

# Inbound Services Application Form



Send completed forms by **Email:** [TBSFreeCall1800SA@team.telstra.com](mailto:TBSFreeCall1800SA@team.telstra.com) or by **Fax:** 1800 257 195.

For further assistance please contact your Telstra Representative.

**Company Name** is the legal entity under which the service will be registered. In this application form, references to "you" or "I" refer to the Company.

**ACN / ABN** is Australian Company Number or Australian Business Number

**Trading / Business name** is the name under which your business trades. Include this where the name is different to your or your company's name.

**Contact Name** is the person representing the Company for billing and contract administration.

**Site Administrator Contact** is the person representing the Company for any technical issues relating to the service. This person may differ from the contact person.

Please indicate whether you require a new Telstra Account or have an existing Telstra Account.

If you have an existing Telstra Account, you may provide us with a Billing Reference ID which should be 16 alphanumeric characters in length. The Billing Reference ID will identify bills for your service if the same Account No. is used for multiple services.

## CUSTOMER DETAILS

Company Name \_\_\_\_\_

ACN or ABN \_\_\_\_\_

Billing Address \_\_\_\_\_

Trading / Business Name \_\_\_\_\_

If a Person: Drivers Licence # \_\_\_\_\_ Date of Birth: \_\_\_\_\_

## Contact Details

Contact Name \_\_\_\_\_

Service Address \_\_\_\_\_

Telephone No ( ) \_\_\_\_\_

Facsimile No ( ) \_\_\_\_\_

E-Mail Address \_\_\_\_\_

## Site Administrator Contact Details

Contact Name \_\_\_\_\_

Telephone No ( ) \_\_\_\_\_

Facsimile No ( ) \_\_\_\_\_

E-Mail Address \_\_\_\_\_

## BILLING DETAILS

New Account OR  Bill Services to existing Account

For New Accounts, please specify the bill frequency:

Bill Frequency  Monthly  Quarterly

Your bill will be sent to the address listed in the billing address above.

If you have an existing Telstra Account, please specify your Account / Full National Number (FNN), Billing Reference ID and Billing Aggregator No (if applicable):

Existing Account No. / FNN \_\_\_\_\_

Billing Reference ID \_\_\_\_\_  
 Billing Aggregator No. \_\_\_\_\_

These account numbers **must** match the legal entity in the section above.

Inbound Extra 4 is a discount applied to Inbound Services.  
 The details of the applicable discounts are set out in the Inbound Services section of Our Customer Terms.

### DISCOUNT - INBOUND EXTRA 4

Please tick the box below if you would like to register the Inbound Service you are applying for in this application form for the Inbound Extra 4 discount.

I would like to register for the Inbound Extra 4 discount

You must complete the password and authorisation details for at least one contact person to manage your Inbound Services.

Please note: the authorising contacts and passwords will be needed to make future modifications to your Inbound Services.

### SERVICE PASSWORDS AND AUTHORISATIONS

Name <i>Mr/Ms/Mrs First Name, Surname</i>	Phone Number	Password	Authorisations <i>(please tick)</i>				
			Authorised email address	All Adds Moves & Changes * mandatory	Service Manager <i>(refer section 16) *optional</i>	Redirect	Port Confirmation <i>(at least one)</i>
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### SERVICE DETAILS

I would like to register for the following Inbound Service:

Priority One3  Priority 1300  Freecall One8  Freecall 1800

Is this a new service? Yes  No

#### Administratively Allocated Numbers

Have you arranged for the number to be 'Held'?

Yes. If yes, please fill out the details below:

<b>Held Number:</b>	
<b>IND User ID:</b>	

No. Please note that the next available number will be allocated.

Will the Administratively Allocated Number be ported into Telstra from another carrier ?

An Administratively Allocated Number is a freephone or local rate number allocated to us which we then allocate to you.  
**Note:** this number is not guaranteed until confirmed in writing after connection.

If you tick Yes, a Porting Authority Form must be completed and submitted with this application form.

