

# INBOUND SERVICES

## APPLICATION FORM FOR SIMPLE SERVICES



Send completed forms by Email: [TBSFreeCall1800SA@team.telstra.com](mailto:TBSFreeCall1800SA@team.telstra.com)

For further assistance please contact your Telstra Representative.

**This form is to be only used for either a new simple service or to port a simple service. For new or ported complex services, please complete the Inbound Application Form (for Complex Services)**

**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.

**Site Administrator Contact** is the person representing the Company for any technical issues relating to the service. This person may differ from the contact person.

A physical address is required (not a PO Box).

### CUSTOMER DETAILS

Company Name \_\_\_\_\_

ACN or ABN \_\_\_\_\_

Billing Address \_\_\_\_\_

Trading / Business Name \_\_\_\_\_

If a Person: Drivers Licence # \_\_\_\_\_ Date of Birth: \_\_\_\_\_

### CONTACT DETAILS

Contact Name \_\_\_\_\_

Telephone No ( ) \_\_\_\_\_

Facsimile No ( ) \_\_\_\_\_

E-Mail Address \_\_\_\_\_

### SITE ADMINISTRATOR CONTACT DETAILS

Address \_\_\_\_\_

Contact Name \_\_\_\_\_

Telephone No ( ) \_\_\_\_\_

Facsimile No ( ) \_\_\_\_\_

E-Mail Address \_\_\_\_\_

Please indicate whether you require a new Telstra Account or have an existing Telstra Account.

If you do not have any existing accounts with Telstra, then the information you provide will be used to perform a credit assessment with Telstra's credit assessment partner.

If you have an existing Telstra Account, you may provide us with a Billing Reference ID which should be 16 alphanumeric characters in length. The Billing Reference ID will identify bills for your Inbound Service if the Account Number is used for multiple services.

### BILLING DETAILS

New Billing Account

*For new accounts, your bill will be sent to the billing address above.*

If you do not have any existing accounts with Telstra, then also complete details below.

Number of Employees: \_\_\_\_\_

Business start date (ACN/ABN registration date) \_\_\_\_\_

Individual Director / Primary Auth Rep Details:

Contact Name: \_\_\_\_\_

Mobile Number: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Bill Services to existing Account

If you have an existing Telstra Account, please specify your Account / Full National Number (FNN), or Billing Reference ID and Billing Aggregator No (if applicable):

Existing Account / FNN \_\_\_\_\_

Billing Reference ID \_\_\_\_\_

Billing Aggregator No. \_\_\_\_\_

These account numbers **must** match the legal entity in the section above.

**Purchase Order Number** (if applicable): \_\_\_\_\_

You must complete the password and authorisation details for at least one contact person to manage your Inbound Services.

Please note: The authorising contacts and passwords will be needed to make future modifications to your Inbound Services.

**Service Manager** gives you the ability to make basic moves and changes to existing services 24 hours a day, 7 days a week. Within 15 minutes of lodging the request, the change will be activated within Telstra's network. This feature provides a telephone hotline number for your authorised personnel to call 24 hours a day, 7 days a week and quote a security password to request changes to your Inbound Service.

The next available number is a number out of the available number pool of Administratively Allocated Numbers, which are freephone or local rate numbers allocated to us which we then allocate to you. Such numbers exclude Phonewords and numbers with memorable numeric sequences.

**Note:** This number is not guaranteed until confirmed in writing after connection.

## SERVICE PASSWORDS AND AUTHORISATIONS

Name <i>Mr/Ms/Mrs First Name, Surname</i>	Password	Authorisations <i>(please tick)</i>		
		Authorised email address	All Adds Moves & Changes *mandatory	Service Manager
Phone Number				
Name: Phone:			<input type="checkbox"/>	<input type="checkbox"/>
Name: Phone:			<input type="checkbox"/>	<input type="checkbox"/>
Name: Phone:			<input type="checkbox"/>	<input type="checkbox"/>

- Entering Password will override existing password on your other Inbound services. Leave blank to retain existing password
- **Service Manager** is a valued-added feature which has privileged permission for ad-hoc changes 24 hours a day, 7 days a week. This service incurs additional charges when used.

## SERVICE DETAILS

I would like to register for the following Inbound Service:

Priority One3                       Priority 1300   
 Freecall One8                       Freecall 1800

Is the number you want activated an Enhanced Rights of Use number?

- Yes (Complete the Enhanced Rights of Use Numbers section on next page)  
 No (Complete details below)

New Service: Please note that the next available number will be allocated.

