

The form is to be signed by both parties. When completed, please email the form to personalchangeofownership@one.nz
If you don't wish to share personal information with the other party, please leave the field(s) blank and we will contact you directly.

- a. Both the existing and new customer sections of the forms will need to be fully completed to process change of ownership
- b. Signature Section (3&5) will need to be signed by the respective customers.
- c. New customer to attach the copy of ID proof (DL or Passport)
- d. Please specify the account number and the services that are to be transferred (Section 1 and 1A)

Section 1 – Services to be transferred

All services on account(s)

Mobile

Broadband/Internet/Landline

One New Zealand TV

Other service(s)

SKY TV

If you're transferring multiple mobile and/or landline numbers or only some broadband/internet connections, please list the numbers and/or broadband usernames in full in section 1A. If not please continue to section 2.

Section 1A – Phone numbers and Broadband connections to be transferred

Please note: If you have 0800 or secondary number(s) or specific broadband connections you wish to transfer you'll need to specify them in the table below. (Each broadband connection has an individual username, which can be found on the second page of your invoice, under Internet Charges).

| | |
|--|--|
| | |
| | |
| | |

Transfer Date: _____

Section 2 - Details of Existing Customer

Name: _____

Email address: _____

Phone Number: _____ Date of Birth: _____

Address line 1: _____

Address line 2: _____

Suburb: _____ Postcode: _____

Town/City: _____ Preferred contact method? ☐ TXT ☐ Email

Please send my final bill:

By email - to (if different to email above) _____

By post – paper bills cost \$2.50 (inc GST) a month. For more info see [here](#). To this address below if different to address above:

Section 3 - Agreement by Existing Customer

1. I agree to transfer account ownership for the services set out in Section 1 to the new customer.
2. I agree to remain responsible for all charges incurred on this account up until the date the services are transferred to the new customer.
3. I understand that ownership of this account will not be transferred until the balance of this account is \$0.00. I understand that I am responsible for resolving with the new customer any call charges incurred prior to transfer that may be billed the following month.
4. I acknowledge that I will have no further rights in the transferred Services from the date of the change of ownership, but will remain responsible for all Services not transferred.
5. I acknowledge that the services will not change ownership without One New Zealand's approval.
6. I agree that I will pay the outstanding amount for Interest free payments in full before changing ownership of the service.

Authorised Signature _____
(Signature of authorized contact is mandatory to process change of ownership)

Date: _____

Section 4 - Details of New Customer

Authorised Contact

Title: _____ Gender: _____ Date of Birth: _____

First Name: _____ Last Name: _____

Contact Email: _____ Preferred contact method?

Contact Phone: _____ ☐ TXT ☐ Email

Do you wish to add an additional Authorised Contact? ☐ Yes ☐ No

Physical Address

Address line 1: _____

Address line 2: _____

Suburb: _____

Town/City: _____

Postcode: _____

Tick here if postal address is DIFFERENT to the physical address

Are you an existing One New Zealand Customer? Yes No

Do you wish to transfer services to a new or existing account?

Transfer services to my existing account
(please enter your One NZ account number)

(The existing account of the new customer cannot be the same as the account number mentioned in Section 1)

Transfer services to a new account

Section 4A - New customer ID

Please provide one of the following and attach a copy of the ID proof:

New Zealand
Drivers Licence

Name (as printed on your licence): _____

Driver Licence number (5A): _____

Driver Licence version (5B): _____ Expiry: _____

Note: If a Drivers licence has been provided it will be checked with the NZTA.

Passport

Please provide a copy of your current passport showing your full name, date of birth, expiry date and photo. If submitting an International passport, please also include a copy of the visa and the visa entry stamp or e-ticket to confirm expiry date of visa. Visas need to be long enough to cover the contract term for all the services. For Open Term plans, a visa that is valid for a minimum of 3 months is required.

New Zealand
Birth Certificate

Please provide a photocopy of your NZ Birth Certificate (overseas Birth Certificates cannot be used) and two types of proof of address (these can be a bank statement or utility statement for an account under your name and must not be more than 3 months old). If you provide a bank statement, you may blank out your account number and transaction details if you wish to.

Please send my monthly bill:

By email - to (if different to email in section 4) _____

By post – paper bills cost \$2.50 (inc GST) a month.

Do you wish to discuss plan options after the change of ownership has completed? Yes No

How would you like to be contacted? TXT Phone Email

Section 5 - Agreement by New Customer

1. I confirm that I am over 18 years of age.
2. I accept the change of ownership of the services in section 1 from the existing customer.
3. I agree to be bound by the One New Zealand terms and conditions which apply to the service(s) (available at one.nz/legal/terms-conditions/), and all other applicable terms including any contract term and pricing plan.
4. I agree to pay all charges associated with the account once ownership of the account has been transferred, including monthly fees, any delayed charges (such as toll calls that may appear after the transfer is completed) and any early termination fees which may apply if I terminate any of the services before the end of the applicable contract term. I understand that relocation fees may apply if I am relocating services to a different address.
5. I authorise One New Zealand to check my credit status with any credit agency, and to confirm my identity by obtaining a driver licence check from NZTA if I have provided a copy of my driver licence. I understand that One New Zealand may, in its discretion, either refuse to transfer the services, or make the transfer subject to credit requirements such as mandatory credit limits or mandatory payment method.

Authorised Signature _____

Date: _____

(Signature of authorized contact is mandatory to process change of ownership)

Sending this form to One New Zealand

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