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| telstra spectrum |  | Telstra - It's how we connect**Customnet AMC**  **Application Form**  Send a signed and completed copy to your Telstra Representative.  For further assistance please contact your Telstra Representative. | | |
| **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.  **Technical Contact Name** is the person representing the Customer who will be responsible for the technical aspects of the service, that is, your authorised representative for the service.  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 (mob): | |  | Fax: | | |  | Email: | |   **On Site Contact Details**   |  |  | | --- | --- | | Physical address only of service requiring change |  | | Name of an on-site contact |  | | Phone no. of on-site contact |  | | Alternate contact name |  | | Alternate phone no. |  |   **TELSTRA SALES REPRESENTATIVE OR AGENT**   |  |  |  | | --- | --- | --- | | Dealer Name |  | Dealer Code: | | Representative Name |  | | | Contact Details | Ph (wk): | Ph (mob): | |  | Fax: | | |  | Email: | |   **Customer Required Date:**  Date service required : \_\_­­\_\_/\_\_\_\_/\_\_\_\_  Standard Provisioning Time is available on application. Please contact your Telstra Representative.  Customer Reference or Purchase Order Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | |
| **What is Customnet?** Refer Section 2 of Our Customer Terms on Telstra.com.au  <https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/business-a-full/bg_customnet.pdf>  You must take the service for a minimum of 12 months. An Early Termination Charge may apply if the service is cancelled before expiry of the minimum term.  Refer section Page 6 of Our Customer Terms on Telstra.com.au  Web link below:  <https://www.telstra.com.au/customer-terms/business-government/other-voice-services/customnet> |  | **SERVICE DETAILS**  I am applying for a adds/move or change to a Customnet service.  Type of Service:  □ Customnet Analogue (Standard)  □ Customnet P Phone  □ ACD Agent (Analogue)  □ ACD Agent (P Phone)  □ ACD Supervisor  □ Uniform Call Distribution (Analogue)  □ Uniform Call Distribution (P Phone)  Modification to Existing Service/s – List Service Number/s:   |  | | --- | |  |  |  | | --- | |  |   **Work Required:** □ Additional New Service PDN (Primary Directory Number).  (Note Face layout required for P Phones) □ Additional New Service SDN (Secondary Directory Number).  (Note Face layout required for P Phones) □ External Relocation   New Address Details: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ □ Internal Relocation:  New Location Details: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ □ Programming Change Only – Name Change, Number display change.  □ Program Call Pick Up - Include Number in the Call Pick up group □ Add Messagebank Corporate : Analogue □ Add Messagebank Corporate : P Phone Key Number: \_\_\_\_\_\_\_\_\_ □ Remove Messagebank Corporate □ Number Swap \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  □ Cancel Service – include FNN’s to be cancelled    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ □ Convert Physical to Virtual on Call Forward Fix (attach details) □ Change of Lessee (Change of Ownership Application forms must be attached) □ UCD Prime Number: \_\_\_\_\_\_\_\_\_\_ Group Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  □ Conference Bridge Change to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   * Add Numbers \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   * Remove Numbers \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Handset**  □ Telstra to Supply Handset  □ Spectrum Integral Phone-Professional (M6320) Sold  □ Spectrum Integral Phone-Professional (M6320) Rental  □ Spectrum Integral Phone-Office (T1000CC) Sold  □ Spectrum Integral Phone-Office (T1000CC) Rental  □ Spectrum Add on Module (M622) Single Base  □ Spectrum Add on Module (M622) Dual Base  □ Sold Handset no Recovery Required  □ Sold Handset Recovery Required    **Service Charges**  The fees and charges for your Customnet service are the applicable fees and charges set out in Our Customer Terms on Telstra.com.au as per link below:  <https://www.telstra.com.au/customer-terms/business-government/other-voice-services/customnet> | | |
| Please provide any further information regarding your requirements that have not already been outlined above. |  | **Additional Customer Information (Special Requirements)** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | |
| Service Assurance Information. |  | | **SERVICE ASSURANCE**  For information about Fault Reporting and repairs - Refer Section 13 ‘Service Assurance’ of Our Customer Terms on Telstra.com.au  <https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/business-a-full/bg_customnet.pdf> |
| Please indicate whether you require a new Telstra Account or have an existing Telstra Account.  If you have an existing Telstra Account, you may include a Billing Reference ID. This should be 16 alphanumeric characters in length and will identify bills for your service if the same Account No. is used for multiple services. |  | | **BILLING DETAILS**  New Account OR  Bill Services to existing Account  For New Accounts, please specify the address you want your bill sent to and bill frequency:   |  |  | | --- | --- | | Billing Address |  | | Bill Frequency | Monthly  Quarterly |   If you have an existing Telstra Account, please specify your Account / Full National Number (FNN), Billing Reference ID and Billing Aggregator No (if applicable):   |  |  | | --- | --- | | Existing Account No. / FNN |  | | Billing Reference ID |  | | Billing Aggregator 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 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 persons’ 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. |  | | **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, 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.  **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:  a) 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.  b) 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.  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.  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 |  | |