Tax invoices and other notifications are sent to your Internode email address, unless you have supplied an alternative email address. Posting of paper invoices is available, but discouraged for environmental reasons. If postal invoices are requested, this will attract a \$1.50 surcharge per invoice. For full details on our payment options, including Direct Debit, see [www.internode.on.net/payments](http://www.internode.on.net/payments).

## 8. Customer Service Guarantee (CSG) Waiver for Phone Services

It is necessary for you to agree to the following Customer Service Guarantee Waiver before Internode can supply you with a phone service. In essence this means that you will not be able to claim compensation if we fail to meet set standards for connection times and fault restoration.

We need you to do this because Internode believes that this waiver typically allows us to provide you better value.

This waiver does not stop you from contacting Internode about a fault with your phone service, and it is not a waiver for Internode to avoid doing our best to restore or provision your phone service as quickly as possible.

The waiver is explained in detail below, please read it all before agreeing by signing the waiver at the bottom of the page.

### CSG Waiver Details

This waiver applies to the (select applicable services):

- Internode NodePhone service, a Voice over Internet Protocol (VoIP) application used for telephony.
- Internode NodeLine service, a standard telephony service delivered over the Public Switched Telephone Network (PSTN).

Service Provider's Details	Internode Pty Ltd 150 Grenfell Street Adelaide SA 5000
Phone	13 66 33

### The Customer Service Guarantee

Information about the Customer Service Guarantee (CSG) may be found on the Australian Communications and Media Authority website ([www.acma.gov.au](http://www.acma.gov.au)).

The CSG requires us to meet minimum performance standards for standard telephone services. The minimum CSG requirements are:

- The provision of written information at least every two years (or upon request at any time) about the CSG performance standards, our obligations and your right to compensation under the CSG.
- Guaranteed maximum periods to connect new services.
- Guaranteed maximum periods for fault rectification.
- Maximum time frames for customer appointments.

The CSG contains exceptions for certain events such as extreme weather. If we do not meet the requirements and an exception doesn't apply, you may be entitled to compensation under the CSG.

### Waiver of the CSG

Internode can propose that you waive your rights under the CSG.

You have no obligation to consent to the proposed waiver. However, if you do not consent Internode has the right to decline your phone service application.

By agreeing to this waiver you will not be entitled to any CSG rights, specifically the provision of written information about the CSG, guaranteed maximum connection periods, guaranteed maximum rectification periods and maximum time frames for appointments. You will not be entitled to compensation for failure to meet such performance standards.

This waiver will take effect when you agree to it by signing below.

**I agree to waive in whole my CSG protections and rights in relation to the Internode phone service. I understand the consequences of this waiver which are summarised above.**

Signature

X

Date of this Waiver

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## 9. Directory Listing (for NodeLine service only)

Please specify your preference for phone books (for example: White Pages) and Directory Assistance:

**Standard Listing**  
List name, number, and address


**Suppressed Address**  
List only name and number

**Silent Number**  
Do not list name, number, or address

**Fax/Second line**  
Unlisted Number\*

Last name

First name or Initials

 \* Your details will still be provided to Directory Assistance and phone book providers, however, your name, number, and address will generally not be listed (it will be marked unlisted).

If you do not want your details provided to Directory Assistance or phone book providers, select the Silent Number option.

## 10. Acceptance of Associated Charges (for NodeLine service only)

I agree to pay \$59 to complete this Change of Lessee

Otherwise, select one of the following (if applicable) and the \$59 charge will be waived:

Name change due to Marriage, Divorce, or Deed Poll

Business has changed Trading Name (but must have retained the same ACN or ABN)

The previous Lessee has passed away

The previous Lessee cannot access the property due to legal reasons

## 11. New Account Holder Authorisation

The Applicant accepts and agrees to the Internode Customer Relationship Agreement; and the Internode Service Description documents that are relevant to the services being transferred to the Applicant (all available online at [www.internode.on.net/legal](http://www.internode.on.net/legal)); and the Additional Notes on this document. By agreeing to and signing this form, you accept responsibility for any remaining contract term(s) on the service(s), and agree to pay any applicable early cancellation charge(s) if the service(s) are subsequently cancelled while under contract.

The Applicant also confirms that he/she is 18 years of age or older. If the Applicant is a company, then the signee warrants that he/she is authorised to execute this Agreement on behalf of the company.

Signature\*

X

Date\*

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## Additional Notes

- For your security and privacy, it is important that you provide all the information we request. This information will be used for the purposes of establishing and administrating your account with us. The requested information for registered businesses includes your Australian Business Number (ABN), and for individuals, your date of birth.
- A Change of Account Ownership application cannot be processed until completed in full and signed by both parties – the existing and the new account holder. In situations where this is not possible, further supporting documentation may be required. Please call Internode Billing on 13 NODE (13 66 33) for further information.
- Once the Change of Account Ownership is complete, visit [www.internode.on.net](http://www.internode.on.net), to update email addresses, passwords or plans.
- You will need to contact Internode if you are intending to relocate your service.
- Information is current as of 8 May 2017 and is subject to change without notice. All prices quoted include GST.