



Telstra Business Bundles on nbn™

(also known as ~~DOT~~ Digital Office Technology™)

Account details

Order type New Modify

New customer Yes No

If no: Account number (max. 10 digits)
(Flexcab)

CIDN

Business details

Business name Trading name (if applicable)

ACN/ABN/ARBN Main business number (if applicable) (must be a fixed line number)
()

Delivery address Suburb State Postcode

Billing details

Email bill is the default for new Telstra Business Bundles on nbn orders. If the customer would like to opt out of email billing please select an appropriate reason below.

Bill format

Email bill Billing email address

Paper bill Opt out reasons
(Scroll down to select option)

Billing address Suburb State Postcode

Primary Contact details

Position Title First name Last name

Phone number Mobile number

Email address Date of birth DD/MM/YYYY

Primary identification details

Australian drivers licence number State of issue Date of expiry DD/MM/YYYY

Or

Australian passport number Date of expiry DD/MM/YYYY

Secondary identification details

Medicare card number

Or

Australian Proof of Age card number

Name of issuing body

Date of expiry

Primary Authorised Representative details (must be different to Primary Contact)

Title

First name

Last name

Phone number

Mobile number

Email address

Date of birth

Technical contact details

Same as primary contact

Position

Title

First name

Last name

Email address

Date of birth

Existing services

Telstra Business Bundle on ADSL or BizEssentials Yes No

NR number and Fixed line number/s

Telstra PSTN Line Yes No

Fixed line number/s

Telstra ADSL/BDSL Yes No

NR/BP number

BigPond Service (ADSL) Yes No

Email address

Retain existing BigPond email (free for the first 12 months and then \$79 per year)

Yes No

Telstra Cable/Satellite/ISDN/Other

Yes No NR/BP number

Existing DOT on ADSL Alarm Line plan

Fixed line number/s

Existing alarm with other provider

Fixed line number/s

Plan details

Business bundle (core plan)

Standard – \$100

Ultimate – \$125

Multi Offer – \$175

Professional Install \$10/mth

\$240 outright

Self-Installation \$0

Router New Telstra Business Smart Modem™

Re-use Telstra Business Smart Modem™

Existing fixed line number

IP handset type

(Business Bundle Ultimate & Multi include 1x optional handset)

Handset Repayment Option/Outright Cost

Call barring

Directory listing

Office Line plan	Existing fixed line number	IP handset type	Handset Repayment Option/Outright Cost	Call barring	Directory listing
<input type="checkbox"/> Bundled Additional Voice Line	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Additional Voice lines are charged at \$50 per month with unlimited calls to fixed and mobiles within Australia. For Multi Bundle 1 additional voice line is included.

Directory listing

Your Directory Listing setting determines whether your name, address and phone number will be included in the printed and online White Pages® and Directory Assistance.

Choose your Directory Listing option

- List my details (\$0) – Your details will be published in the printed and online White Pages® and available via Directory Assistance.
- Do not list my details (\$0) – Your details will not be published in the printed and online White Pages® or available via Directory Assistance.

Caller Identification

Your Caller Identification setting determines whether your phone number is visible to people when you call from your landline.

- Caller ID On – Your Caller ID will be visible when you call others.
- Caller ID Off – Your Caller ID will not be visible when you call others.

Ad On Hold – \$50/mth for 24 months Yes No Virtual Receptionist – \$10/mth Yes No

Hunt Group – \$10/mth Yes No
(Business Bundle Ultimate includes optional Virtual Receptionist and Hunt Group at no extra cost)

Business Protect Essential IP – \$25/mth for 36 months Yes No

Business Protect Enhanced IP – \$33/mth for 36 months Yes No

Business Protect Essential Fixed Line – \$25/mth for 36 months Yes No

Business Protect Enhanced Fixed Line – \$33/mth for 36 months Yes No

8 Port Switch \$6/mth Quantity

\$144 outright Quantity

BYO Switch \$0/mth Quantity

IAD 2 Port – \$5/mth (ADSL & **nbn**™ network) Quantity

8 Port – \$10/mth (**nbn** network only) Quantity

2 Port – \$120 outright Quantity

8 Port – \$240 outright Quantity

Accessories Wall Mount Bracket (T42 WMB) for the Telstra T42G IP Phone – \$10 each Quantity

Wall Mount Bracket (T48 WMB) for the Telstra T48G IP Phone – \$10 each Quantity

Bluetooth Headset Adapter (BT40) for the Telstra T48G IP Phone – \$35 each Quantity

If an alarm is NOT selected as part of the Telstra Business Bundles on **nbn** on the **nbn** network order, please read out the below questions to your customer and tick the boxes for confirmation.

