Application Form

Telstra Enterprise & Government Basic Telephone Line Service

This form is to be completed by you or your Telstra representative.

Note this form is for a Basic Telephone line (PSTN) services. For NBN services please use one of the T-Biz Voice application forms available from [Telstra.com](https://www.telstra.com.au/).

CUSTOMER DETAILS

  Existing Customer                             New Customer

Business Name should be the name of the legal entity to which the service will be provided. In this Application Form, references to "you", "I" or “us” refer to this entity.

ACN/ABN/ARBN is Australian Company Number or Australian Business Number or Australian Registered Business Number

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

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Business Name |  | | | | | | | |
| Trading/Business Name |  | | | | | | | |
| ACN/ABN/ARBN |  | | | | | | | |
| Registered Address |  | | | | | | | |
|  | City/Suburb | | |  | |  | | |
|  | State |  | | | Postcode | |  | |
|  | | | | | | | | |
| Account Number | | |  | | | | |
| Use account where existing service number already bills. Incl area code. | | |  | | | | |

BILLING DETAILS

New Account OR   Bill to existing Account …………………….…..

OR  Bill with existing service number <…………………………….>

For New Accounts, please specify the address you want your bill sent to:

|  |  |  |
| --- | --- | --- |
| Billing Name | | |
| Billing Address | | |
| City/Suburb: | State: | Postcode: |

Primary Contact Details

|  |  |  |
| --- | --- | --- |
| Contact Name | Primary Contact Name is the person representing you for billing & contract administration.  You must notify us if there are any changes your contact details.  First Name Last Name | |
| Contact Details | Ph (wk) | Ph (mob) |
|  | Fax | |
|  | Email | |

Technical Contact Details

Same as Primary Contact

Technical Contact Name is the person representing you who is responsible for the technical aspects of the service.

You must notify us if there are any changes your contact details.

|  |  |  |
| --- | --- | --- |
| Contact Name | First Name Last Name | |
| Contact Details | Ph (wk) | Ph (mob) |
|  | Fax | |
|  | Email | |
|  |  | |

SITE DETAILS

Site Address is the street location at which you’ld like your Telstra Voice Service installed.

Site Name is a unique identifier that allows you to distinguish each of your sites on the Telstra bill and for customer service.

**Site Contact** is the person our Installation staff will contact to confirm appointment and to arrange site access.

**Site contact** needs to know where the service is being connected and can approve any extra site cabling charges.

**Additional site information** is required if no street number known, or address is in remote location. Telstra has an obligation to ensure the address supplied and used is correct.

You need to advise us if you have a special purpose for the new line(s): Fax, ADSL, Security Alarm, Fire alarm, Lift line, CCTV or Data control.

**Site contact** needs to be aware that Telstra will contact them to confirm appointment and to /arrange access

Site Address

Please specify site address including the level and/or unit number.

Note that if the location is in an **nbn**TM network area, you need to use a T-Biz Voice service application forms are available on [Telstra.com](https://www.telstra.com.au/).

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Site/Building Name: | | | | |
| Floor/Level No: | Shop/Unit No: | | Street No: | |
| Street Name: | | | | |
| City/Suburb: | | State: | | Postcode: |

**Additional address detail such as Shopping Centre name**

|  |
| --- |
| Additional Site address details |
| Digital GPS Coordinates Lat: -               [s], Long:              [e] |
| MAP of location attached |

**Site Contact Details**

Same as Primary Contact  Same as Technical Contact

|  |  |  |
| --- | --- | --- |
| Contact Name | First Name Last Name | |
| Contact Details | Ph (wk) | Ph (mob) |
|  | Fax | |
|  | Email | |

**Termination of your service will be to:**

Our installer will need to know if the line is to be connected to the building/floor cabling frame or via existing cabling to a socket within the building. Site contact needs to know where the service is to be connected.

Lead-in cabling must be available to connect the service from the street into the building.

If unsure you may need to contact your building cable contractor or your Telstra representative.