If you tick Yes, this service will be made secure so that it is not available to be dialled directly. Only calls defined by the parent service will be presented to the secure

backbone, eg the parent service may define a whole state to go to a secure backbone. A secure backbone can then be divided into many destinations.

If your Inbound Service is to be an answer point for an existing Inbound Service, you must complete an "Adds, Moves, Changes" form for the existing Inbound Service.

If your Inbound Service is to be an answer point for another Inbound Service that you have not yet applied for, you must complete a separate Inbound Service application form for the other Inbound Service.

If your EROU number will be ported into Telstra from another carrier, a Porting Authority Form must be completed and submitted with this application form.

If the number is an EROU number, you must be the registered Rights of Use (ROU) Holder or be able to satisfy us that you have the right to use the EROU number.

Please ensure that your details contained in the Customer Details section of this application form match your details on the ACMA Rights of Use Register.

Yes. Please state the number: \_\_\_\_\_  No

Is this new Inbound Service to be an answer point to an existing Inbound Service?

Yes Please state the primary number being directed to this number: \_\_\_\_\_ (A secure backbone must be a 1800 number).

No

#### Enhanced Rights Of Use (EROU) Numbers

(Note: an EROU number is a number that is allocated by auction and registered to an ROU Holder with the Australian Communications and Media Authority.)

Is the number an EROU number?

Yes Please state number: \_\_\_\_\_

No If no, you will require an Administratively Allocated Number - see above.

Will the EROU number be ported into Telstra from another carrier?

Yes

No

Please select one of the following:

I am the registered ROU Holder for the EROU number; or

I have a licence to use the EROU number from a third party (please attach evidence of your licence to use the EROU number from a third party to this application form); or

I wish to apply for a new licence to use the EROU number (phoneword) from Telstra for a minimum period of:

12 months ; or

36 months,

I acknowledge that the phoneword I have nominated above is in the following category (fees for each category are set out in Our Customer Terms):

Diamond

Platinum

Gold

Silver

Bronze

Zinc

Standard

Will this service be managed via your existing IN-Control service?

Yes (please list one of your Inbound services currently accessed by IN-Control)

Do you want this service to appear in your IN-Control Call Direct service?

Yes (please list one of your existing Inbound services)

Do you want this service to appear in your Telstra Analyser Online Reports?

Yes (please list one of your existing Inbound services)

Please indicate if this application is in conjunction with Network IVR / Speech / CTI service/request

Network IVR       Speech Solutions       CTI

International Origination allows you to receive international calls to a Priority One3 or Priority 1300 service that you have applied for in this application form.

There is no additional charge for International Origination.

**Note: you may only select one answering point within Australia to which international origination will apply.**

## INTERNATIONAL ORIGINATION

If you have applied for a Priority One3 or Priority 1300 service, please indicate whether you would like to apply for International Origination for that service:

Yes, I would like to apply for International Origination

No, I do not want to apply for International Origination

If you selected yes, please indicate the answer point to which you would like international calls to your Priority One3 or Priority 1300 service directed:

(\_\_\_\_)\_\_\_\_\_

**Note:** If you have requested a licence from Telstra for the right to use an EROU number, the commencement of the licence will be the same date as the commencement of the service.

## ACTIVATION DATE

If we accept your application, we will activate your Inbound Service within a reasonable time after your application has been accepted.

Customers can direct calls from predetermined regions to specific answering numbers. **Please select only one of the following three Mandatory Features.**

Please Note: International termination is permitted and therefore an international number is allowed.

If you select Area Code Manager, please fill in the Call Collections section of this application form.

### MANDATORY FEATURES

**All of Australia including Mobiles**

Yes Please state the answering point destination:

**All of Australia excluding Mobiles**

Yes Please state the answering point destination:

**Area Code Manager**

Yes.