- Can you confirm that you do not have an alarm service of any kind that makes outgoing calls to a security monitoring centre or to any other number?
- Can you confirm that you do not have any additional phone lines such as a fax or EFTPOS that are not covered by today's DOT on the **nbn** network order?
- Do you understand that as part of the disconnection process all lines that are not moved to the **nbn** network will be disconnected?
- If at the time of your installation the Telstra technician is unable to complete the install because of a missing phone line from today's order, do you accept that you could be liable for an additional call out charge of \$240 if required to complete the order?

Call Forward Not Reachable

Voice2Email – Email address

Site cabling

Ethernet cabling required (Each phone comes with a 1.5m ethernet cable. The Telstra technician will be able to provide you with a price on the day for additional cabling, if required.) Yes No

Sales campaign

Speed levels (nbn™ network connections only)

Speed level

Not all speed levels are available on all nbn network access types. For important information on nbn speeds, visit telstra.com.au/small-business/broadband/nbn/nbn-speeds-explained

Standard Plus Speed (Default) – \$0/mth Premium Speed – \$30/mth (if you have ordered a Multi Bundle a \$0 Premium speed boost is included)



Site details

Site name

Address

Suburb

State

Postcode

IMPORTANT: FTTB, FTTN and FTTC only

Existing FNN moving to the nbn network

Please provide the customer’s FNN of the specific line that they would like to transition to the nbn network.

Note: If the customer cannot provide the FNN, isn’t sure if an existing copper service is connected or intends to transfer from another carrier, then type in ‘First available Fixed Line’ or ‘Fixed Line transferring from another Carrier’.

Phone line/service moving to the nbn network

This is your main phone line and will be used by nbn co and Telstra to provide your broadband and voice services in the future.

Site contact

Same as primary contact

Title

First name

Last name

Email address

Phone number

Telstra connection details

Preferred install day (min. 12 business days from today)

Preferred install time

nbn network connection details

Preferred install day

Preferred install time

Additional site information

If additional sites are required, attach plan and site details to the Application Form.

Telstra Air Merchant

Find new customers and keep them coming back with easy to use guest Wi-Fi. Gather insights and engage with customers who use your Wi-Fi. Improve your productivity through the Telstra Air Network when out and about, here and overseas.

Add Telstra Air Merchant

Merchant Advisor (tool) assessment completed

Please use the Merchant Advisor (tool) at telstra.com/business/airmerchant to complete a quick assessment of the site address.

Cancel Telstra Air Merchant

A prorated Early Termination Charge (ETC) will apply if Telstra Air Merchant is cancelled before the 24 month minimum term ends. If cancelling your broadband service, you'll also cancel Telstra Air Merchant and any applicable ETC will apply.

Please note: Only one (1) Telstra Air Merchant can be ordered per business broadband service.

Telstra Air Merchant device

Telstra Air Merchant subscription

Wi-Fi network name

Choose a Wi-Fi network name (SSID) that customers will see on their devices when searching for your network. Choose a friendly name that represents your business, no longer than 30 characters (A-Z, a-z, 0-9, space(s)).

Industry type

Tell us which industry type best represents your business, so we can setup your hotspot with a splash page that your customers can relate to.

Retail Trade

Rental, Hiring & Real Estate

Health Care & Social Assistance

Accommodation & Food Services

Education & Training

Telstra Air Membership and Control Panel Administrator

Same as primary contact

Other

First name

Last name

Email (no longer than 64 characters)

Date of Birth

Delivery details for Telstra Air Merchant

Only fill in this section if you have an existing business broadband service.

Delivery location

Same as site address

Other

Level No

Unit No

Street No

Street Name

City/Suburb

State

Postcode

Delivery contact

Same as primary contact

Same as technical contact

Same as site contact

Other

Contact name

Telephone number (eg. 02 9999 9999)

Mobile number (eg. 0499 999 999)

Other information

If you add Telstra Air Merchant, you will receive:

- An E-mail to register your Telstra ID, if you have supplied a new E-mail address.
- An order summary E-mail that will include your order details for Telstra Air Merchant, including price.
- An E-mail that will include:
 - A reminder of your Telstra Air Membership and Control Panel Administrator details.
 - A link to the Merchant Control Panel which you can access once your Telstra ID is setup.
 - A link to find out more about Telstra Air Merchant and Telstra Air in general, including 'how to' and troubleshooting guides.

Complimentary installation of the Telstra Air Merchant Hotspot device is available if professional installation of the broadband service is available, excluding BYO modem.

Dedicated Cisco Meraki Wi-Fi hotspot that maximises Wi-Fi performance and coverage. Your broadband modem must have a free Ethernet port to plug in the Telstra Air Merchant Hotspot device. It is advisable to purchase an Ethernet Switch, if required.

Minimum 24 months. You can cancel your subscription at any time, but if you cancel you will also need to pay any charges up to the point of cancellation, including any applicable ETC.

Your E-mail address will be used to create a Telstra ID. This is used to connect to the Telstra Air Network, change the settings of your hotspot and view customer analytics through the Merchant Control Panel.