A new lead-in cable can take 20 working days to arrange and install.

|  |
| --- |
| Terminate at Building MDF/Building cable distributor |
| Terminate to a Socket located within the building |
| Test and tag service at MDF for contractor to complete installation |

Equipment Delivery Address (If a rental/sale telephones is required)

Equipment Delivery Address same as Site Address

Rental T1000S  Rental T1000C SMS

Sale T1000S  Sale T1000C SMS

Equipment delivery address at which you’ld like your rental/sale phone delivered to.

Delivery contact name is a name or position (i.e. Reception/Manager) that is authorised to sign for courier delivery of equipment.

Number of telephones required…………………SEE P4

Only fill in this section if the equipment delivery address is different to the site address.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Level No: | Unit No: | | Street No: | |
| Street Name: | | | | |
| City/Suburb: | | State: | | Postcode: |
| Delivery : | | State: | | Postcode: |

|  |
| --- |
| Special delivery instructions |

**Call preselection** is required for charging of long distance calls. You can choose a carrier but you must specify this here so we can activate correct call billing.

If you make no selection, your choice will default to Telstra.

You are able to change preselection after connection by contacting that carrier.

Long Distance Call preselection choice :

Telstra

Other carrier...please specify the carrier name**…………………………………**

Service power requirements

Your service uses power from the telephone line to work. If you lose mains power at your premises, your service will operate as long as the local exchange has power. (approx. 48 hrs).

A telephone with Calling number or SMS display will require mains power to work fully.

NBN services usually require power at site to operate normally.

Additional Features you may wish to add

**Line Hunt Groups** allows you to manage your calls in different ways, such as sending an incoming call to the first available user in a group or to all users in the group. One number will be listed as the Prime or listed/Directory number for the group of auxiliary numbers.

Default directory is no entry line/listing. You need to specify if you need listing or a silent line on your line(s).

Telstra Voice services automatically have Call Waiting, Call Conference and Call forwarding.

**Call Control**  **Line Hunt Groups**

**Malicious Call trace  Number blocking on outgoing calls**

**Number redirection  Messagebank**

**Silent Line  No Directory listing**

**Directory listing required**

**Special number searching  Hotline calling**

**Extra abbreviated dialling**

Telstra Voice - Services required

| **Service Type** | **New Phone Number Required?** | **Existing Phone Number** | **Directory Listing Options** | **Voice Call Restrictions** | **Telephone required** | **Telephone Quantity Required** | **Voice Call Restrictions** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Select Service Type | Choose Phone Number |  | Choose Listing Type | Choose a call restriction | Select Handset |  | No calling restriction  No 190x numbers  No 190x & International calls  No operator calls  No International calls  Local and info calls only |
| Select Service Type | Choose Phone Number |  | Choose Listing Type | Choose a call restriction | Select Handset |  | No calling restriction  No 190x numbers  No 190x and International calls  No operator calls  No International calls  Local and info calls only |
| Select Service Type | Choose Phone Number |  | Choose Listing Type | Choose a call restriction | Select Handset |  | No calling restriction  No 190x numbers  No 190x and International calls  No operator calls  No International calls  Local and info calls only |
| Select Service Type | Choose Phone Number |  | Choose Listing Type | Choose a call restriction | Select Handset |  | No calling restriction  No 190x numbers  No 190x and International calls  No operator calls  No International calls  Local and info calls only |
| Select Service Type | Choose Phone Number |  | Choose Listing Type | Choose a call restriction | Select Handset |  | No calling restriction  No 190x numbers  No 190x and International calls  No operator calls  No International calls  Local and info calls only |
| Select Service Type | Choose Phone Number |  | Choose Listing Type | Choose a call restriction | Select Handset |  | No calling restriction  No 190x numbers  No 190x and International calls  No operator calls  No International calls  Local and info calls only |
| Select Service Type | Choose Phone Number |  | Choose Listing Type | Choose a call restriction | Select Handset |  | No calling restriction  No 190x numbers  No 190x and International calls  No operator calls  No International calls  Local and info calls only |
| Select Service Type | Choose Phone Number |  | Choose Listing Type | Choose a call restriction | Select Handset |  | No calling restriction  No 190x numbers  No 190x and International calls  No operator calls  No International calls  Local and info calls only |
| Select Service Type | Choose Phone Number |  | Choose Listing Type | Choose a call restriction | Select Handset |  | No calling restriction  No 190x numbers  No 190x and International calls  No operator calls  No International calls  Local and info calls only |

**SERVICE ACTIVATION**

**Telstra Voice Appointment preference:**

Your preferred date for Telstra install (dd/mm/yy) Your alternative date for Telstra install (dd/mm/yy)

/ / / /

**Telstra Standard provisioning times** for new connections with Metro/Rural/Remote locations is 5/15/20 working days.

Please allow for this when placing this application.

