

Telstra Analyser Online Modification Application Form



Send a signed and completed copy via **Email** to: TEGFreeCall@team.telstra.com

For further assistance please contact your Telstra Representative or call 1800 730 062 Option 4:4..

Company Name is the legal entity under which the service will be registered. In this Application Form, references to "you", "I" or "us" refer to the Company.

ACN / ABN is Australian Company Number or Australian Business Number.

Trading / Business Name is not a legal entity but is the name under which your business trades.

Contact Name is the person representing the Customer for billing and contract administration.

You must notify Telstra of any changes to your Contact Details.

CUSTOMER DETAILS

Company Name _____

ACN or ABN _____

Registered Address _____

Trading / Business Name _____

Contact Details

Contact Name _____

Contact Details Ph (wk): _____ Ph (mb): _____

Fax: _____

Email: _____

Full National Number (FNN) is the number Telstra uses to identify your service. It is listed on your Telstra bill.

SERVICE DETAILS

Please list the account details of your existing Telstra Analyser Online service:

Account Number	Full National Number (FNN)
	N R

Please select whether you are applying to change your version of the Telstra Analyser Online service, to add or delete users or to change the access details for your Telstra Analyser Online service:

- | | |
|--|---|
| <input type="checkbox"/> Change version of the Telstra Analyser Online service | <input type="checkbox"/> Add/Delete users |
| <input type="checkbox"/> Change access details | |

Note: This change applies to all your users accessing the Telstra Analyser Online service.

Note: Additional charges may apply. Please refer to Our Customer Terms for full details.

VERSION CHANGES

I am applying to **upgrade** my Telstra Analyser Online service from the Standard version to the Advanced version.

I am applying to **downgrade** my Telstra Analyser Online service from the Advanced version to the Standard version.

Please complete this section if you are applying to add or delete users from the Telstra Analyser Online service.

Note: Additional charges may apply. Please refer to Our Customer Terms for full details.

Note: You may only access services that belong to the Legal Entity provided in the Customer Section of this form.

If you require a new Telstra On-Line Digital Certificate/Username for a user, we will contact you to arrange for it to be activated prior to the activation of your Telstra Analyser Online service.

ADD/DELETE USERS

Please complete the details of each user you want to add or delete from your Telstra Analyser Online service:

Add / Delete User	User Name	Contact email address	Contact Phone Number	Existing Telstra On-Line Digital certificate or business user name & business ID	Telstra Inbound Service* (please specify inbound number/s)*	Network IVR / Speech** – Yes or No	Network CTI** – Yes or No	International Freecall and/or Global 800 (please supply number/s & countries)

* You can select for that user to have access to all your Inbound services by specifying "All".

** You must acquire the advanced version of the Telstra Analyser Online services to view statistics on your Network IVR/ Speech/ Network CTI.

Please complete this section if you are applying to change the access details of individual users for the Telstra Analyser Online service.

Note: Additional charges may apply. Please refer to Our Customer Terms for full details.

Note: You may only access services that belong to the Legal Entity provided in the Customer Section of this form.

ACCESS CHANGES

Please complete the details of the applicable Telstra Inbound service that you would like either added to an individual user's access or removed from an individual user's access:

User Name	Contact email address	Contact Phone Number	Existing Telstra On-Line Digital certificate or business user name & business ID	Telstra Inbound Service* (please specify inbound number/s)*	Network IVR / Speech** – Yes or No	Network CTI** – Yes or No	International Freecall and/or Global 800 (please supply number/s & countries)

* You can select for that user to have access to all your Inbound services by specifying "All".

** You must acquire the advanced version of the Telstra Analyser Online services to view statistics on your Network IVR/ Speech/ Network CTI.

You may choose to have training for your Telstra Analyser Online service. Additional charges apply for the training depending on where the training is held.

Would you like training for new users to your Telstra Analyser Online service?

Yes No

If yes, please list the address of the location where you would like your Telstra Analyser Online service training to be held:

Address _____

Is your preferred training location within the Sydney or Melbourne Metropolitan areas?

Yes No

Our Customer Terms means the Standard Form of Agreement formulated by Telstra for the purposes of Part 23 of the Telecommunications Act 1997 (Cth), as amended by Telstra from time to time.

You may view Our Customer Terms at <http://www.telstra.com.au/customerterms/> or obtain a copy from Telstra. If you require information about detrimental changes to Our Customer Terms before they take effect, it will be available on the above website.

Privacy
Telstra's Privacy Statement, as amended by Telstra from time to time, is available at <http://www.telstra.com.au/privacy> or by calling Telstra on 1800 039 059.

By signing you warrant that you have the authority to make this application on behalf of the Customer named above.

YOUR APPLICATION

I apply for the service(s) described in this Application Form and acknowledge that if my application is accepted it will be provided on the terms and conditions set out in this Application Form and Our Customer Terms.

I acknowledge that I have either received, or have had the opportunity to review, a copy of Our Customer Terms.

Privacy

I agree, and will ensure that any of our related bodies corporate which receive services connected with this Application Form and our representatives are aware, that Telstra may:

- (a) collect, use and disclose information about each of us (including for marketing purposes) in accordance with Telstra's Privacy Statement; and
- (b) give to, seek and obtain from, a credit reporting agency, information (including personal and credit information) about each of us to assess our credit worthiness.

I agree that Telstra may send commercial electronic messages (including information about Telstra's products and services) to each of the electronic addresses for which I am the account holder, unless I tell you otherwise.

SIGNED by me, for and on behalf of the Customer as its authorised representative:

Signature _____ Date _____

Print Name _____ Position _____