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| *telstra spectrum* | | **Telstra Internet Direct Standalone** **Application Form**  Send a signed and completed copy to your Telstra Representative.  For further assistance please contact your Telstra Representative, your Service Delivery Team or email Telstra Business at [Business.Care@team.telstra.com](mailto:Business.Care@team.telstra.com) or Telstra Enterprise and Government at [InternetDirectData@team.telstra.com](mailto:InternetDirectData@team.telstra.com)  Please use this Application Form only if you have an existing BSA, CSA or other agreement containing pricing for Telstra Internet Direct Standalone services. Use for new and recontracting services on and from **1 March 2018** for TID Standalone services where the Access Service is purchased separately. | | | | | |
| **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.  **Technical Contact Name** is the person representing the Customer who is responsible for the technical aspects of the service, that is, your authorised representative for the service.  You must notify Telstra of any changes to any of your Contact Details.  **CustData** allows you to access near real-time information and tools on your Internet traffic, service levels and account details to allow you to manage excess data usage. The requested contact details are for the admin group mailbox or individual to receive usage alerts. |  | | **CUSTOMER DETAILS**   |  |  | | --- | --- | | Company Name |  | | ACN or ABN |  | | Registered Address |  | | Trading / Business Name |  |   **Contact Details**   |  |  |  | | --- | --- | --- | | Contact Name |  | | | Contact Details | Ph (wk): | Ph (mb): | |  | Fax: | | |  | Email: | |   **Technical Contact Details**   |  |  |  | | --- | --- | --- | | Contact Name |  | | | Contact Details | Ph (wk): | Ph (mb): | |  | Fax: | | |  | Email: | |   **CustData / Traffic Allowance Contact Details**   |  |  | | --- | --- | | Contact Name |  | |  | Email: | | | | | |
| **Existing contract**  To use this Application Form, you need to have a Business Services Agreement, Corporate Services Agreement or other agreement with us containing pricing for Telstra Indirect Direct Standalone services.  **Billing details**  Please indicate whether you require a new Telstra Account or have an existing Telstra Account.  **Full National Number (FNN)** is the number Telstra uses to identify your service. It is listed on your Telstra bill. |  | | **CONTRACT DETAILS**  Please specify the contract number for your existing agreement covering Telstra Indirect Direct Premium Packages:   |  |  | | --- | --- | | Contract No |  |   **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 |  | |  |   If you have an existing Telstra Account, please provide the following:   |  |  | | --- | --- | | Existing Account No |  | | Full National Number (FNN) |  | | | | | |
| **What is Telstra Internet Direct Standalone?** The Telstra Internet Direct (**TID**) service gives you a high performance, carrier-grade, dedicated connection to the Internet.  **TID Standalone** includes the Telstra Internet Direct internet connection but does not include the Access Service.  Full details about the Telstra Internet Direct service are set out in Our Customer Terms.  An Early Termination Charge and connection charge may apply if your Telstra Internet Direct service is cancelled before expiry of the term that you select. |  | | **PURPOSE OF THIS APPLICATION**  Please select whether you are applying for a new or additional Telstra Internet Direct service or wish to change, relocate or cancel your existing Telstra Internet Direct service:   |  |  |  | | --- | --- | --- | | New service |  |  | | Change existing speed | Change download allowance | Change existing IP address or routing protocol | | Relocate the site of an existing service (within same State) | Add additional site/s to multi-site plan |  | | Cancel existing service | **Cancellation effective date:**  I would like my Telstra Internet Direct service cancelled effective: | |   All change requests are subject to our approval. Changes to your speed and/or download allowance within your Telstra Internet Direct service are treated as a variation to your existing Telstra Internet Direct service. Only your speed and/or download allowance and the applicable charges will change and all other terms and conditions remain the same. To avoid doubt, the service term continues unchanged and does not recommence as a result of this variation. Additional charges may apply if you downgrade your speed and/or download allowance as set out in Our Customer Terms.  If you are applying for an additional Telstra Internet Direct service or wish to change, relocate or cancel an existing Telstra Internet Direct service, please complete your existing account details below:   |  |  |  | | --- | --- | --- | | **Account Number** | **Ops Name** | **Full National Number (FNN)** | |  |  | N           R | | | | | |
| **Single site plans**  A single site plan only has one site on your Telstra Internet Direct Standalone plan.  For tiered plans, you select a monthly data allowance with a corresponding monthly charge. Excess usage charges apply if you exceed your monthly data allowance. Un-used data allowance is forfeited at the end of the monthly cycle.  For unlimited plans, you have an unlimited allowance for use each month. Your monthly charges depend on the selected access bandwidth of your Access Service.  **Multi-site plan**  A multi-site plan allows you to share your monthly data allowance across multiple eligible sites on the same plan. Excess usage charges apply if your pooled data usage across your eligible sites exceed your monthly data allowance. Unlimited data allowance plans are not available for multi-site.  **Access Service**  You must have an approved Access Service between each of your sites and our point of presence for us to provide a Telstra Internet Direct service to you.  You have to separately choose, obtain and maintain your Access Service. The charges and terms for your Access Service are separate from and in addition to the charges and terms for your Telstra Internet Direct service. Please refer to Our Customer Terms for further details.  Please contact your Account Representative or Service Delivery Team for more information on available Access Services or to obtain an application form. |  | | **SERVICE PLAN**  Please complete the details of your Service Plan below. You do not need to complete this section if you are applying to relocate an existing service or to cancel your existing service.  **Service Term**  Please select the minimum term for your Service. Your Service Term starts on the date we first supply this Service to you.  12 months  24 months  36 months  **Service Pricing**  The pricing for your Telstra Internet Direct Standalone service are as set out in your Business Services Agreement, Corporate Services Agreement or other agreement with us, and in Our Customer Terms. Charges include:   1. Monthly charges 2. Connection charges 3. Relocation charges 4. Excess usage charges (if your data allowance is not unlimited) 5. Administration and change charges   **Data Allowance**  Please select either a single site plan or multi-site plan and your data allowance:   |  |  | | --- | --- | | **Single site plan** | Please select **either** a tiered data allowance plan or unlimited data allowance plan:  Tiered data allowance plan  Monthly data allowance:  OR  Unlimited data allowance plan | | **Multi-site plan** | For multi-site plans, only tiered data allowance plans are available:  Tiered data allowance plan  Monthly data allowance: |   **Access Service**  **You have to apply separately for your Access Service.**  Please complete the below details for us to link your Access Service with your Telstra Internet Direct Standalone service.   |  |  |  | | --- | --- | --- | | **Access Service** | | **Access bandwidth** | |  | IPVPN through  IP VAS Gateway | Specify if ‘other’:      Mbps | |  | OpticWaveTM |  |   Other Access Service options are available for Telstra Internet Direct Premium Packages. | | | | |
