



Telstra Business Broadband on the nbnTM network. Enterprise customers only.

This form is to be completed by a Telstra sales representative.

Order Details

☐ New Service ☐ Modify Service ☐ Transition Service

Business Name

Trading/Business Name

ACN/ABN/ARBN

Registered Address

City/Suburb

State

Postcode

If you are an existing customer, do you require a new account? ☐ Yes ☐ No

If No, please fill in the section below

FlexCab Account Number

CIDN

Primary Contact Details

Contact Name

Ph (wk)

Ph (mobile)

Fax

Email

Date of Birth

Driver's Licence

Technical Contact Details

☐ Same as Primary Contact

Contact Name

Ph (wk)

Ph (mobile)

Fax

Email

Business Name should be the name of the legal entity to which the service will be provided. In this Application Form, references to "you" or "I" refer to this entity.

ACN/ABN/ARBN is Australian Company Number or Australian Business Number or Australian Registered Business Number.

Trading/Business Name is not a legal entity but is the name under which your business trades.

Primary Contact Name is the person that will receive the majority of communications regarding this order such as any appointment confirmations, progress of the order, general questions if any additional information is required.

Date of Birth & Driver's Licence are only required if we're creating a new account for you or changing the authorised representative on the account.

Technical Contact Name is the person our technicians will contact if there are any technical questions about the customer's current or new setup.

They will need to be able to discuss/confirm things like special settings, configurations or requirements that may not be part of Telstra's standard offering. (For example, a 3rd party IP Phone System, networking setup, etc.)

Site Details

Site Address

Please specify site address including the level and/or unit number. **Ensure that a service qualification has been conducted and this is the valid address in the SQ tool.**

Site Name

Level No: Unit No: Street No: Street Name:

City/Suburb

State

Postcode

nbn™ network Location ID (if available)

ADBoR ID (if available)

nbn network Access Type

Site Contact Details

☐ Same as Primary Contact

☐ Same as Technical Contact

Contact Name

Ph (wk)

Ph (mobile)

Fax

Email

Equipment Delivery Address

☐ Equipment Delivery Address same as Site Address

Only fill in this section if the equipment delivery address is different to the site address.

Level No: Unit No: Street No: Street Name:

City/Suburb

State

Postcode

Billing Details

☐ New account

or

☐ Bill services to existing account

For New Accounts, please specify the address you want your bill sent to:

Billing Address

City/Suburb

State

Postcode

To bill to an existing Telstra Account, please provide the following:

Existing Account Number

or

Phone Number with area code

Billing Arrangement:

Select billing arrangement:

☐ Email bill Billing email address

☐ Paper bill

Site Address is the location at which you'd like your Telstra Business Broadband on the **nbn** network service to be installed.

Site Name is a unique identifier that allows you to distinguish each of your sites on the Telstra bill and for customer service and router.

Site Contact is the person we will expect to be present on-site during any professional installation/appointment related activities. They will need to have access to any facilities needed to complete the installation, such as doors, comms rooms, cabinets, cable points and connected devices.

Our technician will use this contact to call when they are on their way (if applicable).

Billing/Invoicing format

This product provides online and email billing (unless you select to receive a paper bill instead).

You will receive your bill in an email, plus a notification that your bill is ready for viewing online.

If you select a paper bill, this will be mailed to your billing address and you will not receive a bill via email. You will still receive a notification that your bill is ready for viewing online.

Before you start: Important for FTTN, FTTC & FTTB only

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 or is not 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

(e.g. 02 9999 9999)

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.

Telstra Business Broadband on the nbn network

Do you want to transition or modify your existing broadband service? (Note: if you are transitioning from ADSL you can only transition to a Telstra Business Broadband NBN Stand Alone service only)

For transitions from ADSL or Modifications to a TBB NBN service to include a Premium Connectivity Pack please provide details of your existing Telstra broadband service. (You only need to fill out one of the below fields).

