

# Inbound Services Adds, Moves and Changes 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.

Please note: we will contact you if we need to verify your Customer Details.

## CUSTOMER DETAILS

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

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

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

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

## Authorised Contact Details

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

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

Email Address \_\_\_\_\_

Password \_\_\_\_\_

Signature \_\_\_\_\_

## INBOUND SERVICE DETAILS

Please state the number of the Inbound Service you would like to modify:

1300 \_\_\_\_\_

1800 \_\_\_\_\_

13 \_\_\_\_\_

Please indicate how you would like to modify your Inbound Service or whether you would like to cancel your Inbound Service:

	Add	Change	Delete
Answer Point	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Call Overflow	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Call Splaying Percentages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time and day of week setting for an Answer Point	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Area Code Manager	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mobile Manager	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Calendar Holidays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SMS Manager	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you are modifying any of the features of your Inbound Service on the right, please provide further details of the changes you would like to make in the "Details of Service Change" section below.

OR

If you are modifying the Network IVR, Network CTI and/or Speech Solutions features of your Inbound Service, please provide further details of the changes you would like to make in the "Details of Service Change" section below.

Cancel your Inbound Service

Please indicate whether you would like to modify the Network IVR, Network CTI and/or Speech Solutions features of your Inbound Service:

Network IVR

Network CTI

Speech Solutions

For addition of SMS Manager, please insert the terminating service capable of receiving SMS to your Inbound Service eg. Access Manager or Telstra Desktop Messaging. Please also include your Account Number or Billing Number for that service commencing with (04)

Please attach additional copies of this form if you require more space.

Please include further details on the right of the changes you would like to make to your Inbound Service. You can complete and attach sections of the Inbound Services application form to this form to explain the changes you would like made.

## DETAILS FOR SMS MANAGER

If applying for SMS Manager, please select terminating SMS product 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)

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## DETAILS OF OTHER SERVICE CHANGES

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