



Dear Valued TELUS Customer:

Thank you for your inquiry for a **Legal Name Change** request.

- A Legal Name Change (LNC) request involves changing the billing name on a customer's statement ONLY; the underlying party responsible for the account remains the same.
- A Transfer of Business Ownership request (TBO), involves changing or transferring responsible for a service from one legal business entity to a different business entity. **Please do not use this form.**

To successfully initiate this Legal Name Change request, please take the necessary steps:

<p>Step 1 – Review the Terms and Conditions set out in Part A of the form.</p> <p>Step 2 – Fill out both Part B and Part C of the attached form</p> <p>Step 3 – Clear any outstanding balance appearing on your account(s) of the Service to be Transferred.</p> <p>Step 4 – Ensure your new legal name is registered in accordance with applicable legislation</p> <p><b>NOTE:</b> - If banking information is changing, pre-authorized payment arrangements may need to be updated, please contact TELUS at the numbers listed below.</p>
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Please return the attached form fully completed to TELUS via:

Fax: 1-866-513-8746

Or

email: [Clientcare.tbo@telus.com](mailto:Clientcare.tbo@telus.com)

TELUS will notify you upon receipt of the completed form and confirm next steps.

TELUS requires approximately *10 business days* to complete a Legal Name Change request once all the information has been submitted to us.

If you have any questions or concerns regarding the completion of the form, please contact us at 310-3100 in AB/BC or 1-866-GOTELUS outside of AB/BC.

Thank you for your cooperation.

Sincerely,

TELUS Communications Inc.





# Legal Name Change Request Form

## PART A - TERMS AND CONDITIONS

The Request and any resulting agreement are subject to the terms and conditions set out in this Part A (the "Terms and Conditions").

**1. Submission of Request.** By submitting this Request, the Outgoing Customer identified in part B of this Form acknowledges and agrees that:

(a) it is transferring and assigning to the Incoming Customer its rights in or to the Services, including all TELUS directory advertising and other contracts, products and services associated with the Services and related Telephone Numbers specified in Part B of this Form (collectively, the "Services") and currently billed to the Outgoing Customer's account(s); (the "Accounts") and

(b) TELUS may do the following:

- disclose details of the Services and Telephone Numbers to the Incoming Customer identified in part C of this Form and to the TELUS directory publisher;
- assign the use of the Services and Telephone Numbers to the Incoming Customer once TELUS process the Request and changes its customer records accordingly (the "Change") from the date of such Change (the "Change Effective Date"); and;
- when applicable, provide all directory advertising and other products and services associated with the Services and billed to the Account(s) to the Incoming Customer on the Change Effective Date.

**2. Definitions**

**"Indebtedness"** means all charges, liabilities or amounts related to, or arising out of use of, the Services and Telephone Numbers that may become due and owing to TELUS or its directory publisher, including (but not limited to) charges for directory advertising, and other products and services associated with and billed to the Telephone Numbers, liabilities arising out of any tariffs or contracts associated with Services and the Telephone Numbers, and charges for making the Change.

**"Telephone Numbers" or "Numbers"** means the telecommunications number(s) or account numbers listed in Part B of this Form as well as all directory advertising, and other products and services associated with and billed to such Telephone Numbers by TELUS as of the effective date of the Change.

**"TELUS"** means TELUS Communications Company.

**3. Consent by TELUS.** Each of the Outgoing and Incoming Customer acknowledges and agrees that: a) TELUS owns the Services and all Telephone Numbers; (b) any proposed transfer of use of, or change to the rights to, the Services and Telephone Numbers by the Outgoing Customer is invalid without TELUS prior knowledge and consent; (c) TELUS is not obliged to give its consent or to make the Change; and (d) the Change will become effective when TELUS makes the Change in TELUS customer records. Until the Change Effective Date, the Outgoing Customer remains TELUS customer of record with respect to the Services.