NR/Service Number

Phone Number Broadband is attached to

Service Plan

Telstra Business Broadband on nbn network	Minimum Monthly Charge	Monthly Data Allowance
Standard	\$80	<input type="checkbox"/> 500GB
Ultimate	\$100	<input type="checkbox"/> Unlimited
24 month contract		

The minimum plan costs for new Telstra Business Broadband plans are as follows: Standard plan will be \$2,019 and Ultimate plan will be \$2,499. The minimum plan cost includes self install and \$99 activation fee. (Enterprise customers will require \$240 Standard Professional Install for TBB NBN Standalone services including the Telstra Business Smart Modem; or \$660 for a Basic Partner Installation or \$1870 for a Standard Partner installation of Voice Priority packs 20 and 50, Dedicated Data packs S,M,L and Telstra Business Mid-Market Cisco Router).

nbn Speeds

nbn Speed Options	
Standard Plus – Default	
<input type="checkbox"/> ADD - Premium – \$30 per month	<input type="checkbox"/> Remove
<input type="checkbox"/> ADD - Premium Plus – \$100 per month	<input type="checkbox"/> Remove

Premium Connectivity Packages (select one only)

Dedicated Data Packs (voice and data prioritisation)			
<input type="checkbox"/> ADD - Dedicated Data S - \$250 per month (includes Standard Plus Speed)	<input type="checkbox"/> Remove		
<input type="checkbox"/> ADD - Dedicated Data M - \$400 per month (includes Premium Speed)	<input type="checkbox"/> Remove		
<input type="checkbox"/> ADD - Dedicated Data L - \$550 per month (includes Premium Plus Speed)	<input type="checkbox"/> Remove		
OR Voice Priority Packs for Business SIP (voice prioritisation only)			
<input type="checkbox"/> ADD - Voice Priority Pack 1 - \$5 per month	<input type="checkbox"/> Remove	<input type="checkbox"/> ADD - Voice Priority Pack 10 - \$45 per month	<input type="checkbox"/> Remove
<input type="checkbox"/> ADD - Voice Priority Pack 3 - \$15 per month	<input type="checkbox"/> Remove	<input type="checkbox"/> ADD - Voice Priority Pack 20 - \$65 per month	<input type="checkbox"/> Remove
<input type="checkbox"/> ADD - Voice Priority Pack 5 - \$25 per month	<input type="checkbox"/> Remove	<input type="checkbox"/> ADD - Voice Priority Pack 50 - \$85 per month	<input type="checkbox"/> Remove

For more information on broadband types and speeds available please visit

telstra.com.au/small-business/broadband/nbn/nbn-speeds-explained

Please see your **nbn** Key Facts Sheet at telstra.com/nbnkeyfacts

Note: Fixed Wireless service availability is subject to signal strength survey carried out by nbn co.

Reminder: This is the FNN or Full National Number of the specific single line that you would like the **nbn** network to transition. This particular line will then be cut over by the **nbn** network which will change any ADSL signal present to VDSL. Telstra will then transition the required voice services to VOIP over this single line.

Please note: You must have a VDSL compatible modem present prior to the **nbn** network cut over to avoid downtime on your broadband service.

Speed Level: If you need a speed level other than the default Speed, you can choose another Speed Level for an additional monthly cost. If you don't choose one of the below Speed Levels, you'll receive the default Speed.

Please note:

- On some **nbn** access types, not all Speed Levels will be available. We will aim to advise you what is available during the ordering process.
- Broadband speeds vary due to quite a number of factors, including; type of technology available at your address; any increased Speed Level you may have purchased; network capacity; set up at your premises (such as location of modem and how the internet is used in your premises).
- For FTTN/FTTC/FTTB customers, we cannot confirm your maximum speed until your service is installed and active on the **nbn** network. We will provide this to you once available, along with alternative options if your maximum line speed doesn't allow you to properly benefit from the Speed Level you are on.
- The Premium Plus speed and Dedicated Data L pack are available in FTTP areas only.
- Dedicated Data Packs are not available on Fixed Wireless or HFC access types.
- For FTTB services, Dedicated Data Packs and Voice Priority Packs may only be added to existing active TBB NBN services.