| **Site Address**  Where the service is to be installed for use. Please ensure the necessary cabling and power requirements are present at site prior to installation  **Site Contact**  Is the person present on site and responsible for providing access to the site and facilities |  | | **SITE DETAILS**  Please complete this section if you have a single site for your plan. **If you have a multi-site plan, use Annexure 1 to complete the details for your sites.**  **Site Address**  Please specify your Site Address below (which must include the level and/or unit number, if applicable):   |  |  |  |  |  | | --- | --- | --- | --- | --- | | Level No: | Unit No: | | Street No: | | | Street Name: | | | | | | City/Suburb: | | State: | | Postcode: |   **Site Contact Details**  Please tick here if the details of your site contact person who will be available locally at the Site Address are the same as the Technical Contact Details.  If not, please list the contact details of your site contact person below:   |  |  |  |  | | --- | --- | --- | --- | | Contact Name: |  | | | | Phone: | |  | Mobile: | | | |
| **Telstra Internet Direct Feasibility Reference**  For the TID Regional Points of Presence, a TID feasibility study will need to be performed to ensure that we will be able to provide you with the required bandwidth |  | | **Your Telstra Representative will be able to perform this feasibility check for you.**  Please provide the TID feasibility reference number | | |
| Note: If choosing IPv6 addressing, please ensure any equipment or software you use in connection with the Telstra Internet Direct service supports the IPv6 protocol.  To learn more about IPv6, please refer to: <http://www.telstra.com/enterprise/Ipv6> |  | | **IP Addresses**  Please indicate the type of IP address protocol required for your Telstra Internet Direct service:  IP Version 4 only  OR  IP Version 4 (IPv4) **AND** IP Version 6 (IPv6)\*  **\*IP Version 6 ( IPv6) addresses may only be used if you use Ethernet MAN, Ethernet Lite or Ethernet Line as your Access Service.** | | |
| **Customer Required Date** (CRD) is the date you would like your Telstra Internet Direct service activated by.  Telstra cannot make a firm commitment to connect your Telstra Internet Direct service by the Customer Required Date. Please see Our Customer Terms for further details. |  | | **Service Activation**  **Customer Required Date**  I would like my Telstra Internet Direct service connected by: | | |
|  |  | | **OPTIONAL FEATURES**  You may choose any of the following optional features to go with your Telstra Internet Direct service. | | |
| **Note**: Once your Telstra Internet Direct service has been activated, you can add additional IP addresses (if applicable) using our online Custdata service. |  | | **Additional IP Address Application**  A single IPv4 address (or a single IPv4 address and a single IPv6 address if you applied for both above) will automatically be allocated to you as part of your Telstra Internet Direct service. If you require additional IP addresses, please complete the IP Address Application form available from the link below. Your ten digit account number should be added to the field ‘10 Digit Telstra Internet Direct account number’.  <https://www.telstra.net/ipallocation/telstraIP.html> | | |
| **Border Gateway Protocol Routing** (BGP) is a protocol for exchanging routing information between gateway hosts (each with its own router) in a network of autonomous systems. |  | | **Border Gateway Protocol Routing**  I require BGP4 Routing (we will contact you for further details in the coming days) | | |
| **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 us from time to time.  You may view Our Customer Terms at telstra.com.au/customer-terms 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 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 means a person’s officers, employees, agents, contractors and sub-contractors. | | | |  | **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 ApplicationForm, Our Customer Terms and, if applicable, my separate agreement with Telstra.  I acknowledge that I have either received, or have had the opportunity to review, a copy of Our Customer Terms.  If there is an inconsistency between any of the following terms as applicable to this service, the terms in the document earlier in the following list takes precedence to the extent of that inconsistency:   1. my separate agreement with Telstra (if any applicable); 2. this Application Form; and 3. Our Customer Terms.   **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 we 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:   * + - 1. 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       2. 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 <http://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.  **Traffic Usage Acceptance**  I acknowledge that the Telstra Internet Direct service has been designed to continue to operate at full speed and will not slow once the service has reached my chosen data usage allowance in a month. I also understand that if I receive more data in a month than my chosen data usage allowance Telstra may charge me an excess usage charge which will be billed to my Telstra Internet Direct service account.  **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 Dealer. | | | |  | **Dealer Office Use Only**   |  |  |  | | --- | --- | --- | | Dealer Name: |  | | | Dealer Code |  | | | Rep ID |  | | | Phone: | Fax: | Mobile: | | Email: |  | | | |
| This section will be completed by your Telstra Representative following receipt of your application. | | | |  | **Telstra Office Use Only**  **Please select which Sales Channel you are from?**  Sales Rep  Contact Centre   |  |  |  | | --- | --- | --- | | Name |  | | | Dealer Code |  | | | Rep ID |  | | | Phone: | Fax: | Mobile: | | Email |  | |   Please tick if a credit check has been completed for this customer.  Please tick if you are a Sales Rep or Telstra Dealer and would like all the letters that are sent to this customer to be sent to you first.  Please tick if a Custom PoP has been approved for this customer.  Custom Point of Presence: | |

