



# T-Biz<sup>®</sup>/Business Voice on the nbn<sup>™</sup> network

This form is to be completed by your Telstra representative.

## Customer details

☐ Existing Customer ☐ New Customer

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 (mb)

Fax



Email

Date of Birth

DD/MM/YYYY

Drivers Licence

## Technical Contact Details

☐ Same as Primary Contact

Contact name

Ph (wk)



Ph (mb)

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 representing you for billing & contract administration.

You must notify us if there are any changes to your contact details.

**Date of Birth & Drivers 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 representing you who is responsible for the technical aspects of the service.

You must notify us if there are any changes to your contact details.

## 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

  

### Site Contact Details

☐ Same as Primary Contact

☐ Same as Technical Contact

Contact name

Ph (wk)

Ph (mb)

 (    )  

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 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

Opt out reasons

(Scroll down to select option)

**Site Address** is the location at which you'd like your T-Biz/Business Voice Service 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.

Your T-Biz/Business Voice service can support up to 10 voice services/ phone lines on single install and router.

A separate T-Biz/Business Voice service or plan must be ordered for each phone line you require.

### Billing/invoicing format

T-Biz/Business Voice 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.

## T-Biz/Business Voice on the nbn network plan

**New Call Forward not reachable**

Call Forward not reachable number

( )

## T-Biz/Business Voice and Power Outages

Your T-Biz/Business Voice service needs mains power to supply a voice service, so if you lose mains power at your premises, your T-Biz/Business Voice service won't work. This means you won't be able to use any voice service you may have on the nbn network to make or receive telephone calls, including calls to emergency 000 services. T-Biz/Business Voice is therefore not suitable if you have a serious illness or condition, require disability services, require an emergency phone service or require uninterrupted service. We recommend you order a T-Biz Voice Standard service instead if you need a service that will operate during a power outage for a limited time.

## Additional Features

☐ Virtual Receptionist☐ Hunt Groups

## T-Biz/Business Voice on the nbn network plan – services and plans required

What is your main business number?

( )

Call Forward not reachable

Incoming calls to the main business number will be automatically diverted to this number during service installation and if your service is ever interrupted.

**Virtual Receptionist** lets you to divert each incoming call to a specific number. Any calls diverted will be charged at standard T-Biz/ Business Voice on the nbn network rates.

**Hunt Groups** allows you to manage your calls in different ways, such as sending an incoming call to the first available user in a group or to all users in the group.

[illegible]

## Hardware, Accessories and Mentoring

### Gateway

☐ Telstra Gateway Pro – Netgear v7610

### Accessories

Please note the number of units required below

- unit(s) of Cisco SPA 122 – IAD – 2 Port
- unit(s) of Cisco SPA 8000-G4 – IAD – 8 port
- unit(s) of Netgear GS110TP Ethernet Switch – 8 Port
- unit(s) of BYO Ethernet Switch
- unit(s) of Wall Mount Bracket for T42G
- unit(s) of Wall Mount Bracket for T48G
- unit(s) of Bluetooth Adaptor for T48G

### Mentoring options

☐ Optional Over the Phone Mentoring Service (\$99 per session – 30 mins assistance with activities over the phone)

## 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 Telstra & nbn co  
(If this option is ticked there is no need to request individual dates and times)

### nbn co Appointment (Not required for FTTB)

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 network. Please note that times cannot be guaranteed.

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

### Telstra appointment

Please note that times cannot be guaranteed.

Your preferred date for Telstra install

Your alternative date for Telstra install

### Installation Time Requested (select one only)

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

## Comments & other information

### nbn network Compatible Gateway

You will need an nbn network compatible gateway (Telstra Gateway Pro- v7610) to use your service(s).

### Installation Appointments

You'll need a minimum of one installation appointment to get you connected to the nbn network. This will depend on your nbn network access type. For more information please visit

**How to Connect at**  
**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**

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.

## Your application

### T-Biz/Business Voice 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 have either received, or have had the opportunity to review, a copy of Our Customer Terms.

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 provides a summary of some of the important terms and features of your T-Biz®/Business Voice on the nbn network. 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](https://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/](https://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:

We may need to transfer your [service(s)/number(s)] to Telstra as part of your Order. If so, and by proceeding with this Order Summary, you authorise us to transfer the [service(s)], and do all things necessary to arrange for the [service(s)] with other carriers to be switched to Telstra. This may include our obtaining information from your current service provider for the purposes of this request, and us 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 T-Biz services at [telstra.com.au/customer-terms/business-government/](https://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

Premise/Mobile Code

Dealer/Fixed Code

Rep ID

Ph (wk)

Ph (mb)

Fax

Email

### 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

Ph (wk)

Ph (mb)

Fax

Email

AGS

Sale ID

Sales Sport Code

### Campaign/Offer Codes

Please indicate the type of Campaign/Offer you would like for your T-Biz/Business Voice services on the nbn network.

### Voice Signature

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

Customer Reference Number

Print Customer Representative Name

Customer Representative Position

Date

### Please attach this form to the following webform

<http://www.in.telstra.com.au/ism/tegonlineorder/managednbnrequets.asp>