Additional Static IPv4 Addresses

- | | |
|--|---|
| <input type="checkbox"/> 2 usable static IP addresses (/30) | <input type="checkbox"/> 62 usable static IP addresses (/26) |
| <input type="checkbox"/> 6 usable static IP addresses (/29) | <input type="checkbox"/> 126 usable static IP addresses (/25) |
| <input type="checkbox"/> 14 usable static IP addresses (/28) | <input type="checkbox"/> 254 usable static IP addresses (/24) |
| <input type="checkbox"/> 30 usable static IP addresses (/27) | |

Hardware

If your plan includes the Telstra Business Smart Modem at no upfront cost, a monthly hardware repayment fee for each device is waived on a 24 month contract. If you cancel your plan early the remaining monthly hardware repayments will be added to your total Early Termination Charges (ETC). Should you purchase a Telstra Business Mid-market Cisco Router on a HRO plan and change/substitute the plan being completed; the HRO payment plan will be finalized at the time of that change and you will be charged the remaining payments as a once off.

Modem

- ☐ Telstra Business Smart Modem™ - \$0
- ☐ Telstra Business Mid-market Cisco Router - \$1,800 (including GST)
- ☐ Telstra Business Mid-market Cisco Router - \$50/mth over 36 months (including GST)
- ☐ Telstra Business Mid-market Cisco Router - \$75/mth over 24 months (including GST)
- ☐ Existing Telstra Business Smart Modem™
- ☐ BYO Router
- ☐ Existing Telstra Business Mid-market Cisco Router
- ☐ Select if you have an existing Telstra Mid-market Cisco Router billing on a repayment plan and you are moving to a BYO modem and wish to finalise your installments

Network Service Level Agreement

Service Level Agreement (SLA) Assurance

Only available to approved* Telstra Enterprise customers with a Premium Connectivity Package

Plan	Response/Restore (Urban)		
End of Next Business Day	8hr/8am-5pm Mon-Frid	Included	<input type="checkbox"/>
Business Plus	60mins/12hr	\$66.00 per month	<input type="checkbox"/>
Express 8 Plus	45mins/8hr	\$88.00 per month	<input type="checkbox"/>

Service Activation

Note: If your premises are considered a new development by nbn co, a \$300 nbn network new development charge will also apply and will appear on your first bill.

- ☐ Book first available appointments for nbn & Telstra (if required)
(If this option is ticked here is no need to request individual dates and times)

nbn co appointment (not required for FTTB)

(On some nbn™ network access types you may not require an nbn co Installation Appointment. We will advise you what needs to occur during the ordering process.)

Customer requested date for the nbn network install

or ☐ N/A

This is the time you'd like an nbn co technician to visit to complete your installation to the nbn network. Please note that times cannot be guaranteed.

- ☐ Morning 08:00 – 12:00 ☐ Afternoon 13:00 – 17:00

Telstra appointment

(On some nbn network access types you may require one or more Telstra Installation Appointments. We will advise you what needs to occur during the ordering process.)

Your preferred date for Telstra install

Your alternative date for Telstra install

IP Addresses As part of your Telstra Business Broadband service we'll issue you with an IPv6/56 static IP address range and a single static IPv4 address. You can choose to receive additional static IPv4 addresses for an additional monthly charge and we'll issue those to you once your Telstra Business Broadband order has been completed.

Additional IPv4 addresses /27 - /24 will be provided at our discretion and business case justification may be required.

Please Note: You'll need a Telstra certified MDN modem or a compatible modem to support additional IPv4 addresses. Telstra Business Smart Modem™ does not support additional IPv4 addresses.

Telstra Business Mid-market Cisco Router (Cisco 1117) only supports IPv4 addresses.

nbn network Compatible modem:

You will need an nbn network compatible modem (Telstra Business Smart Modem™) to use your Telstra Business Broadband service.

If purchasing a Dedicated Data Pack, Voice Priority 20 Pack or Voice Priority 50 Pack the customer must purchase a Telstra Business Mid-market Cisco Router, or if the customer is providing their own router it is the customers responsibility to ensure it complies with the technical specifications guide. Telstra takes no responsibility for the compatibility or performance of a BYO router.

The Telstra Business Mid-market Cisco Router and BYO router requires a Partner Install/nbn Business Installation at additional cost.