You may select one or more of the following standard features to apply to your Inbound Service. These may be used in conjunction with any of the above Mandatory Features. **No additional charges apply.**

### STANDARD FEATURES

Time & Day Manager  Mobile Manager

Call Splaying  Advanced Mobile Manager

Call Overflow

**You must complete the applicable section of this application form below for each standard feature that you select.**

You may select one or more of the following enhanced features to apply to your Inbound Service. These may be used in conjunction with any of the above Mandatory or Standard Features above. **Additional charges apply.**

### ENHANCED FEATURES

Local Area Manager  Postcode Manager

CCD Manager  Traffic Allocator

Redirect  Silver Service

Service Manager  SMS Manager

**You must complete the applicable section of this application form below for each enhanced feature that you select.**

Complete this section if you would like to register for SMS Manager. Please select the terminating service, including your Account Number or Mobile Number commencing with (04) for that service.

Please Note: This terminating device needs to be active prior to adding SMS Manager to your Inbound Service

Please note: All text messages will be delivered to single termination point and can not be geographically routed or used in conjunction with other Inbound features.

### SMS Manager

SMS terminating product: (select one) and number:  
(nb. This service needs to be active prior to adding SMS Manager)

Telstra Desktop Messaging Account Number:  
Mobile Number: (04)

Telstra Integrated Messaging Account Number:  
Mobile Number: (04)

Access Manager Mobile Number: (04)

Mobile Handset Mobile Number: (04)

## CALL COLLECTION AREAS

Please complete this section if you would like to register for Area Code Manager or Mobile Manager.

- I would like to register for Area Code Manager
- I would like to register for Mobile Manager
- I would like to register for Advanced Mobile Manager

Note: Please return a separate page for each answering point destination.

Have you attached additional sheets?