**4. Binding Agreement.** This Form becomes a valid Request to TELUS upon TELUS acknowledgement of receipt of an original or electronically transmitted copy of this Form properly completed by both the Outgoing and Incoming Customer. TELUS will not consider this Form as a valid Request if it is not properly completed by both the Outgoing and Incoming Customer. TELUS will use reasonable efforts to make the Change on or about the Requested Date of Change specified by the Outgoing Customer in Part B of this Form, subject to the Terms and Conditions in this Part A.

**5. Assumption of Indebtedness and Indemnity.** When this Request is accepted and processed by TELUS and becomes a binding agreement, the **Incoming Customer assumes full responsibility for all Indebtedness** arising out of or related to the Services, the Request, and the Change, whether incurred by the Outgoing Customer or the Incoming Customer, whether accrued or billed on or after the Change Effective Date, whether or not known to the Incoming Customer prior to submission of this Form, and whether or not included in any figure of Indebtedness provided by TELUS. The Outgoing and Incoming Customer agrees to indemnify and hold TELUS harmless against and from any loss, damage and liability which results from making the Change.

**6. Rights and Obligations.** The Change will not affect the Services terms and conditions (whether set out in a tariff or other contract) under which the Services and Telephone Numbers are provided (including all directory advertising, and other products and services associated with the Services and billed to the Account(s)). The Incoming Customer shall be bound by all such terms and conditions whether or not known to the Incoming Customer prior to submitting this Form. The Outgoing Customer is responsible for providing the Incoming Customer with a copy, of the Services terms and conditions and all other pertinent information. Failure of the Outgoing Customer to do so does not excuse or release the Incoming Customer from any responsibility for the Indebtedness or any obligations under such terms and conditions.

**7. No Release.** The Outgoing Customer is not released from the obligation to pay TELUS for any Indebtedness arising out of or related to Services and the Telephone Numbers up to the effective date of the Change.



# Legal Name Change Request Form

## PART B - OUTGOING CUSTOMER – Current Customer

Requested Date of Change: \_\_\_\_\_

(Note: request can not be backdated)

### Old Business Name Information

Current Legal Billing Name: (print full legal name.)

Company Billing Address:

Person Authorized to complete change on behalf of company.

Name:

Title:

Phone No.(s):

Email:

### Current Account Information

Please provide, from page 1 of your monthly statement(s) your TELUS Account Number(s):

\*If you receive more than one statement please list all account numbers, separating the account numbers with a comma.\*

Continued on next page



# Legal Name Change Request Form

## PART C - INCOMING CUSTOMER

New Business Name Information	
New / Updated Legal Business name (Full legal name.):	
Has the new business name been legally registered? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Please indicate the province where the company is registered:	
Please select the registered type of business:	Corporation(INC/LTD) <input type="checkbox"/>
	Partnership <input type="checkbox"/>
	Proprietor <input type="checkbox"/>
	Other? Please specify:
Incorporation/ Registration No.	Date of Incorporation/Registration: (yyyy/mm/dd)
Is the billing address staying the same? Yes <input type="checkbox"/> No <input type="checkbox"/>	
If no, please provide the new Billing Address, please include postal code:	
Person Authorized to complete change on behalf of company:	
Name:	Phone No.(s):
Title:	Email:
Directory/ Name Display Information	
Is there a requirement to change the name listed in the white pages directory? Yes <input type="checkbox"/> No <input type="checkbox"/>	
If yes please provide how you would like the see the Listed Name:	
If you subscribe to the 'Call Display' service, Is there a need to change how your company name will appears? Yes <input type="checkbox"/> No <input type="checkbox"/>	
If yes, please provide how you would like your business outgoing Name Display to display: (Maximum 15 characters):	
<p>*Please note</p> <p>-There are specific programming rules <u>that may</u> require TELUS to modify the formatting and presentation of what can be displayed. If you have any specific questions about the call display service please contact our sales department (310-3100 in AB/BC or 1-866-GOTELUS outside of AB/BC) or your dedicated sales agent.</p> <p>- if you subscript to TELUS's call display services, and you do not indicate how you would like your call display to show, provisioning will be done to show the legal company name as registered.</p>	