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| *Telstra - It's how we connect* | **Annexure 1 – Site Details for TID Standalone Multi-site Plans** |

If you have a Telstra Internet Direct Standalone Multi-site plan, please complete site details for all sites below. If there are more than 2 sites, replicate the same information below for additional sites. We will confirm whether your sites are eligible for the multi-site plan.

**Site Address 1**

Please specify your Site Address below (which must include the level and/or unit number, if applicable):

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Level No: | Unit No: | | Street No: | |
| Street Name: | | | | |
| City/Suburb: | | State: | | Postcode: |

**Site 1 Contact Details**

Please tick here if the details of your site contact person who will be available locally at the Site Address are the same as the Technical Contact Details.

If not, please list the contact details of your site contact person below:

|  |  |  |  |
| --- | --- | --- | --- |
| Contact Name: |  | | |
| Phone: | |  | Mobile: |

**Site Address 2**

Please specify your Site Address below (which must include the level and/or unit number, if applicable):

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Level No: | Unit No: | | Street No: | |
| Street Name: | | | | |
| City/Suburb: | | State: | | Postcode: |

**Site 2 Contact Details**

Please tick here if the details of your site contact person who will be available locally at the Site Address are the same as the Technical Contact Details.

If not, please list the contact details of your site contact person below:

|  |  |  |  |
| --- | --- | --- | --- |
| Contact Name: |  | | |
| Phone: | |  | Mobile: |