- Yes, please list how many sheets: \_\_\_\_\_
- No

**ANSWERING POINT DESTINATION (including area code):**

(\_\_\_\_) \_\_\_\_\_

<b>NSW</b>	<b>Fixed</b>	<b>Mobile</b>	<b>ACT</b>	<b>Fixed</b>	<b>Mobile</b>	<b>WA</b>	<b>Fixed</b>	<b>Mobile</b>
NSW - ALL	<input type="checkbox"/>	<input type="checkbox"/>	Canberra Local	<input type="checkbox"/>	<input type="checkbox"/>	WA - ALL	<input type="checkbox"/>	<input type="checkbox"/>
<b>Or Individual Areas</b>			<b>VIC</b>			<b>Or Individual Areas</b>		
Sydney Metro	<input type="checkbox"/> 02 8 - 02 9	<input type="checkbox"/>	Victoria - ALL	<input type="checkbox"/>	<input type="checkbox"/>	Perth Metro	<input type="checkbox"/> 08 92 08 94 08 61-5	<input type="checkbox"/>
Wollongong	<input type="checkbox"/> 02 42	<input type="checkbox"/>	<b>Or Individual Areas</b>			Kalgoorlie	<input type="checkbox"/> 08 90 08 60	<input type="checkbox"/>
Gosford	<input type="checkbox"/> 02 43	<input type="checkbox"/>	Melbourne Metro	<input type="checkbox"/> 03 8 - 03 9	<input type="checkbox"/>	Port Hedland	<input type="checkbox"/> 08 91	<input type="checkbox"/>
Nowra	<input type="checkbox"/> 02 44	<input type="checkbox"/>	Swan Hill (Incl some NSW)	<input type="checkbox"/> 03 50 03 40	<input type="checkbox"/>	Wongan Hills	<input type="checkbox"/> 08 95	<input type="checkbox"/>
Windsor	<input type="checkbox"/> 02 45	<input type="checkbox"/>	Sale	<input type="checkbox"/> 03 51 03 41	<input type="checkbox"/>	Northam	<input type="checkbox"/> 08 96	<input type="checkbox"/>
Campbelltown	<input type="checkbox"/> 02 46	<input type="checkbox"/>	Geelong	<input type="checkbox"/> 03 52 03 42	<input type="checkbox"/>	Bunbury	<input type="checkbox"/> 08 97	<input type="checkbox"/>
Penrith	<input type="checkbox"/> 02 47	<input type="checkbox"/>	Ballarat	<input type="checkbox"/> 03 53 03 43	<input type="checkbox"/>	Katanning	<input type="checkbox"/> 08 98	<input type="checkbox"/>
Goulburn	<input type="checkbox"/> 02 48	<input type="checkbox"/>	Bendigo (Incl some NSW)	<input type="checkbox"/> 03 54 03 44	<input type="checkbox"/>	Carnarvon	<input type="checkbox"/> 08 99	<input type="checkbox"/>
Newcastle	<input type="checkbox"/> 02 49 02 40	<input type="checkbox"/>	Hamilton	<input type="checkbox"/> 03 55 03 45	<input type="checkbox"/>	Iterra WA*	<input type="checkbox"/>	
Albury (Incl some Vic)	<input type="checkbox"/> 02 60	<input type="checkbox"/>	Korumburra	<input type="checkbox"/> 03 56	<input type="checkbox"/>	Central Reserves & Southern Central Reserves Including Warburton (choose NT South)		
Yass	<input type="checkbox"/> 02 62	<input type="checkbox"/>	Wangaratta (Incl some NSW)	<input type="checkbox"/> 03 57	<input type="checkbox"/>			
Bathurst	<input type="checkbox"/> 02 63 02 53	<input type="checkbox"/>	Shepparton (Incl some NSW)	<input type="checkbox"/> 03 58	<input type="checkbox"/>	<b>NT</b>		
Cooma (Incl some Vic)	<input type="checkbox"/> 02 64	<input type="checkbox"/>	Mornington	<input type="checkbox"/> 03 59	<input type="checkbox"/>	NT - ALL	<input type="checkbox"/>	<input type="checkbox"/>
Bega	<input type="checkbox"/> 02 64	<input type="checkbox"/>	Deniliquin (see NSW)			<b>Or Individual Areas</b>		
Muswellbrook	<input type="checkbox"/> 02 65 02 55	<input type="checkbox"/>	Iterra VIC*	<input type="checkbox"/>		Darwin Local	<input type="checkbox"/> 08 89 08 79	<input type="checkbox"/>
Casino	<input type="checkbox"/> 02 66 02 56	<input type="checkbox"/>	<b>TAS</b>			NT North	<input type="checkbox"/> 08 89	<input type="checkbox"/>
Tamworth (Incl some Qld)	<input type="checkbox"/> 02 67 02 57	<input type="checkbox"/>	Tasmania - ALL	<input type="checkbox"/>	<input type="checkbox"/>	NT South	<input type="checkbox"/> 08 89	<input type="checkbox"/>
Parkes	<input type="checkbox"/> 02 68 02 58	<input type="checkbox"/>	<b>Or Individual Areas</b>			Iterra NT*	<input type="checkbox"/>	
Narrandera	<input type="checkbox"/> 02 69 02 59	<input type="checkbox"/>	Hobart Metro	<input type="checkbox"/> 03 62	<input type="checkbox"/>	<b>Satellite Mobiles</b>		
Deniliquin	<input type="checkbox"/> 03 58	<input type="checkbox"/>	Launceston Local	<input type="checkbox"/> 03 63 03 67	<input type="checkbox"/>	All of Australia		<input type="checkbox"/>
Broken Hill (some SA)	<input type="checkbox"/> 08 80	<input type="checkbox"/>	Tas South	<input type="checkbox"/> 03 62	<input type="checkbox"/>			
Iterra NSW*	<input type="checkbox"/>		Tas North East	<input type="checkbox"/> 03 63	<input type="checkbox"/>			
<b>QLD</b>			Tas North West	<input type="checkbox"/> 03 64	<input type="checkbox"/>			
QLD - ALL	<input type="checkbox"/>	<input type="checkbox"/>	<b>SA</b>					
<b>Or Individual Areas</b>			SA - ALL	<input type="checkbox"/>	<input type="checkbox"/>			
Brisbane Local	<input type="checkbox"/> 07 3 07 34	<input type="checkbox"/>	<b>Or Individual Areas</b>					
Brisbane Outer (Non local calls from the Brisbane Metro Area)	<input type="checkbox"/> 07 34	<input type="checkbox"/>	Adelaide Metro	<input type="checkbox"/> 08 81-4 08 70-4	<input type="checkbox"/>			
Cairns	<input type="checkbox"/> 07 40	<input type="checkbox"/>	Gawler (incl some Vic)	<input type="checkbox"/> 08 85	<input type="checkbox"/>			
Maryborough	<input type="checkbox"/> 07 41 07 43	<input type="checkbox"/>	Kangaroo Island	<input type="checkbox"/> 08 85	<input type="checkbox"/>	<b>* Iterra Calls</b>		
Toowoomba (some NSW)	<input type="checkbox"/> 07 46 07 45	<input type="checkbox"/>	Port Pirie	<input type="checkbox"/> 08 86	<input type="checkbox"/>	Iterra calls are calls made from Iterra Satellite services. Iterra Satellite services are fixed or transportable satellite systems designed for communications on or off the beaten track. It provides secure access to the public switched telephone service wherever you may be, letting you use the Internet, fax head office or simply dial home.		
Townsville	<input type="checkbox"/> 07 47 07 44	<input type="checkbox"/>	Bordertown (incl some Vic)	<input type="checkbox"/> 08 87	<input type="checkbox"/>			
Rockhampton	<input type="checkbox"/> 07 49 07 48	<input type="checkbox"/>	Kadina	<input type="checkbox"/> 08 88	<input type="checkbox"/>			
Nambour	<input type="checkbox"/> 07 54 07 53	<input type="checkbox"/>	Broken Hill (see NSW)					
Beaudesert (incl some NSW)	<input type="checkbox"/> 07 55 07 56	<input type="checkbox"/>	Iterra SA*	<input type="checkbox"/>				
Iterra QLD*	<input type="checkbox"/>							

