



Change of Ownership Form (Consumers)

Updated: 8 May 2026

Use this document if you wish to transfer a Pennytel Consumer Service or your whole Pennytel Account to someone else

Both parties must complete the sections of this form that apply to them, including the confirmations and acknowledgements 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 <https://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 provide your account number

Pennytel Account Number	
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Option 2: If you wish to transfer only some of the services on your account, please provide the account number and tell us the services you wish to transfer

- For Mobile services, please include the plan name and the mobile service number
- For NBN services, please include the plan name and AVC or the address at which the service is provided

Pennytel Account Number	
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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. 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.

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.
- Acceptance of this request by Pennytel is subject to Pennytel's customer identification and KYC (know-your-customer) approval processes;

I confirm and acknowledge that (please tick):

- I warrant that I am the Owner, or am authorised by the owner, of the account/services that are the subject of this change of ownership request, to submit this request.
- I request Pennytel to transfer the legal responsibility of the account and/or the service/s listed above to the Incoming Customer whose details are included in Part C of this form.
- 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;
- 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.

Full Name:	
Signature:	
Date	

Part C - Incoming Customer Information

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

Full Name:	
Current Address:	
Date of Birth:	
Contact Number:	
Email 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.

Are you an existing Pennytel customer?	<input type="checkbox"/> Yes, my account number is: _____ <input type="checkbox"/> No, I will need a new account.
If Yes, would you like the services to be transferred into this account	<input type="checkbox"/> Yes <input type="checkbox"/> No please transfer the services to a new account

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

If you need a new account we will call you to find out your payment details. For your convenience Pennytel provides a number of payment options, including credit card and direct debit which we will discuss with you. All Pennytel Invoices will be sent via the email address you have provided above and are also available for review and download on the Pennytel Portal.

Agreement - Incoming Customer to Sign

Important Information

Before agreeing to take over the ownership of the above account and/or services, you should review the Critical Information Summary for the services, which is available on our website at <https://pennytel.com.au/legal/>

Pennytel provides services under a number of policies, including our General Terms, Payment Assistance Policy, Domestic, Family & Sexual Violence Information Statement, Domestic, Family & Sexual Violence Policy and Complaints Handling Process. These and all other policies are available for you to review at <https://pennytel.com.au/legal/>

The account and/or service(s) listed in Part A will be transferred along with any additional products attached to those services. All services must be activated and in billing cycle before ownership transfer is possible. Pending activations cannot be transferred.

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 the Critical Information Summary or Summaries applicable to these service(s);
- that acceptance of this request by Pennytel is subject to Pennytel's customer identity verification requirements.
- that Pennytel's General Terms 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 in Part A including any and all applicable contracts and that the nominated services will be transferred with the same structure and setup as they have at the date of transfer, 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	