



Dear Valued TELUS Customer:

Thank you for your inquiry for a **Transfer of Business Ownership** for your Wireline services. Wireless services can be transferred by contacting TELUS Mobility or your account prime.

To successfully initiate this request, TELUS requires that the Customer currently on TELUS record (“the Outgoing Customer”) coordinates the following activities with the customer to which the services are to be transferred (“the Incoming Customer”):

OUTGOING CUSTOMER	INCOMING CUSTOMER
<p><b>Step 1</b> – Review the Terms and Conditions set out in Part A of the form.</p> <p><b>Step 2</b> – Fill out part B of the attached form</p> <p><b>Step 3</b> – Instruct Incoming Customer to fill out part C of the form</p> <p><b>Step 4</b> – Clear any outstanding balance appearing on your account(s) of the Service(s) to be Transferred.</p> <p><b>NOTE:</b></p> <ul style="list-style-type: none"> <li>- Until this request is successfully completed you will remain the customer on record for the Service(s) to be Transferred.</li> <li>- Disclose to the Incoming Customer, all details of the Service(s) to be Transferred; including all existing contracts and agreements between TELUS and the Outgoing Customer.</li> <li>- Cancel any preauthorized payment arrangements related to the Service(s) to be Transferred.</li> </ul>	<p><b>Step 1</b> – Review the Terms and Conditions set out in Part A of the form.</p> <p><b>Step 2</b> – Fill out part C of the attached Transfer of Business Ownership request form</p> <p><b>Step 3</b> – Ensure your new legal name is registered in accordance with applicable legislation</p> <p><b>Step 4</b> – Submit parts A, B and C of the attached form fully completed to TELUS</p> <p><b>NOTE:</b></p> <ul style="list-style-type: none"> <li>- If the Outgoing Customer chooses to cancel their services, TELUS will not be able to complete this request. We will be happy to initiate a new service for your business.</li> <li>- Incoming Customer is responsible for payment for all charges relating to this request.</li> </ul>

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 both parties upon receipt of the completed form and confirm next steps.

TELUS requires approximately *10 business days* to complete a Transfer of Business Ownership request once all the information from the Outgoing and Incoming Customers has been received.

If you have any questions or concerns regarding the completion of the form, please contact us at: 310-0404 in AB/BC or 1-877-710-0404 outside of AB/BC.

Thank you for your cooperation.

Sincerely,

TELUS Communications Inc.





## Transfer of Business Ownership Wireline 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) 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.



## Transfer of Business Ownership Wireline Form

### PART B - OUTGOING CUSTOMER INFORMATION

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

(Note: request can not be backdated)

#### OUTGOING CUSTOMER

**Acceptance of the Terms and Conditions:** By submitting this Form to TELUS, the Outgoing Customer confirms its' acceptance of the Terms and Conditions set forth in Part A of this Form.

**Company Billing Name:** (print full legal name.)

**Company Billing Address:**

**Person Authorized to complete change  
On behalf of company.**

**Name:**

**Title:**

**Phone No.(s):**

**Email:**

**Are you wishing to transfer ALL of your wireline services?    YES     NO**

**If Yes, please provide the main account number (page 1 of your bill):**

**If No, please list by Billing Telephone Number or Consolidated Billing Name those services you wish to transfer:**

#### Please include all Wireline TELUS services to be transferred

Phone number and/or account numbers Involved:	Listed In White Pages.	
	Yes	No
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>

\*\*additional requests can be submitted on a separate sheet or attached file\*\*



## Transfer of Business Ownership Wireline Form

### PART C - INCOMING CUSTOMER INFORMATION

INCOMING CUSTOMER	
<b>Acceptance of the Terms and Conditions:</b> By submitting this Form to TELUS, the Incoming Customer confirms its' acceptance of the Terms and Conditions set forth in Part A of this Form.	
<b>Company Billing Name</b> (print full legal name.):	
<b>Company Billing Address:</b>	
<b>Person Authorized to complete change on behalf of company</b>	
<b>Name:</b>	<b>Phone No.(s):</b>
<b>Title:</b>	<b>Email:</b>
Directory/ Name Display Information	
<b>Listed Name:</b> ** If Listed please indicate here how you would like the listing to appear in the white pages.	
<b>Name Display:</b> Programming for how the Company Name will appear on the Call Display.	

**\*\* Note:** Please provide Company Name as it appears on Certificate to ensure timely processing of this request.

### INCOMING CUSTOMER CREDIT INFORMATION

INCOMING CUSTOMER CREDIT INFORMATION	
<b>Current Working Telephone Service with TELUS (Please indicate applicable telephone number) :</b>	
<b>Credit Information For Corporations Only</b>	
<b>Please enter: Incorporation/ Registration No.</b>	<b>Date of Incorporation/Registration: (yyyy/mm/dd)</b>

INCOMING CUSTOMER CREDIT INFORMATION				
<b>Please indicate the province where the company is registered:</b>				
<b>Please select the registered type of business:</b> Corporation(INC/LTD) <input type="checkbox"/> Partnership <input type="checkbox"/> Proprietor <input type="checkbox"/> Other <input type="checkbox"/>				
<b>Accountable Party Information (Please list all directors, partners, etc)</b>				
<b>Permission to do a personal credit check? Yes <input type="checkbox"/> No <input type="checkbox"/></b>				
Name and Residential Address	Title	Date of Birth	Home Phone	DL #/ SIN # (only one piece required)