This feature lets you divert calls to alternative telephone numbers based on the time and day the call is made. For example, customers can divert calls after hours to their home number or to MessageBank to take a message, which can be answered at a more convenient time.

## TIME AND DAY MANAGER

I would like to register for Time and Day Manager.

Event	Day/s of Week	Time/s (specify time by 24 hour clock)	Answering Point Destination	Time Zone (state) (nominate appropriate time zones for calls to be switched)
sample	Mon – Fri	09:00 – 17:00	(03) 99991111	VIC
sample	Mon – Fri	Outside above hours	(03) 99999999	VIC
sample	Sat & Sun	All day	(03) 99998888	VIC
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

**Special Day:** Where a special day/date has been nominated, calls will only be routed to the nominated answer point for that day.

Please specify the name, date time and time zone of the special day and the answering point you would like calls diverted to on that day.

Public Holidays (based on state wide Public Holidays proclaimed or gazetted by a government (ie Federal/State/Local) or judicial authority that are to be observed within a state, territory or locality)

**National**

- New Year's Day       Christmas Day       Good Friday       Easter Monday

**Specify Answering Point Destination/s:**

- | WA                                             | ACT                                               | NT                                             | SA                                             |
|------------------------------------------------|---------------------------------------------------|------------------------------------------------|------------------------------------------------|
| <input type="checkbox"/> Labour Day            | <input type="checkbox"/> Canberra Day             | <input type="checkbox"/> Easter Saturday       | <input type="checkbox"/> Easter Saturday       |
| <input type="checkbox"/> ANZAC Day Holiday     | <input type="checkbox"/> Easter Saturday          | <input type="checkbox"/> ANZAC Day Holiday     | <input type="checkbox"/> ANZAC Day Holiday     |
| <input type="checkbox"/> Foundation Day        | <input type="checkbox"/> ANZAC Day Holiday        | <input type="checkbox"/> May Day               | <input type="checkbox"/> Adelaide Cup Day      |
| <input type="checkbox"/> Queen's Birthday (WA) | <input type="checkbox"/> Queen's Birthday         | <input type="checkbox"/> Queen's Birthday      | <input type="checkbox"/> Queen's Birthday      |
| <input type="checkbox"/> Boxing Day            | <input type="checkbox"/> Bank Holiday*            | <input type="checkbox"/> Picnic Day            | <input type="checkbox"/> Labour Day            |
| <input type="checkbox"/> Australia Day Holiday | <input type="checkbox"/> Labour Day               | <input type="checkbox"/> Boxing Day            | <input type="checkbox"/> Proclamation Day      |
|                                                | <input type="checkbox"/> Boxing Day               | <input type="checkbox"/> Australia Day Holiday | <input type="checkbox"/> Australia Day Holiday |
|                                                | <input type="checkbox"/> Australia Day Holiday    |                                                |                                                |
|                                                | <input type="checkbox"/> Family and Community Day |                                                |                                                |

