

Please use this form to update your account holder. Read the form carefully, complete the required details and return to the address shown. If the account has any overdue amount at the time this form is received by iPrimus, it will not be processed.

Please select the reason for the change of name.

- Marriage – change of first/last name: Marriage Certificate/Name Change Certificate required
- Divorce – divorce certificate and Birth or Marriage Certificate required
- Death – Death Certificate required
- Transferring internet account
- Transferring phone account
- Transfer of business service – request on company letterhead, and signed by a company authority e.g. Director, GM, CFO, etc.
- If business listing is required, please provide the Directory Business Listing Name

Note: Primus Business Telephone line rental charges will apply if a White Pages Directory Business Listing is requested.

Current & New Account Holder Details

Please attach the required documents to this form

	Current Account Holder	New Account Holder
Customer Number	_____	_____
Title	_____	_____
First Name	_____	_____
Last Name	_____	_____
Address	_____ _____	_____ _____
Drivers License	_____	_____
Date of Birth	_____	_____
Contact Number	_____	_____

* All fields must be completed. Details provided by the new account holder are important for identification purposes when contacting iPrimus.

Service(s) to Transfer

Phone/Service Number(s) _____

Internet Username(s) _____

Important Information

Whenever practicable, the services and plans attached to the account will remain the same when transferred to the new account holder.

New Account Holders wishing to discuss changes to their plan or plan features should contact iPrimus Customer Service on 1300 85 85 85 once the Change of Account Holder requests are processed and completed.

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

Please visit www.iprimus.com.au for detailed plan information & 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 & authority over their account.
- Note 3.** Fee Exemption Categories.

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

- The new Account Holder lived with the Current Account Holder who has deceased.
- 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.
- A change of name only and the Account Holder remains the same e.g. the name has changed due to marriage, divorce or deed poll. Marriage, divorce or deed poll certificate should be provided in this instance.
- A change of business name, but not the legal entity of that business (no change to A.C.N or A.B.N).

Third Party Authority - authorised representative of new Account Holder

- I (New Account Holder) wish to authorise the following person to have full access and authority over my account.

Full Name _____ Date of Birth ____ / ____ / ____

Agent for Current Account Holder

Complete this section if another person is acting on behalf of the Current Account Holder.

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's Full Name _____ Signature _____

Customer Authority

We request iPrimus to transfer the service(s) and/or number(s) provided above from the Current Account Holder to the New Account Holder under the terms of the Current Account Holder's existing contract. Current Account Holder is 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 (Important Information) applies, and undertake to pay this fee on being invoiced.

'iPrimus Standard Form of Agreement' applies and is available on our website: iprimus.com.au/legal/standard-forms-of-agreement

Date ____ / ____ / ____

Current Account Holder Signature _____

New Account Holder Signature _____

Return when completed

Please complete all required sections of the form, sign where applicable, and return to iPrimus by:

Email: customerservice@iprimus.com.au
 Mail: iPrimus, Po Box 631, Collins St West VIC 8007
 Fax: 1300 85 58 58

Visit our website at www.iprimus.com.au for further information, or chat online with our friendly staff on Live Chat.

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