***SLA Assurance** availability is subject to our approval following a feasibility assessment. For full SLA terms please refer to the Telstra OCT - <https://www.telstra.com.au/customer-terms/business-government#other-services>

Installation Appointments

You may need a minimum of two installation appointments to get you connected to the nbn network. This will depend on your nbn network access type and premises setup. For more information please visit:

How to Connect at [telstra.com.au/small-business/broadband/nbn](https://www.telstra.com.au/small-business/broadband/nbn)

You will still be able to access your existing services on the same terms and conditions until your nbn network service(s) are connected

Your Requested Date for Installation is the date on which you would like nbn co to commence the installation of your Telstra services.

We'll attempt to arrange the nbn co installation on this date but can't guarantee this.

For further details please see Our Customer Terms [telstra.com.au/customer-terms/business-government/nbn](https://www.telstra.com.au/customer-terms/business-government/nbn)

Installation Time Requested (select one only)

- ☐ Morning 08:00 – 12:00
- ☐ Morning & early afternoon 10:00 – 14:00
- ☐ Afternoon 13:00 – 17:00

TBTC/Partner Installation

- ☐ nbn Business Installation ordered via TBS/Partner Portal at additional cost
(required when installing a Telstra Business Mid-market Cisco router or BYO router)

Comments & other information

You may need additional appointments with nbn co for non-standard installations.

The nbn co technician will discuss this (and any additional charges) with you at the time of your initial appointment.

To view the Telstra Business Broadband NBN Critical Information Summary (CIS) please refer to –

<https://www.telstra.com.au/help/critical-information/summaries/business/broadband/Telstra-Business-Broadband-TBB/telstra-business-broadband-telstra-small-business-broadband-plans>

Your Application

Telstra Business Broadband on the nbn network 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 and, if applicable, your separate agreement with Telstra. If there is an inconsistency between this Application Form, Our Customer Terms and your separate agreement with Telstra, this Application Form takes precedence to the extent of that inconsistency.

You acknowledge that you are responsible for cabling/wiring within your premises. If these are not able to support your new services, you will be responsible for the costs involved in correcting problems.

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.

Your Critical Information Summaries provide a summary of some of the important terms and features of your T-Biz® and Telstra Business Broadband on the **nbn** network services. Please read these Critical Information Summaries before submitting this application form.

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 Telstra 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 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.

Authority to Transfer

You authorise us to do all things necessary to arrange for any of the services listed in this Application Form that you have with other carriers to be transferred to Telstra. This might include completing transfer authority forms on your behalf.

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

Signature

Date

Print Name

Position

Our Customer Terms and Critical Information Summary

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 for Telstra Business Broadband at telstra.com.au/customer-terms/business-government/ or obtain a copy from us. 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 mean a person's officers, employees, agents, contractors and sub-contractors.

Office use only

Dealer Office Use Only

This section to be completed by your Telstra Dealer.

Dealer Name		Date
<input type="text"/>		<input type="text"/>
Premise/Mobile Code	Dealer/Fixed Code	Opportunity ID
<input type="text"/>	<input type="text"/>	<input type="text"/>
Ph (wk)	Ph (mobile)	
<input type="text"/>	<input type="text"/>	
Fax	Email	
<input type="text"/>	<input type="text"/>	

Telstra Office Use Only

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

Please select which Sales Channel you are from

☐ Sales Rep ☐ Contact Centre

Name		Date
<input type="text"/>		<input type="text"/>
Ph (wk)	Ph (mobile)	
<input type="text"/>	<input type="text"/>	
Fax	Email	
<input type="text"/>	<input type="text"/>	
AGS	Sale ID	
<input type="text"/>	<input type="text"/>	
Sales Sport Code		
<input type="text"/>		

Campaign/Offer Codes

Please indicate the type of Campaign/Offer you would like for your Telstra Business Broadband service on the **nbn** network service:

Voice Signature

If the customer has completed the Telstra voice signature process, please insert customer reference number.

Customer Reference Number	Print Customer Representative Name
<input type="text"/>	<input type="text"/>
Customer Representative Position	Date
<input type="text"/>	<input type="text"/>