**Specify Answering Point Destination/s:**

- | NSW                                        | VIC                                            | QLD                                            | TAS                                            |
|--------------------------------------------|------------------------------------------------|------------------------------------------------|------------------------------------------------|
| <input type="checkbox"/> Easter Saturday   | <input type="checkbox"/> Labour Day            | <input type="checkbox"/> Easter Saturday       | <input type="checkbox"/> Regatta Day*          |
| <input type="checkbox"/> ANZAC Day Holiday | <input type="checkbox"/> Easter Saturday       | <input type="checkbox"/> ANZAC Day             | <input type="checkbox"/> Eight Hours Day       |
| <input type="checkbox"/> Queen's Birthday  | <input type="checkbox"/> ANZAC Day             | <input type="checkbox"/> Labour Day            | <input type="checkbox"/> ANZAC Day             |
| <input type="checkbox"/> Bank Holiday*     | <input type="checkbox"/> Queen's Birthday      | <input type="checkbox"/> Queen's Birthday      | <input type="checkbox"/> Queen's Birthday      |
| <input type="checkbox"/> Labour Day        | <input type="checkbox"/> Melbourne Cup Day*    | <input type="checkbox"/> Brisbane Show Day*    | <input type="checkbox"/> Boxing Day            |
| <input type="checkbox"/> Boxing Day        | <input type="checkbox"/> Boxing Day            | <input type="checkbox"/> Boxing Day            | <input type="checkbox"/> Australia Day Holiday |
| <input type="checkbox"/> Australia Day     | <input type="checkbox"/> Australia Day Holiday | <input type="checkbox"/> Australia Day Holiday |                                                |

**Specify Answering Point Destination/s:**

**\*Note: you can only specify this day if your Inbound Service is located in the applicable state**

Special Day Name	Date	Time/s	Answering Point Destination	Time Zone
eg Company Holiday	02/01/04	All Day	0898888888	VIC

**For more Time and Day Manager Events, Public Holidays or Customer Special Day Calendar Events please photocopy this page and return with your application.**

Have you attached additional sheets?

Yes, please list how many sheets: \_\_\_\_\_

No

Call Splaying allows you to share calls in 1% increments between 1 to 10 telephone numbers or locations based on their ability to handle the workload. For example, 60% of the calls answered at one location and 40% of calls at another location (averaged over 100 call attempts). The Call Splaying percentages must total 100%.

## CALL SPLAYING

I would like to register for Call Splaying.

Call Collection Area (Name)			Call Collection Area (Name)	
	Answering Point Destination (include area code)	Call Splaying % to Answering Point Destination	Answering Point Destination (include area code)	Call Splaying % to Answering Point Destination
Answering Point 1				
Answering Point 2				
Answering Point 3				
Answering Point 4				
Answering Point 5				
Answering Point 6				
Answering Point 7				
Answering Point 8				
Answering Point 9				
Answering Point 10				
<b>Total Call Splaying %</b>				

**For more than two Call Collection Areas, please photocopy this page for each additional Call Collection Area and return with application.**

Have you attached additional sheets?

Yes, please list how many sheets:

No

With Call Overflow you can direct incoming calls to an alternative telephone number when the original telephone number is busy or not answered. Calls can be overflowed up to three times. A general Telstra recorded voice announcement will be heard on the final overflow. It is recommended that Telstra MessageBank be used for the final overflow to ensure you do not miss any calls. You can select a Call Overflow maximum ring-time of 80 seconds with a minimum of 10 seconds required for the final overflow answer point.

