Dear Valued TELUS Customer:

Thank you for your inquiry for a **Legal Name Change** for your TELUS services excluding wireless services. Wireless services can be transferred by contacting TELUS Mobility at 1-866-558-2273 or by [email](http://www.telus.com/en/bc/get-help/contact-us/index.jsp?INTCMP=TcomFooter_contact_us).

\*If you have Business Anywhere products, please contact Small Business Solutions at 310-3100 in AB/BC or 1-866-811-2828 outside of AB/BC.

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| **To successfully initiate this request, please take the necessary steps:** |
| **Step 1** – Review the Terms and Conditions set out in Part A.  **Step 2** – Review FAQ (page 9) to ensure forms are completed correctly  **Step 3 –** Fill out both parts B and C of the form  **Step 4** – Clear any outstanding balance appearing on your account(s) of the Service(s) to be Transferred  **Step 5** – Ensure your new legal name is registered in accordance with applicable legislation  **NOTE:**   * If banking information is changing, please update pre-authorized payment arrangements. |

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.

If you have any questions or concerns regarding the completion of the form, please contact us directly at 1-877-977-1500.

Thank you for your cooperation.

Sincerely,

TELUS Communications Company

**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 theIncoming Customer, whether accrued or billed on or after the Change Effective Date, whether or notknown to the Incoming Customer prior to submission of this Form, and whether or not included in any figure ofIndebtedness 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.

**Part B – Outgoing Customer Information**

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| **Requested Date of Change:** |  |

(Requests cannot be backdated)

|  |  |  |  |
| --- | --- | --- | --- |
| **Outgoing Customer** | | | |
| **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:** | |
| **Please include all TELUS services and Business Tools (See FAQ B.1) to be transferred** | | | |
| Phone numbers, account numbers and/or Consolidated Billing number **(See FAQ B.2)** involved:  Note: If you list an account number or Consolidated Billing number, all services under that account will be transferred | Listed In White Pages **(See FAQ B.3)**:  **Yes No** | | |
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**\*\*additional requests can be submitted on a separate sheet or attached file\*\***

**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.

**Authorized Signature**

**Print Full Name/Job Title**

**Date**

**Part C – Incoming Customer Information**

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| **Incoming Customer** | |
| **Company Billing Name (FAQ C.1):** (print full legal name) | |
| **Company Billing Address:** | |
| **Person authorized to complete change on behalf of company** | |
| **Name:**  **Title:** | **Phone No.(s):**  **Email:** |
| **Directory/ Name Display Information (FAQ C.1)** | |
| **Listed Name:**  \*\* If Listed please indicate here how you would like the listing to appear in the white pages. | |
| **Name Display: ­­­­­­­­­­­­­­­­**  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.**

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| --- | --- | --- | --- |
| **Incoming Customer Credit Information** | | | |
| **Current Services with TELUS:**  YES  NO    If yes, please indicate applicable working telephone number and/or accounts | | | |
| **Please select the registered type of business:** | | | |
| Corporation | Proprietorship | Partnership | Other |
| Please indicate the province(s) or state(s) and Country where the company is registered: | | | |

|  |  |  |
| --- | --- | --- |
| **Corporation - Accountable Party Information**  **(Please list all directors)** | | |
| Incorporation/ Registration No. | Date of Incorporation/Registration: (yyyy/mm/dd) | |
| **Name** | **Job Title** | **Phone Number** |
|  |  |  |
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| --- | --- | --- | --- | --- |
| **Partnership/Proprietor - Accountable Party Information** | | | | |
| **Permission to do a personal credit check for partnership or proprietor?** Yes No N/A | | | | |
| Name and Residential Address | Job Title | Home Phone Number | Date of Birth | DL # or SIN # (optional)  (one piece required) |
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| --- | --- | --- |
| **Other - Accountable Party Information**  **(Please list all directors)** | | |
| Incorporation/ Registration No. | Date of Incorporation/Registration: (yyyy/mm/dd) | |
| **Name** | **Job Title** | **Phone Number** |
|  |  |  |
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**Acceptance of the Terms and Conditions**:

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.

**Authorized Signature**

**Print Full Name/Job Title**

**Date**

**Frequently Asked Questions (FAQ)**

**How do I know I need a legal name change?**

Some instances you would need to submit a legal name change request include the following scenarios:

* 1. Change to legal name *Eg. Certificate of amendment or legal name change*
  2. Change of company name, same incorporation/registration #

**If none of the above scenarios applies, you may require a TBO (Transfer of Business Ownership). Please see below for the following TBO scenarios:**

1. Directors have changed and Incorporation number has changed
2. Change of Legal Billing Name, trade name is the same. *Eg: John Doe o/a John’s Diner* ***to*** *Jane Show o/a John’s Diner*
3. Change of Legal Entity from one type to another *Eg. Sole Proprietor to Registered Company, Partnership to Registered Company, Registered Company to Sole Proprietor*
4. Change of Partners
5. Change of registration/ incorporation #
6. Bankruptcy,  no new responsible party
7. Change to receiver or trustee *Eg. Bankruptcy: New responsible party*

**Who should I contact if I have questions and concerns regarding my Legal Name Change request?**

We have a support team to assist you. You can reach them at:

Toll free: 1-877-977-1500

Fax: 1-866-513-8746

Email: [clientcare.tbo@telus.com](mailto:clientcare.tbo@telus.com)

**PART B – Outgoing Customer Information**

**B.1** What are TELUS services?

* Phone Lines (single phone line, multi-lines or fax lines)
* Internet (ADSL) – with or without Smart Hub Back-up
* TELUS WiFi
* TELUS TV
* Centrex
* PRI
* DID
* Managed Internet

**B.1** What are Business Tools?

* Website Hosting
* Toll-free Numbers
* Internet Fax
* Unified Communications Services (Business email with TELUS)
* Audio or Web-Conferencing
* Desktop Back-up (Computer Back-up)
* CPS Maintenance Contracts
* Cloud Services

**B.1** How do I determine all of my TELUS services?

* Your invoices should reflect all of your TELUS wireline services
* You may have Business Tools that are billed directly to credit card or pre-authorized payment.

**B.2** What is a Consolidated Billing Number?

* Consolidated billing allows customers to group all their accounts with the same billing name under a Pilot number, *or,* Consolidated Billing Number.  You should receive one bill, once a month with a summary of all monthly charges, plus detailed information for each billing number.
* The Consolidated Billing Number is made up of a series of letters and numbers usually but not limited to beginning with ‘CBN’ or “CBE”

**B.2** Where do I find my Consolidated Billing Number?

* You can find your Consolidated Billing Number on the first page of your invoice under “Billing Number”

**B.3** Why are you asking me if my service is listed in White Pages?

* This is a section you would fill out to indicate which of your phone numbers are currently listed. It will allow the incoming customer to understand which numbers were listed.

**PART C – Incoming Customer Information**

**C.1** Company Billing Name and Directory/Display Listings

* It is very important to provide clear and accurate spelling for these sections.
* If you need to correct the names provided after form submission please contact TELUS immediately at 1-877-977-1500