



## TELSTRA APPLICATION FORM FOR BASIC ACCESS [TEG CUSTOMERS]

Date of application:

Date service required:

*Note: Installation and service provisioning is subject to availability of network infrastructure.  
Incomplete details on form may cause delays in processing.*

*Standard connection times Metro/Rural/Remote locations: ~5/15/20 working days*

### 1. Customer Details:

#### Registered Companies, Incorporated Associations and Government departments:

Company or  
association name:

Trading as Name:

ABN/ARBN:

Or reason for exemption:

**Telstra CIDN (if known):** ..... **Customer Reference/PON (if required):** .....

### 2. Billing Details –(To be completed by all applicants)

☐ **Bill service to existing Telstra Account number**

If existing Account, specify Account  
number:

If existing Account, specify Aggregation  
point within account above (optional):

☐ **Bill service to New Account**  
(complete sections below)

Billing name:

Billing address:

Postcode:

### 3. Installation Address & Contact Details (To be completed by all applicants):

☐ **New Installation**

☐ **Relocation** (See section 8)

☐ **Cancellation** (See section 8)

☐ **Modification**

Number of Services:

Business name:

**Full address for  
installation at :**

[Mandatory Street  
number/Building  
name/Unit/Floor/.]

.....  
.....

STATE.....

POSTCODE .....

Site Contact Name: .....

Site Contact number: .....

#### Additional Address information:

Telephone number at same building

☐

.....

Digital GPS

☐

.....

MAP Attached

☐

Attached.....(see also Section 10)

### 4. Carrier Preselection

☐ **Telstra**

☐ **No choice**

☐ **Other** → Please indicate your preferred Carrier:



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### \* Transfer / Removal / Change Of Number

Note: Existing Carrier Preselection will default on removal, except where there is no presence of that Carrier in the area, in which case the Carrier will default as Telstra. If another Carrier is required, the customer must be advised to contact that Carrier after connection.

### 5. Directory Listing (Complete if new or additional name/number listing is required)

Select one of the following:

☐ Listed Entry required ☐ No Entry ☐ Silent Line

Listing Company Name

### 6. Network Access

Select Barring Option: (Please check box as required, select one only)

☐ No barring ☐ Bar to IDD, STD, 190, Operator ☐ Bar to IDD, STD, 190 ☐ Bar to IDD  
☐ Bar to Operator ☐ Bar to IDD, Operator ☐ Bar to IDD, 190 ☐ Bar to 190

### 7. Basic Access Services (Please check box if known)

Specify line use:

☐ TELEPHONE. ☐ FAX ☐ ADSL ☐ DATA ☐ SECURITY ☐ CCTV.. ☐ FIRE ☐ LIFT

#### FEATURES REQUIRED:

Call Forward, Line Hunt, Unwelcome Calls (MCT), .....  
Calling Line Block, Calling Line ID, Messagebank, .....  
Number Redirection, ADSL capability, Number  
Reservation, Number Searches.

Information on these features or products can be found at  
[Telstra.com](http://Telstra.com)

Modification of an existing Number?

List numbers here:

Is an ADSL capacity required

☐ NO ☐ YES

### 8. WORK REQUIRED (e.g. Inplace details/Number, or Telstra to cable beyond MDF (Note Fee For Service Rates apply, time of day preference)

.....  
.....

Termination Point? ☐ Socket ☐ Test & Tag at MDF

Handset required? ☐ Not required ☐ Rental phone ☐ Sale phone

#### Relocation?

Old Address (relocation from):	..... .....
New Address (relocation to):	..... .....

### Cancellation (attach separate list if more than 8 services)

List of services to be cancelled	Cancellation Date:



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### 9. LEAD CABLE REQUIRED ☐ NO ☐ YES, [Ref to options below](#).....

- ☐ A new Lead-in cable is required New lead-in cable requests are requested online via **Telstra Smart Community** at [www.telstrasmartcommunity.com](http://www.telstrasmartcommunity.com)
- ☐ Your Telstra Smart Community AFR (lead-in request) number: .....
- ☐ Upgrade of existing Lead-In cable is required.
- ☐ Telstra has your permission to pass your details onto one of our contractors to contact you about the cable upgrade.

### 10. Attachments included: (Map, GPS coordinates, list of services,)

☐ NO ☐ YES .....

### 11. Applicant signature

You acknowledge that the Service/s described in this application will be provided subject to the provisions of Our Customer Terms as varied by us from time to time. You acknowledge either receiving, or having had the opportunity to review, a copy of Our Customer Terms. You may view Our Customer Terms at <http://www.telstra.com.au/customerterms/> or obtain a copy from us.

. You acknowledge that any personal information that you have provided in this application will be used by us in accordance with the Telstra Privacy Policy and collection statement "Protecting your privacy" which are located at [www.telstra.com.au/privacy](http://www.telstra.com.au/privacy) and as set out in the Conditions shown overleaf.

You warrant that all information in this application is true and correct.

If the Customer is a company, the signatory warrants that he/she is duly authorised to sign this application on behalf of the Customer.

\*

Date:

Signatory Name

[Authorised Representative]:

E-mail:

.....@.....

### Privacy Considerations

You agree that we may:

- (a) disclose information about the Customer to a credit reporting agency for the purpose of obtaining a consumer credit report about the Customer and/or allowing the credit reporting agency to create or maintain a credit information file containing information about the Customer. Information that can be disclosed is limited to:
- identity particulars such as name, sex, address (and the previous two addresses), date of birth, name of employer, and drivers licence number;
  - Customer's application for credit or commercial credit - the fact that the Customer has applied for credit and the amount or that we are a current credit provider to the Customer;
  - payments overdue by more than 60 days and for which debt collection action has started (or that credit provided to the Customer by us has been paid or otherwise discharged);
  - information that, in our opinion, the Customer has committed a serious credit infringement; and
  - cheques for more than \$100 drawn by the Customer which have been dishonoured more than once.
- (b) disclose credit information about the Customer to a collection agent for the purpose of collecting overdue payments relating to credit owed by the Customer;
- (c) exchange credit information about the Customer with any credit reporting agency, other credit provider or our related corporations for the purposes of assessing the Customer's application or the Customer's ongoing credit worthiness; and
- (d) obtain and use a consumer credit report about the Customer for the purpose of assessing the Customer's application for commercial credit or collecting overdue payments relating to commercial credit owed by the Customer.

### YOUR TEG CUSTOMER CONTACT POINTS:

CALL 1800 730062 FAX: 1800 032100 E-mail: [Corporate.SDT@team.telstra.com](mailto:Corporate.SDT@team.telstra.com)

☐ TRN ..... ☐ Confirmation advice Received ☐ Completion advice received

### Did you know you can now track the status of your order online?

Telstra has an application called "Order Online" which provides you with the ability to track your orders placed with Telstra, verify details of your existing Business Lines and more.

To register for Order Online please visit [www.telstra.com.au/secureaccess/index.htm](http://www.telstra.com.au/secureaccess/index.htm) or if you are already registered with Telstra Online Services, please visit Order Online at [www.telstrabusiness.com.au/order](http://www.telstrabusiness.com.au/order)

**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.

\*\*\*\*\*

You will receive a **Telstra Reference Number** (TRN XXXXXX) 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.