**Note:** Call Overflow may conflict with existing programming where the answering point destination is: Spectrum ACD/ UCD/ Hunt Line Group, Spectrum Attendant Console, Sitaline Indial, or an Indial PABX extension (excluding ISDN Indial and MFC Indial).

## CALL OVERFLOW

I would like to register for Call Overflow.

	Answer Point number	Busy	No Answer	Call Overflow time (on No Answer)  Note: maximum 80 seconds in total
Answering Point 1 (as listed in the Mandatory Features section)		<input type="checkbox"/>	<input type="checkbox"/>	
Overflow Destination 1		<input type="checkbox"/>	<input type="checkbox"/>	
Overflow Destination 2		<input type="checkbox"/>	<input type="checkbox"/>	
Overflow Destination 3		<input type="checkbox"/>	<input type="checkbox"/>	

For more Call Collection Areas, please photocopy this page for each additional Call Collection Area and return with application.

Have you attached additional sheets?

Yes, please list how many sheets:

No

Mobile Manager allows you to direct mobile calls to a unique answer point based on the geographical location of the mobile call.

**If you would like to register for Mobile Manager you must complete the Call Collection Areas section of this application form**

## MOBILE MANAGER

I would like to register for Mobile Manager

Advanced Mobile Manager allows you to direct mobile calls to a unique answer point, based on the Mobile Services Area (MSA) that the mobile caller is calling from..

**If you would like to register for Advanced Mobile Manager you must complete the Call Collection Areas section of this application form**

## ADVANCED MOBILE MANAGER

I would like to register for Advanced Mobile Manager.

Postcode Manager allows you to define a unique answer point for calls originating in each Australia Post postcode boundary. The data required for Postcode Manager is sourced from the Telstra White Pages and is provided as part of the Postcode Manager feature. Where exchanges cannot supply full CLI, this feature will be limited. Postcode Manager is subject to technical availability for some services.

CCD Manager allows you to define a unique answer point for calls originating in each CCD (Census Collection District). These are small groups of approx 200 households. The data required for CCD Manager is sourced from the Telstra White Pages and is provided as part of the CCD Manager feature. Where exchanges cannot supply full CLI, this feature will be limited. CCD Manager is subject to technical availability for some services.

Local Area Manager allows you to define call collection areas based on Telstra Exchange boundaries where calls are routed to one answer point for each group of one or more Telstra exchange areas specified by you. It is based on approximately 5000 exchange areas.

## POST CODE MANAGER, CCD MANAGER AND LOCAL AREA MANAGER

### Postcode Manager

I would like to register for Post Code Manager

Please supply with this application form a separate list of the Post Codes you would like assigned to specific Answering Point Destinations.

Have you attached additional sheets? \_\_\_\_\_

Yes, please list how many sheets:

No

If you require more than 20 Post Codes that need to be assigned to Answering Point Destinations, we will contact you to arrange for a soft copy. For example, a text file to be forwarded to us.

Do you require us to contact you to arrange the above?  Yes  No

### CCD Manager

I would like to register for CCD Manager

I require assistance from a Telstra Representative to complete this feature.

### Local Area Manager

I would like to register for Local Area Manager

I require assistance from a Telstra Representative to complete this feature.

Traffic Allocator allows you to distribute calls over multiple answer points (up to a maximum of 20) during times of high call traffic.

The Call Limit is the maximum number of calls you would like presented to the corresponding answer point Number. The Call Limit should not exceed the total number of available phone lines at the premises where Traffic Allocator is to operate

If one of your answer points is busy and unable to receive any more calls before the applicable Call Limit has been reached, the Call Limit will be temporarily reduced to the number of calls already answered at that answer point. The Call Limit will then be reset to its original position within 1 minute after being reduced.

## TRAFFIC ALLOCATOR

I would like to register for Traffic Allocator.