Installation Time Requested (select one only)

AM: Morning 08:00 - 12:00

Morning 10:00 - 14:00

PM: Afternoon 13:00 - 17:00

Comments & other information

YOUR APPLICATION

**Telstra Voice Terms and Conditions:**

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, Our Customer Terms and, if applicable, my separate agreement with Telstra. If there is an inconsistency between this Application Form, Our Customer Terms and my separate agreement with Telstra, this Application Form takes precedence to the extent of that inconsistency.

I acknowledge that I have received, or have had the opportunity to review, a copy of Our Customer Terms. The attached Critical Information Summary provides a summary of some of the important terms and features of the Telstra Voice services. I confirm that I have read this Critical Information Summary before submitting this application form.

**Privacy:**

I agree, and will ensure that our Personnel, any of our related bodies corporate and their Personnel, and any individuals who receive services detailed within this Application Form or whose information is disclosed to Telstra in connection with this Application Form are aware, that we may use and disclose information about you and each of them in accordance with Telstra’s “Privacy Statement” available at telstra.com.au/privacy/privacy-statement.

I agree to Telstra and its related companies collecting, using and disclosing personal information as described in the Privacy Statement.

I agree that Telstra may also, subject to the Privacy Act 1988:

* + - 1. disclose information about me and this application (including information contained in any application for additional services and information about the conduct of my account) to a credit reporting body to obtain credit reporting information about me and to another credit provider or a debt collection agent to collect overdue payments relating to credit owed by me and to notify defaults by me; and
      2. obtain and use information about my creditworthiness (including consumer credit reporting information or a commercial credit report) from a credit reporting body or other business that reports on creditworthiness or from a credit provider to assess any application for services or to collect any overdue payments.

**Our Customer Terms and Critical Information Summary** 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/customer-terms/business-government/> or obtain a copy from us. 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 sets out Telstra’s privacy policy which describes how Telstra and its related companies will manage your and anyone else’s personal information and other customer information (such as the purposes and circumstances of its collection, use and disclosure of that information, including for marketing and in relation to transfers to overseas recipients), rights to access and correct that information and how to complain about breaches of the Privacy Act 1988; and Telstra’s credit reporting policy, which provides equivalent details regarding how Telstra and its related companies manage credit-related information and about access and correction rights in relation to that information and how to complain about breaches of credit reporting requirements under the Privacy Act 1988.

Personnel means a person’s officers, employees, agents, contractors and sub-contractors.

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

Telstra can only respond tolisted Customer Auth’ Represenatives.

Important information about credit reporting: I acknowledge that I should read important information about credit reporting available on Telstra’s website at <http://telstra.com.au/privacy/important-information-about-credit/>. This includes details about the credit reporting bodies that Telstra deals with, the kinds of information that Telstra may give to those bodies about me (such as about certain overdue payments), how they may use and disclose it and those bodies’ policies regarding its management. It also includes details about my access, correction and complaint rights regarding credit-related personal information and my rights to prevent its use in certain circumstances, such as if I am a victim of identity fraud. A copy of this information is also available from Telstra on request.

**Authority to Transfer:**

I authorise Telstra to do all things necessary to arrange for any of the services listed in this Application Form that I have with other carriers to be transferred to Telstra. This might include completing transfer authority forms on my behalf.