Where a Telstra modem is ordered, the Telstra Air Merchant device will be sent to the same delivery address provided for the modem.

The delivery address must be the address of an actual building. It cannot be a corner address, PO Box, Locked Bag or a similar non-physical address.

The Terms & Conditions (T&C's) for Telstra Air Merchant plans are set out in Telstra's 'Our Customer Terms' (OCT).

You may view these at telstra.com.au/customer-terms/business-government#merchant or obtain a copy from Telstra.

You may view the Critical Information Summary for Telstra Air Merchant at telstra.com.au/content/dam/tcom/personal/help/pdf/cis-business/bundles/biz-cis-telstra-air-merchant.pdf

Dealer and Consultants details

Dealer name

Dealer code

Consultant name

Contact number

Email

Notes

Terms and conditions

- You acknowledge that you are applying for the service(s) described in this Application Form and acknowledge that if your application is accepted it will be provided on the terms and conditions set out in this Application Form and Our Customer Terms. You may view these at telstra.com.au/customer-terms/business-government/dot or obtain a copy from Telstra.
- You acknowledge that you have either received, or have had the opportunity to review, a copy of Our Customer Terms.
- The attached Critical Information Summary provides a summary of some of the important terms and features of Telstra Business Bundles on **nbn** Core plan on the **nbn**™ network and any other user plan. Please read this Critical Information Summary before submitting this application form.
- You accept that as an interim measure, you can still access your existing services on the same terms and conditions until your **nbn** services are connected.
- The time frames specified in the Customer Service Guarantee Standard do not apply to your bundle service. If you wish the timeframes to apply, we suggest you take up a Telstra Business Bundle on ADSL (also known as BizEssentials) bundle instead of this Telstra Business Bundles on **nbn** bundle.

Telstra Business Bundles on nbn and power outages

Your Telstra Business Bundles on **nbn** Core plan needs mains power to work. This means that if your power goes out your service won't work, and you'll be unable to make calls, including calls to '000', from your phone.

Telstra Business Bundles on nbn on the nbn network new development charge

If you're in a new development and not already connected to the **nbn** network, nbn co may charge \$300 to connect your premises to the **nbn** network. If applicable, we will bill that charge to you.

Alarm lines

Your **nbn** network service needs mains power to work, so if the power goes out, you won't be able to use your **nbn** network service (including to make and receive calls). If you need an uninterrupted phone service we recommend that you have another service, like a mobile, or ask us about Business Protect, a security monitoring solution that works over the Telstra Mobile Network.

Although your Telstra Business Bundles on **nbn** on the **nbn** network service may support back to base alarm systems, we cannot guarantee that these services and/or equipment will work or function faultlessly on the **nbn** network. Please check with your equipment manufacturer/provider about compatibility with a Telstra service on the **nbn** network.

nbn network speeds: Actual FTTN/FTTB/FTTC speeds and Speed Boost eligibility are confirmed after connection. For important information on **nbn** speeds, visit telstra.com.au/small-business/broadband/nbn/nbn-speeds-explained. Actual speeds may be slower and will vary due to a number of factors including hardware and software configuration, source and type of content downloaded, the number of users and performance of interconnecting infrastructure not operated by us.

Privacy: You agree and will ensure that your personnel, your related bodies corporate and their personnel, and any individuals, who receive services or whose information is disclosed to us, in connection with this form, are aware of our "Privacy Statement" available at telstra.com.au/privacy/privacy-statement, which contains: Telstra's privacy policy describing how Telstra and its related companies will manage your personal information (such as the purposes and circumstances of its collection, use and disclosure of that information, including for marketing to you and in relation to transfers to overseas recipients), your rights to access and correct that information and how to complain about breaches of the Privacy Act 1988;

Telstra's credit reporting policy, which provides equivalent details regarding how Telstra and its related companies manage your credit-related information and about your access and correction rights in relation to that information and how to complain about breaches of credit reporting requirements under the Privacy Act 1988.

You agree to Telstra and its related companies collecting, using and disclosing your personal information as described in the Privacy Statement.

You agree that Telstra may also, subject to the Privacy Act 1988:

- a) disclose information about you and this application (including information contained in any application for additional services and information about the conduct of your account) to a credit reporting body to obtain credit reporting information about you and to another credit provider or a debt collection agent to collect overdue payments relating to credit owed by you and to notify defaults by you; and
- b) obtain and use information about your 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: You acknowledge that you should read important information about credit reporting available on Telstra's website at 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 you (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 your access, correction and complaint rights regarding credit-related personal information and your rights to prevent its use in certain circumstances, such as if you are a victim of identity fraud. A copy of this information is also available from Telstra on request.

If you cancel your Hardware Purchase Plan (HPP), or cancel the Telstra Business Bundles on **nbn** service to which your HPP is attached, before the end of the HPP Term, you have to pay us an amount in respect of the HPP in addition to any Early Termination Charge (ETC) for your service.

Signature

Date