Name of Traffic Allocator (Optional): _____		
Answer Point Name (Optional):	Answer Point Number	Call Limit
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		

The Redirect feature allows you to redirect calls to another predetermined answering point destination based on a plan you give us in advance. We will activate your requested redirection plan within two hours (on average). Redirection should only be activated in emergency circumstances. The Redirect answering point destinations you have nominated should have sufficient traffic capacity to cope with the additional call volume in the event of an emergency.

## REDIRECT

I would like to register for Redirect.

Redirect Plan Name: (maximum 17 characters)			
REF	Call Collection Area	Emergency Answering Point Destination	
		Name	Number
1.			
2.			
3.			
4.			
5.			

Once this application form is processed you will receive a confirmation letter which will:

- a) provide you with a number to call when you want to make service changes 24 hours a day, 7 days a week;
- b) confirm your personnel authorised to activate Emergency Redirect changes (please refer to the Service Passwords and Authorisations section);
- c) confirm your personnel authorised to activate Service Manager changes (please refer to the Service Passwords and Authorisations section); and
- d) confirm your chosen Security Password that must be quoted when making service changes (please refer to the Service Passwords and Authorisations section).

Silver Service can allow you to offer a higher level of service to your Inbound Services callers. You can nominate the telephone numbers of specific callers and when they ring the Inbound Services number, the call will be directed to the nominated answering point destination. You can nominate up to 1000 Silver Service numbers (including mobiles) that can be routed to up to 20 answering point destinations.

## SILVER SERVICE

I would like to register for Silver Service.

Silver Service Telephone Numbers	Answering Point Destination	Silver Service Telephone Numbers	Answering Point Destination
1.		11.	
2.		12.	
3.		13.	
4.		14.	
5.		15.	
6.		16.	
7.		17.	
8.		18.	
9.		19.	
10.		20.	

If you require more than 20 Silver Service Telephone Numbers, we will contact you to arrange for a soft copy eg text file to be forwarded to Telstra.

Do you require us to contact you to arrange the above?  Yes  No

Service Manager offers the customer the ability to make immediate basic moves and changes to existing services 24 hours a day, 7 days a week. Within 15 minutes of lodging the request, the change will be activated within Telstra's network. This feature provides a telephone hotline number for the customer's authorised personnel to call 24 hours a day, 7 days a week and quote a security password to request changes to this service.

## SERVICE MANAGER

I would like to register for Service Manager.

Once this application form is processed you will receive a confirmation letter which will:

- (a) provide you with a number to call when you want to make service changes 24 hours a day, 7 days a week;
- (b) confirm your personnel authorised to activate Service Manager changes (please refer to the Service Passwords and Authorisations section); and
- (c) confirm your chosen Security Password that must be quoted when making service changes (please refer to the Service Passwords and Authorisations section).

**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 from time to time.

You may view Our Customer Terms at <http://www.telstra.com.au/customerterms/> or obtain a copy from us.

**Privacy**

Telstra's Privacy Statement is available at <http://www.telstra.com.au/privacy> or by calling us on 1800 039 059.

By signing this application form you warrant that you have the authority to make this application on behalf of the Customer named above.

**APPLICATION**

I wish to apply for the Inbound Service 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 application form and Our Customer Terms. If there is an inconsistency between this application form and Our Customer Terms, this application form applies instead of Our Customer Terms to the extent of that inconsistency.

I acknowledge that I have either received, or have had the opportunity to review, a copy of Our Customer Terms.

**Privacy**

You agree, and will ensure that any of your related bodies corporate which receive services connected with this application form and your representatives are aware, that Telstra may:

- (a) use and disclose information about you and each of them in accordance with Telstra's Privacy Statement; and
- (b) give to, seek and obtain from, a credit reporting agency, information (including personal and credit information) about you to assess your credit worthiness.

You agree that Telstra may send commercial electronic messages (including information about Telstra's products and services) to each of the electronic addresses for which you are the account holder, unless you tell us otherwise

**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 Representative following receipt of your application.

**TELSTRA USE ONLY**

Maxim ID / Reference Number \_\_\_\_\_

Telstra Sales Representative Name: \_\_\_\_\_

Ph: \_\_\_\_\_

Telstra Sales Representative ID \_\_\_\_\_