



Change of Ownership

Updated 26th June 2025

Use this document if you wish to transfer a Pennytel service or your whole Pennytel account to someone else.

Change of Ownership Request

Both parties should fill out this form and read all the terms and conditions before signing. Please ensure that all information you supply is correct. Incorrect information may delay the processing of your request. Processing times will vary according to the complexity of the services and your request.

Pennytel collects personal information from both parties in relation to this request.
Please refer to our privacy policy at pennytel.com.au/legal.

Complete the form below and e-mail the completed form to accounts@pennytel.com.au or post to:

Attention: Pennytel Australia
PO Box 849
Narellan NSW 2567

Part A - Account or Services to be transferred

To be completed by the Outgoing Customer who currently owns the services.

Option 1: If you wish to transfer all services on your account, please tell us your account number:

Pennytel Account Number: _____

Option 2: If you wish to transfer only some of the services on your account, please tell us the service numbers you wish to transfer:

Services to be moved:

_____	_____
_____	_____
_____	_____

Transfer date:

Please note all Change of Ownerships will be processed on the last day of the billing period, which is the 27th of each month. Service transfers are only completed on business days. If the 27th falls on a weekend or public holiday, the transfer will occur on the next available business day.

Pennytel will attempt to transfer the service/s within the account on the above date, however some requests may take longer to complete, and we cannot guarantee services will move on this date.

QUESTIONS OR CONCERNS? 1300 232 888

We're here to help. Contact us online or by phone: Monday to Friday 9am - 5pm AEST, closed on Saturday and Sunday.

Part B - Outgoing Customer Information

To be completed by the Outgoing Customer who currently owns the services.

Full Name: _____ Contact Number: _____

Email Address: _____

Agreement - Outgoing Customer to Sign

Important Information:

- The Outgoing Customer will be liable for all amounts incurred on the services before the date of transfer.
- If all services are transferred to the Incoming Customer, the Outgoing Customer will no longer be able to log in to their account. Billing, Payment, Usage and communication history before the date of transfer will not be visible to the Incoming Customer.

On behalf of the Outgoing Customer, I request Pennytel to transfer the legal responsibility of the service/s listed above to the Incoming Customer whose details are included in Part C of this form.

I acknowledge that:

- I will remain liable for all debts incurred on the services listed above up to the date of transfer;
- I will not receive any credits for any prepaid amounts and no pro rata credit will apply to plan fees that are billed in advance;
- Acceptance of this request by Pennytel is subject to Pennytel's ordinary credit approval process;
- I have read and understand all statements made in this application form.

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

I have provided details relating to the services requested to be transferred to the Incoming Customer, including pricing and plan information.

I warrant that I am the Legal Lessee or am authorized to make this request on behalf of the Outgoing Customer.

Full Name: _____ Signature: _____

Date: _____

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Part C - Incoming Customer Information

To be completed by the Incoming Customer who will receive the services.

Full Name: _____ Date of birth: _____

Contact Number: _____ Email Address: _____

Current Address: _____

Existing account or new account

If the Incoming Customer has an existing account with Pennytel you can ask us to add the service/s to your account. Tell us the account number and we will arrange for this to happen.

☐

I need a new account

☐

I am the legal lessee of an existing account and my account number is: _____

If you add the services to your existing account, your existing billing and payment preferences will apply to the transferred services.

All Pennytel Invoices are sent via email to the nominated email address listed above

How would you like to pay your bill?

If you select Credit Card or Direct Debit, we will call you to find out your payment details. If you select other, you are responsible for ensuring payment reaches us on time, refer to your bill for more information on how you can pay:

☐

Credit Card

☐

Direct Debit

☐

Other

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Agreement - Incoming Customer to Sign

Important Information

Before agreeing to take over the ownership of the above services, you should review the Critical Information Summary for the services.

Where services cannot be retained on the same plan because those plans are no longer available, services will be transferred to standard pricing with no fixed contract term.

To discuss your pricing options after the transfer has taken place, view our latest plans on our website: pennytel.com.au.

The service/s listed above will be transferred along with any additional products attached to those services.

As the Incoming Customer, I request Pennytel to transfer the legal responsibility of the services listed above from the Outgoing Customer, whose details appear in Part A of this form to me, the Incoming Customer.

I agree:

- If Pennytel accepts this request, Pennytel will provide the services listed above to me, the Incoming Customer, in accordance with Pennytel's standard terms and conditions;
- Acceptance of this request by Pennytel is subject to Pennytel's ordinary credit approval process;
- that Pennytel's standard form of agreement at pennytel.com.au/legal will apply to the services being transferred to me;
- To fulfil all obligations imposed upon the Outgoing Customer under existing contract for the services; I have read and understand all statements made in this form;
- I will be taking over the services listed above including any and all applicable contracts and that the nominated services will be transferred with the same structure and set up as they currently have, unless the plan is no longer available, in which case I consent to Pennytel transferring the service to standard pricing;
- I will be liable for all debts incurred on the services listed in the account above from the date of transfer;
- I will not seek to recover loss I have suffered or may suffer (either directly or indirectly) as a result of the transfer.

I make this request as the Incoming Customer.

Full Name: _____ Signature: _____

Date: _____

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