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

|  |  |  |  |
| --- | --- | --- | --- |
| Signature |  | Date |  |
| Print Name |  | Position |  |

**Office Use Only**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| This section to be completed by your Telstra Dealer. | Dealer Office Use Only   |  |  |  | | --- | --- | --- | | Dealer Name: |  | | | Date: |  | | | Premise/Mobile Code: |  | | | Dealer/Fixed Code: |  | | | Rep ID: |  | | | Phone: | Fax: | Mobile: | | Email: |  | |   . |
| This section to be completed by your Telstra Representative following receipt of your application. | Telstra Office Use Only  **Please select which Sales Channel you are from:**  Sales Rep  Contact Centre   |  |  |  | | --- | --- | --- | | Name: |  | | | Date: |  | | | Phone: | Fax: | Mobile: | | Email: |  | | | AGS: |  | | | Sale ID: |  | | | Sales Sport Code: |  | | |

**CUSTOMER FIXED LANDLINE CHECKLIST**

**Please supply your company name:**

This will be the legal owner of this service.

**We will need to know:**

Your name, contact number and e-mail address

(you will need to be identified as an authorised company representative).

**We will need to confirm which account you wish us to bill this service to:**

You can bill this service to an existing Telstra account number. Indicate if you have any Purchase Number [PON] or reference [REF] to be included on the account.

If you require a new account number to be created, you will need to provide us with the billing address for this account/service and your CAN/ABN.

**We will need to identify where you require this service connected:**

The exact building address where this telephone line terminates will need to be confirmed.

A full street address needs to include shop/unit/floor and street number.

If the location address is unclear we may need you to supply us with Digital GPS/MAP or the number of a similar working service at the same building location.

**If your location is within an NBN area, we may need to offer you an ‘interim’ service or offer you an NBN Compatible Product.**

**Provide a brief description of the work you wish us to perform: NEW/CHANGE/RELOCATE/CANCEL/OTHER**

example: Relocation from and to addresses.

**We need to know what date best suits your site contact for the connection of this service.**

Telstra standard connection time in a metro/urban area is 5 working days with regional or remote locations taking between about 10-15 working days to connect.

**We need to know the site contact person’s name and phone details for when a site visit appointment is required?**

We will need to contact your site representative to confirm connection date/time, complete the service installation and authorise any site connection charges if these apply**.**

**Where is this service being connected/terminated at?**

You may wish the service to connect to the building MDF/BD or may require connection to a socket within the building.

Any work past the MDF/BD is usually charged at our ‘Fee for Service; rates and will be in addition to the network connection/rental fees you may already have been quoted. Telstra will use your existing building cabling to get to a socket location.

**We need to confirm with you if you have an existing cable into the building from the street (lead-in cable).**

If the building is a NEW building (or has never had a line connected before), a NEW lead-in cable will be required to connect the building to the street cabling. A new lead-in cable may take +20 days to provide.

**We need to confirm what Long Distance call carrier you have chosen for this service.**

If no Long Distance carrier is preselected, your service will automatically default to Telstra.

**We need to understand what outgoing call access/restriction you may require.**

Default is full outgoing call access to all numbers,

**We need to know if you require us to supply you with either a rental or a sale telephone.**

**Please let us know if you have any directory requirements for the line number(s)**

eg. ‘Silent Line’ or ‘Unlisted’.

**Please indicate if there are any special features you require us to provide on this telephone line.**

eg. Line Hunt, Call Control, Number Blocking etc

**It may be useful if you indicate the line usage you intend to connect the new line for:**

eg. ADSL, FAX, Security, Lift, Fire Alarm, CCTV, Metering, Water Control or Traffic Control.

**Please include any additional information in relation to any special site or connection requirements you have:**

For example Site Inducted access required, Telstra to install an ordered telephone, alternative contact number, hazards on site and any special security access requirements.

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

GES/TB customers will receive a **Telstra Reference Number** (TRN XXXXXXX) from us in relation to any communication you have with us.

Please use this number for any follow up calls you have with us, so we can access our systems to assist you.

We will send you a **confirmation** advice with the service number, location/street address and the planned connection date/time.

We will send you a **completion** advice when we understand connection has been completed as requested.

Our consultant will ensure you always have **our name** if you need to contact us back.

Please ensure that **your site contact** understands that we will contact them for building access and installation information if the connection is past the MDF/BD (Building cabling Distributor).

We recommend that any numbers we provide you are **not published** until connection is activated and confirmed as working.