|  |  |  |  |
| --- | --- | --- | --- |
| *telstra spectrum* | | **Telstra Analyser Online** **Application Form**  Send a signed and completed copy via **Email** to: [TEGFreecall@team.telstra.com](mailto:TEGFreecall@team.telstra.com)  For further assistance please contact your Telstra Representative or call 1800 730 062 Option 4:4. | |
| **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.  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 (mb): | |  | Fax: | | |  | Email: | | |
| Your Telstra Analyser Online Service **will** be billed to the **same** Account number as this **nominated** Inbound Number that ***must*** belong to your Legal Entity listed in the above ‘Customer Details’ section.  If you have an existing Telstra Inbound 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**  Please specify your Inbound Account Number and an Inbound Full National Number on the account and (if applicable) Billing Reference ID and Billing Aggregator Number:   |  |  |  | | --- | --- | --- | | Inbound Account Number. |  | | | An Inbound number on the Account. |  | | Billing Reference ID |  | | Billing Aggregator No. |  |   Are your fixed voice services contracted with Telstra?  Yes  No |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **What is Telstra Analyser Online?**  The Telstra Analyser Online service is an online reporting and traffic analysis tool that provides you with statistical information on the way that some of your Inbound services are used.  Full details about the service are set out in Our Customer Terms.  **User Details**  **Note**: You may ***only*** access services that **belong** to the Legal Entity provided in the Customer Section of this form.  **You may request a maximum of 30 users per IN-Control Call Direct Service.**  **\*** You can select individual users to have access to **all** your Inbound services by specifying “All” in this field for each relevant User.  **\*\*** You **must** acquire the advanced version of the Telstra Analyser Online services to view statistics on your Network IVR/ Speech IVR / Network CTI. |  | **SERVICE DETAILS**  I am applying for a Telstra Analyser Online service.  **Service Charges**  The fees and charges for your Telstra Analyser Online service are the applicable fees and charges set out in Our Customer Terms.  **User Details**  I would like to apply for a Telstra Analyser Online **Standard** service for the following users.  ***Or***  I would like to apply for a Telstra Analyser Online **Advanced** service for the following users.  Either of these versions **will** provide **each** user automatic access to view all Inbound services that **belong** to your Legal Entity **unless** separately specified. International Freecall and/or Global 800 services **must** be specified.   |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | **User Name** | **Contact email address** | **Contact Phone Number** | **Existing Telstra On-Line Digital Certificate or Business User Name & Business ID** | **\*Telstra Inbound Services\***  **Please state ‘All’ or list specific inbound number/s\*** | **\*\*Network IVR / Speech IVR\*\***  **Yes or No** | **\*\*Network CTI\*\***  **Yes or No** | **International Freecall and/or Global 800 Please list number/s & countries** | |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  | |
| **User Details**  **Note:** You may ***only*** access services that **belong** to the Legal Entity provided in the Customer Section of this form.  **You may request a maximum of 30 users per IN-Control Call Direct Service.**  **\*** You can select individual users to have access to **all** your Inbound services by specifying “All” in this field for each relevant User.  **\*\*** You **must** acquire the advanced version of the Telstra Analyser Online services to view statistics on your Network IVR/ Speech IVR / Network CTI. |  | **User Details** - continued   |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | **User Name** | **Contact email address** | **Contact Phone Number** | **Existing Telstra On-Line Digital Certificate or Business User Name & Business ID** | **\*Telstra Inbound Services\***  **Please state ‘All’ or list specific number/s\*** | **\*\*Network IVR / Speech IVR\*\***  **Yes or No** | **\*\*Network CTI\*\***  **Yes or No** | **International Freecall and/or Global 800 Please list number/s & countries** | |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **REGISTRATION**  For us to proceed with this application, all Users **must** be registered and enrolled for Telstra Analyser Online in My Account / Your Telstra Tools via My Account / Your Telstra Tools at www.telstra.com.  If your users have an existing Telstra On-line Digital Certificate or Business username and password, registered~~,~~ please **state** the Prime Contact for your organisation.  We will assist your **Prime Contact** if you require a new Telstra On-Line Digital Certificate or Username Name / Password for a user  **TRAINING**  You **may** choose to have **formal** training for your Telstra IN-Control Call Direct service. **Additional** charges apply for the training depending on where the training is held. |  | **Prime Contact Details**  If your users have an existing Telstra On-Line Digital certificate or business user name, please state their Primary On-Line Contact:   |  |  |  | | --- | --- | --- | | Contact Name |  | | | Contact Details | Ph (wk): | Ph (mb): | |  | Fax: | | |  | Email: | |   **Training**  Would you like training for your Telstra Analyser Online service?   |  |  | | --- | --- | | Yes | No |   If yes, please list the address of the location where you would like your Telstra Analyser Online service training to be held:   |  |  | | --- | --- | | Address |  | |  |  |   Is your preferred training location within the Sydney or Melbourne Metropolitan areas?   |  |  | | --- | --- | | Yes | 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 [**here**](http://www.telstra.com.au/customer-terms/business-government/other-voice-services/inbound-services/) 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, as amended by Telstra from time to time, is available [**here**](http://www.telstra.com.au/privacy) or, by calling Telstra on 1800 039 059.  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 and Our Customer Terms.  I acknowledge that I have either received, or have had the opportunity to review, a copy of Our Customer Terms.  **Privacy**  I agree, and will ensure that any of our related bodies corporate which receive services connected with this Application Form and our representatives are aware, that Telstra may:  (a) collect, use and disclose information about each of us (including for marketing purposes) 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 each of us to assess our credit worthiness.  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 |  | |