



Telstra Business Internet on nbn™

(previously known as Business Bundles on nbn and DOT Core Plans)

Account details

Order type	<input type="checkbox"/> New	<input type="checkbox"/> Transition
New customer	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If no:	Account number (Flexcab)	<input type="text"/> (max. 10 digits)
	CIDN	<input type="text"/>

Business details

Business name	Trading name (if applicable)		
<input type="text"/>	<input type="text"/>		
ACN/ABN/ARBN	Main business number (if applicable) (must be a fixed line number)		
<input type="text"/>	<input type="text"/> (<input type="text"/>) <input type="text"/>		
Delivery address	Suburb	State	Postcode
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Billing details

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

Bill format

<input type="checkbox"/> Email bill	Billing email address	<input type="text"/>
<input type="checkbox"/> Paper bill	Opt out reasons	<input type="text"/>

(Scroll down to select option)

Billing address	Suburb	State	Postcode
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Primary Contact details

Position	Title	First name	Last name
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Phone number	Mobile number		
<input type="text"/> (<input type="text"/>) <input type="text"/>	<input type="text"/>		
Email address	Date of birth		
<input type="text"/>	<input type="text"/> DD/MM/YYYY		

Primary identification details

Australian drivers licence number	State of issue	Date of expiry
<input type="text"/>	<input type="text"/>	<input type="text"/> DD/MM/YYYY
Or		
Australian passport number	Date of expiry	
<input type="text"/>	<input type="text"/> 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 internet plan ☐ Unlimited Internet – \$110

Business Calling pack ☐ \$25/mth

For your nominated voice service, including any additional voice lines attached to your core plan, you will get unlimited standard calls to mobiles within Australia and calls to standard fixed lines in 35 countries, as well as unlimited standard calls to mobiles in 17 countries and discounted call rates to another 37 countries.

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

Handset Repayment Option/Outright Cost

Call barring

Directory listing

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

Additional Voice lines are charged at \$55 per month with unlimited local and national calls within Australia.

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 – Your details will be published in the printed and online White Pages® and available via Directory Assistance.
- ☐ Do not list my details – 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	<input type="checkbox"/> Yes <input type="checkbox"/> No	Virtual Receptionist – \$10/mth	<input type="checkbox"/> Yes <input type="checkbox"/> No
Hunt Group – \$10/mth	<input type="checkbox"/> Yes <input type="checkbox"/> No		

Business Protect – Alarm and Monitoring

Business Protect Link	\$42/mth for 36 months* Total min spend is \$427	<input type="checkbox"/> Yes <input type="checkbox"/> No
Business Protect Core	\$69/mth for 36 months* Total min spend is \$1,399	<input type="checkbox"/> Yes <input type="checkbox"/> No
Business Protect Advanced	\$79/mth for 36 months* Total min spend is \$1,759	<input type="checkbox"/> Yes <input type="checkbox"/> No
Business Protect Premium	\$89/mth for 36 months* Total min spend is \$2,119	<input type="checkbox"/> Yes <input type="checkbox"/> No

*includes \$31/mth monitoring cost

8 Port Switch	<input type="checkbox"/> \$6/mth	Quantity <input type="text"/>
	<input type="checkbox"/> \$144 outright	Quantity <input type="text"/>
BYO Switch	<input type="checkbox"/> \$0/mth	Quantity <input type="text"/>
IAD	<input type="checkbox"/> 2 Port – \$5/mth (ADSL & nbn ™ network)	Quantity <input type="text"/>
	<input type="checkbox"/> 2 Port – \$120 outright	Quantity <input type="text"/>

If an alarm is NOT selected as part of the Telstra Business Internet 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 Business Internet 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

Please note, this Plan is not available on Fixed Wireless

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

: AM

: PM

nbn network connection details

Preferred install day

Preferred install time

: AM

: PM

Additional site information

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

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 internet 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 Internet service. If you wish the timeframes to apply, we suggest you take up a Telstra Business Internet on ADSL (also known as BizEssentials) bundle instead of this Telstra Business Internet on **nbn** package.

Changes to your plan

From time to time we may make changes to your plan, including price and inclusions, or we may move you to a new plan (which may cost more). With no lock-in, you can leave if you don't like the change; just pay out your device, accessories or services in full. If we change your plan or move you to a new plan:

- a) We'll give you at least 30 days' notice before making changes or automatically moving you to the closest available plan.
- b) You can cancel your plan if you don't like the change or the new plan; you'll need to pay out the remaining your device, accessories or services in full.

Telstra Business Internet on nbn and power outages

Your Telstra Business Internet 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 Internet 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 Internet on **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.

Hardware:

If your Bundle includes bundled hardware, like a modem at no upfront cost, a monthly hardware repayment fee for each device is waived for 24 months. If you cancel your Bundle early the remaining monthly hardware repayments will be paid out in full

If you cancel your Hardware Purchase Plan (HPP), or cancel the Telstra Business Internet 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

DD/MM/YYYY