**OR**

Service porting from another carrier.

Porting Service Number:

'Porting Authorisation Form' must be submitted with this form.

## ACTIVATION DATE:

If we accept your application, we will activate your Inbound Service within a reasonable time after your application has been accepted.

**EROU** If your EROU number will be ported into Telstra from another carrier, a Porting Authorisation Form must be completed and submitted with this application form.

If the number is an EROU number, you must be the registered Rights of Use (ROU) holder or be able to satisfy us that you have the right to use the EROU number.

If you are the EROU holder please ensure that your details contained in the Customer Details section of this application form match your details on the ACMA Rights of Use Register.

## ENHANCED RIGHTS OF USE (EROU) NUMBERS

(Note: An EROU number is registered by the Australian Communications Media Authority and is allocated by purchase to a Rights of Use (ROU) holder.)

Is the number an EROU number?

Yes Please state number: \_\_\_\_\_

No If no, you will require an Administratively Allocated Number - see above.

Will the EROU number be ported into Telstra from another carrier?

Yes If Yes, you will also need to complete a Porting Authorisation Form

No

Please select one of the following:

I am the registered ROU Holder for the EROU number; or

I have a licence to use the EROU number from a third party (please attach evidence of your licence to use the EROU number from a third party to this application form); or

To apply for a PhoneWord licence from Telstra, please use the PhoneWords application form.

## INBOUND VALUE ADDED SERVICES

Will this service be managed via your existing IN-Control Online service?

Yes (please list one of your Inbound services currently accessed by IN-Control Online)

Do you want this service to appear in your IN-Control Call Direct service?

Yes (please list one of your existing Inbound services)

Do you want this service to appear in your Telstra Analyser Online Reports?

Yes (please list one of your existing Inbound services)

An answer point number can be either an Australian fixed or mobile number (10 digits, including area code) or an international number.

There are no usage charges for international originated calls terminating on a fixed line. The caller pays IDD rates.

Customers can direct calls from predetermined regions to specific answering numbers.

## CALL ROUTING REQUIREMENTS

Please select one of the following **three** options:

Do you want to receive all calls (including calls from mobiles) originating from ALL of Australia at a single answer point number?

Yes Please state the answering point destination number:

**OR**

Do you want to receive all calls (including calls from mobiles) originating from ALL of Australia and International at a single answer point number?

Yes Please state the answering point destination number:

**OR**

No Please complete "Enter call routing requirements here" below, describing your service requirements.

Enter call routing requirements here:

**Consider:**

Originating Area – Where you want to receive calls from. For example, calls from one State, several States, a metro area.

Answering Point – At what number and what times will these calls be answered? Do you want to route calls to a different number after hours, or do you want the calls to overflow to another number if the first line is busy or unanswered? E.g. calls from NSW to answer point 02 91xx xxxx and overflow when busy or unanswered to 02 92xx xxx between 8am to 6pm Mon-Fri & 9am to 12pm Saturday. At all other times forward calls to 04xx xxx xxx.

**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 from time to time in accordance with the Act.

You may view Our Customer Terms at <http://www.telstra.com.au/customerterms/> or obtain a copy from us.

**Privacy**

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

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

**APPLICATION**

I wish to apply for the Inbound Service 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. If there is an inconsistency between this application form and Our Customer Terms, this application form applies instead of Our Customer Terms to the extent of that inconsistency.

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

**Privacy**

You agree, and will ensure that any of your related bodies corporate which receive services connected with this application form and your representatives are aware, that Telstra may:

- (a) use and disclose information about you and each of them 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 you to assess your credit worthiness.

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

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

Signature \_\_\_\_\_ Date \_\_\_\_\_  
Print Name \_\_\_\_\_ Position \_\_\_\_\_

This section will be completed by your Telstra Representative following receipt of your application

**TELSTRA USE ONLY**

Maxim ID / Reference Number \_\_\_\_\_  
Telstra Sales Representative Name: \_\_\_\_\_  
Ph: \_\_\_\_\_  
Telstra Sales Representative ID \_\_\_\_\_

This section will be completed by your Telstra Dealer following receipt of your application.

Fixed Line Dealer Code is the 3 letters & 2 numeric dealer code

**DEALER DETAILS**

Company Name \_\_\_\_\_  
Sales Representative Name: \_\_\_\_\_  
Ph: \_\_\_\_\_  
Fixed Line Dealer Code \_\_\_\_\_  
Rep ID \_\_\_\_\_  
Transaction Number \_\_\_\_\_