**IMPORTANT: Before starting, Ensure your Macro security level is set to Medium – Go to ‘Tools’, ‘Macro’, ‘Security’, ‘Security Level’, ‘Medium’ then OK**

**NOTE: Use TAB KEY to move between fields. Do not use Enter Key. Use MOUSE CLICK to select check box or to complete a ‘Please Select’ field.**

|  |  |  |
| --- | --- | --- |
| 1. CUSTOMER DETAILS | | |
| **Customer/ Company Name** |  | |
| **ABN / ACN Number** |  | |
| **Authorised Representative** | Name: | Phone: |
| **Contact Details** | Fax: | Email: |
| **Site Contact Details** | Name: | Phone: |
| **Billing Details** | Billing Name: | |
| Billing Address: | |
| **Telstra to complete** | Customer CIDN: | Telstra Reference Number: |

|  |  |  |
| --- | --- | --- |
| 2. DEALER/TELSTRA SALES REPRESENTATIVE DETAILS | | |
| **Name** |  | |
| **Contact Details** | Phone: | Fax: |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 3. SERVICE DETAILS | | | | | | | | | | |
| **Action RequestedA**  **(Answer Questions in Relevant Sections)** | NEW Number Redirection Service**A**  Indicate if associated with Porting**B** | |  | MODIFY Service Option  MODIFY New /Destination number  (Standard monthly Packages only can be modified) | | | |  | CANCEL a Number Redirection Service | |
| **Old Service to be cancelled** | Prime Number of old Indial Service       (List All Indial Number Ranges as ‘Old Numbers’ below) | | | | | | | | | |
| Mapping Old Service Number Range/s to New Service Number Range/s | | | | | |  | | | |
| **New Service Details**  **(Destination Service - cannot be a CDNO Service)** | Service Type: If Other, Please Specify: | | | | | | | | | |
| Existing Service | Ordered Supply Telstra Ref No. | | | New Service  Submit Separate New Service/Product Application | | | | | |
| **Customer Requested DateC** | Cancel Existing Service & Activate Number Redirection**C** (dd/mm/yyyy)      Time (am/pm) | | | | | | | | | |
| **Technical Feasibility**  **(Telstra to complete)** | Number Redirection Technical Feasibility Completed (Mandatory for NEW applications) | | | | | | | | | Yes |
| Feasibility Reference Number | | | | | | | | | |
| **Additional Information** | i) Are the old & new numbers operating on the Telstra network? (i.e. fixed line numbers, when Number Redirection is activated) | | | | |  | | | | |
| ii) Are the old & new numbers in a different telephone exchange? | | | | |  | | | | |
| iii) Are the old & new numbers in a different Charging Zone**D**? | | | | |  | | | | |
| iv) Is the new number a Mobile Number**D**? | | | | |  | | | | |

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | How many number blocks require redirection**E** (Use TAB KEY to leave this field) 0 | | | | | | | | | |
| **Number Redirection**  **Service Details** | | Package | | | | | | Service Option**F** | | | |
|  | | Special Conditions if applicable **G** (Telstra to complete) | | | | | | | | | |
|  | | Old Numbers **H** (e.g.enter as 0386612434) | | | | | *to* | | New Numbers **I,J**(e.g.enter as 0386612499) | | |
|  | **Prime Number** |  | |  | |  | *to* | |  |  |  |
|  | **Indial Range** |  | *to* | |  | | *to* | |  | *to* |  |

**NOTES**

**A.** PROVISIONING TIME for an Indial Service is approximately 7 working days where the destination number is existing.

**B**. If NEW Number Redirection service is required due to customer porting a number to Telstra and needing a new number (due to the old number being in the wrong Telephone Exchange or Standard Zone Unit – but within the Charging Zone), submit separate Customer Authorisation Form (CAF) and new service application form to the appropriate provisioning team (in addition to this application form).

**C**. CUSTOMER REQUESTED DATE: The Cancellation of Existing Service and Activation of Number Redirection Service MUST occur at the same time, and the Activation of Destination Service MUST occur prior to this.

**D.** B TO C LEG CHARGES:Usage charges are applicable for calls redirected from an old number to a new number where the new number is in a different Charging Zone or is a Mobile number. This does not apply where the Service Option selected is Announcement Only.

**E.** Indicate the number of blocks requiring redirection, then use TAB key to leave the field. The required number of rows will then be added.

**F.** SERVICE OPTION: If the old service is a reserved number or number range; or the new service (Destination number) is a Non-Geographic number other than a mobile number eg 1800nnnnnn, then the Service Option must be Announcement Only.

**G.** SPECIAL CONDITIONS available are:

1. 100% DISCOUNT (to CustomNet/TIPT): on Number Redirection rental charge for up to 18 months, if ALL the following criteria are met:
   * Customer is making a technology change to CustomNet or TIPT and is not a wholesale customer; *and*
   * The old & new numbers are not in a different telephone exchange.
2. 25% DISCOUNT (to ISDN Indial): on Number Redirection rental charge for up to 18 months, if ALL of the following criteria are met:

* Customer is making a technology change to an ISDN Indial product and is not a wholesale customer; *and*
* The Number Redirection service is at least a 100 number block; *and*
* The old & new numbers are not in a different telephone exchange ((Exchange Service Area (ESA)).

