



DOT (DIGITAL OFFICE TECHNOLOGY)™

Account details

Order Type	<input type="checkbox"/> New	<input type="checkbox"/> Modify	
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	<input type="text"/>			Trading name (if applicable)	<input type="text"/>		
ACN/ABN/ARBN	<input type="text"/>			Main business number (if applicable) (must be a fixed line number)	(<input type="text"/>)	<input type="text"/>	
Delivery address	<input type="text"/>			Suburb	<input type="text"/>	State	<input type="text"/>
Billing address	<input type="text"/>			Suburb	<input type="text"/>	State	<input type="text"/>
Bill	<input type="checkbox"/> Online						
Email address	<input type="text"/>						

Authorised Representative details

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

Primary identification details

Australian Drivers Licence Number	<input type="text"/>	State of issue	<input type="text"/>	Date of expiry	<input type="text"/>
Or					
Australian Passport Number	<input type="text"/>	Date of expiry	<input type="text"/>		

Secondary identification details

Medicare Card Number	<input type="text"/>		
Or			
Australian Proof of Age Card Number	<input type="text"/>	Name of issuing body	<input type="text"/>
	<input type="text"/>	Date of expiry	<input type="text"/>

Secondary Representative details (must be different to Authorised Representative)

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

Technical contact details

☐ Same as Authorised Representative

Position	Title	First name	Last name
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Email address	Date of birth		
<input type="text"/>	<input type="text"/>		

Existing services

BizEssentials	<input type="checkbox"/> Yes <input type="checkbox"/> No	NR number and Fixed line number/s	<input type="text"/>
Telstra PSTN Line	<input type="checkbox"/> Yes <input type="checkbox"/> No	Fixed line number/s	<input type="text"/>
Telstra ADSL/BDSL	<input type="checkbox"/> Yes <input type="checkbox"/> No	NR/BP number	<input type="text"/>
BigPond Service (ADSL)	<input type="checkbox"/> Yes <input type="checkbox"/> No	Email address	<input type="text"/>
Retain existing BigPond email (free for the first 12 months and then \$79 per year)		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Telstra Cable/Satellite/ISDN/Other	<input type="checkbox"/> Yes <input type="checkbox"/> No	NR/BP number	<input type="text"/>
Fax line	<input type="checkbox"/> with Telstra <input type="checkbox"/> Other provider	Fixed line number/s	<input type="text"/>
EFTPOS line	<input type="checkbox"/> with Telstra <input type="checkbox"/> Other provider	Fixed line number/s	<input type="text"/>
Alarm line	<input type="checkbox"/> with Telstra <input type="checkbox"/> Other provider	Fixed line number/s	<input type="text"/>
Existing DOT on ADSL Alarm Line plan		Fixed line number/s	<input type="text"/>
Existing alarm with other provider		Fixed line number/s	<input type="text"/>

Plan details

Core plan	<input type="checkbox"/> Small – \$80 <input type="checkbox"/> Medium – \$100 <input type="checkbox"/> Large – \$150 <input type="checkbox"/> X Large – \$200				
Router package (mandatory 24 month commitment)	<input type="checkbox"/> \$20/mth <input type="checkbox"/> \$480 outright				
<input type="checkbox"/> Assisted Gateway including Telstra Gateway Pro (nbn™ network only)	<input type="checkbox"/> Re-use Gateway				
Existing fixed line number	<input type="text"/>				
IP Handset Type (mandatory for ADSL customers)	Handset Repayment Option/Outright Cost				
<input type="text"/>	<input type="text"/>				
Call Barring	Directory Listing				
<input type="text"/>	<input type="text"/>				
Office Line plan	Existing fixed line number	IP Handset Type	Handset Repayment Option/Outright Cost	Call Barring	Directory Listing
<input type="checkbox"/> Office \$35	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Office \$50	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Office \$75	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Directory listing

Do you want your details (name, address and telephone number) published in the printed and online White Pages and available via Directory Assistance?

Directory Listing Options:

- ☐ **Standard Listing** (\$0) – Your details will be published in the printed and online White Pages® and available via Directory Assistance, and your Caller ID will be visible when you call others.
- ☐ **Silent Line** (\$0) – Your details will not be published in the printed and online White Pages® or available via Directory Assistance, and your Caller ID will not be visible when you call others.
- ☐ **No Entry Listing** (\$0) – Your Details will not be published in the printed and online White Pages® or available via Directory Assistance, but your Caller ID will be visible when you call others. Not available on your primary line, recommended for Alarms.
- ☐ **Suppressed Address** (\$ talk to your Telstra consultant) – Your name, number and locality only are listed (no street number, street name or street type will appear).

- | | | | |
|--|---|---------------------------------|--|
| EFTPOS line – \$20/mth | <input type="checkbox"/> Yes <input type="checkbox"/> No | Fax line – \$20/mth | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Alarm line – \$20/mth | <input type="checkbox"/> Yes <input type="checkbox"/> No | Ad On Hold – \$50/mth | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Business Protect Essential IP | <input type="checkbox"/> Yes <input type="checkbox"/> No | | |
| Business Protect IP Enhanced IP | <input type="checkbox"/> Yes <input type="checkbox"/> No | | |
| Business Protect Essential Fixed Line | <input type="checkbox"/> Yes <input type="checkbox"/> No | | |
| Business Protect Enhanced Fixed Line | <input type="checkbox"/> Yes <input type="checkbox"/> No | | |
| Voice and Broadband Back Up – \$15/mth | <input type="checkbox"/> Yes <input type="checkbox"/> No (max 1 per Core) | Virtual Receptionist – \$10/mth | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Hunt Group – \$10/mth | <input type="checkbox"/> Yes <input type="checkbox"/> 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 DOT 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

Maximum download speeds into the premises/maximum upload speeds from the premises. Not all speed levels are available on all **nbn** network access types. Actual speeds may be lower.

Level 2 – Up to 25/5Mbps

☐ Default – \$0/mth

Level 4 – Up to 50/20Mbps

☐ \$10/mth

Level 3 – Up to 25/10Mbps

☐ \$5/mth

Level 5 – Up to 100/40Mbps

☐ \$15/mth

Site details

Site Name

Address

Suburb

State

Postcode

IMPORTANT: FTTB and FTTN 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 Authorised Representative

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's DOT (Digital Office Technology)™ Core plan on ADSL or 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.

DOT and power outages

Your DOT 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.

DOT 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.

DOT Alarm Line plan

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 DOT 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 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 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 DOT 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.

Welcome and Port In Credit: If you're eligible for any credits and you cancel your DOT Plan before the end of the contract term, you may have to repay a portion of any Welcome or Port In Credit you have received.

Signature

Date