1. NO CHARGE (LNP Porting): for Number Redirection rental for up to 12 months where the customer is porting a number to Telstra and needs a new number due to the old number being in the wrong Telephone Exchange – MUST be within the Standard Zone Unit for NO CHARGE to apply. After the expiry of the predetermined fixed term, the Number Redirection service will be terminated automatically.

**H.** OLD NUMBERS: As indicated, enter the Prime Number of the “old” number range. On the line below, enter the first and last numbers of the “old” number range. All 10 or 100 number blocks associated with the existing service that are to be cancelled must be listed.

**I**. NEW NUMBERS: As indicated, enter the corresponding Prime Number of the “new” number range. On the line below, enter the first and last numbers of the “new” number range if known. Each 10 or 100 number block of the old number range must have a corresponding 10 or 100 number block of the new number range. If the new numbers are not known, Telstra will enter them after the application form has been submitted. A new number is not required if the application form is being used to Cancel a Number Redirection service.

**J.** INDIVIDUAL NEW/DESTINATION NUMBER: For redirection from a 10 or 100 number block to one destination number, for the “old” prime number enter a corresponding destination number as the “new” number. For each “old” number range, enter one destination number as the “new” number.

**4.** **SALES TEAM TO COMPLETE: - (where applicable)**

|  |  |  |
| --- | --- | --- |
| Project Number |  |  |
| Project Manager Name |  |  |
| Project Manager Phone Number |  |  |

**5. THIS APPLICATION FORM IS TO BE USED TO: -**

1. Establish a New Number Redirectionservice for customers who:

* Are moving premises to a different telephone exchange; *or*
* Have to receive new numbers when making a technology / product change; *or*
* Have to receive new numbers in certain circumstances due to porting a number to Telstra.

1. Modify an existing Number RedirectionService (Standard monthly package only):

* Modify Service Option
* Modify New/Destination Number.

1. Cancel an existing Number RedirectionService.

##### 6. HOW TO COMPLETE THIS FORM: -

a) A separate application form is required for each type of Action Requested - i.e. New, Modify or Cancel.

b) The customer’s existing & new telephone exchange & Charging Zone details must be determined by you or your Telstra representative using the Validation Tool. Technical Feasibility must also be undertaken prior to completing this application (Telstra to complete). The Technical Feasibility Reference number must be entered on this application form. The Validation Tool, which includes the Technical Feasibility template link, is available at: [<http://www.telstra.com/numberredirection/validationtool.aspx?showtfr=true>](http://www.telstra.com/numberredirection/validationtool.aspx)

c) Where Number Redirection is being provided as part of making a technology/product change to CustomNet, the Account Executive/Sales Consultant must forward this completed application form to the CustomNet Spectrum Feasibility Group (CSFG). They will review the application and forward to a CustomNet Detailer who will enter the Destination (New) Numbers (if not already done so) on this application form. On completion, the Detailer will forward the application to an NSIG Project Manager.

d) The customer’s signature MUST be obtained at Section 8 below after the customer has read the terms & conditions below.

e) Once this application form has been completed it should be saved and submitted to the appropriate provisioning team.

**7. TERMS & CONDITIONS: -**

1. Completion and submission of this application form does not infer that Telstra will provide the Number Redirectionservice to the customer. Telstra will advise the customer of service availability after verification of customer details and completion of the appropriate feasibility.
2. If Telstra accepts this application form, Number Redirection will be provided on the terms and conditions set out in Our Customer Terms. If there is any inconsistency between this application form and Our Customer Terms, Our Customer Terms will apply to the extent of that inconsistency.
3. 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. Our Customer Terms may be viewed at <http://www.telstra.com.au/customerterms/docs/bg_fixed_otheroptions.pdf> or a copy may be obtained from Telstra. Information regarding detrimental changes to Our Customer Terms before they take effect are available on the above website.

**8. ACKNOWLEDGEMENT: -**

The customer acknowledges that it has:

1. read the terms and conditions in Section 7 (above);
2. either received, or has had the opportunity to review, a copy of Our Customer Terms

The customer agrees, and will ensure that any of its related bodies corporate which receive services connected with this application form and its representatives are aware, that Telstra may:

1. use and disclose information about it and its representatives in accordance with Telstra’s Privacy Statement; and
2. give to, seek and obtain from, a credit reporting agency, information (including personal and credit information) about it and its representatives to assess their credit worthiness.

Telstra’s Privacy Statement is available at <http://www.telstra.com.au/privacy/index.htm> or by calling Telstra on 1800 039 059

**SIGNATURES**

**CUSTOMER** (Authorised Representative from Section 1 of this application form)

Signed By (Please Print)……………………………………………………………………………………..

Signature:…………………………………………… Date:………………………………………

**DEALER/TELSTRA REPRESENTATIVE** (Sales Representative from Section 2 of this application form)

Signed By (Please Print)……………………………………………………………………………………..

Signature:…………………………………………… Date:………………………………………