

# ISDN 2 and ISDN 2 Enhanced Application Form



Send a signed and completed copy to your Telstra Representative.

For further assistance please contact your Telstra Representative or call 13 22 53.

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

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

**Trading / Business Name** is not a legal entity but is the name under which your business trades.

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

**Technical Contact Name** is the person representing the Customer who is responsible for the technical aspects of the service, that is, your authorised representative for the service.

You must notify Telstra of any changes to your Contact Details.

## CUSTOMER DETAILS

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

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

Registered Address \_\_\_\_\_

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

### Contact Details

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

Contact Details Ph (wk): \_\_\_\_\_ Ph (mb): \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_

### Technical Contact Details

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

Contact Details Ph (wk): \_\_\_\_\_ Ph (mb): \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_

### On Site Contact Details

Address where the service will be connected \_\_\_\_\_

Name of an on-site contact \_\_\_\_\_

Phone No. of on-site contact \_\_\_\_\_

## BUILDING DETAILS

Is the building owned or leased?  Leased  Owned \_\_\_\_\_

If leased, Building Owner/agent: Name: \_\_\_\_\_ Phone No: \_\_\_\_\_

Does the building exist or is it under construction?  Existing  Under construction \_\_\_\_\_

What type of building is it?  Residential  Commercial \_\_\_\_\_

Is the building multi-storey?  Yes  No \_\_\_\_\_

Is lead-in required?  Yes  No \_\_\_\_\_

If yes, please add details in Additional Customer Information below.

## TELSTRA SALES REPRESENTATIVE OR AGENT

Dealer Name \_\_\_\_\_ Dealer Code: TBS73

Representative Name \_\_\_\_\_

Contact Details Ph (wk): \_\_\_\_\_ Ph (mb): \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_

### Service Charges

The fees and charges for your selected ISDN service are the applicable fees and charges set out in Our Customer Terms, in addition to the Maintenance fee.

### Maintenance fee

In the event that Telstra is requested to attend the Customer's site to attend to a fault condition subsequently proven to be in the Customer's equipment, an incorrect call out charge will apply.

## SERVICE DETAILS

I am applying for a (please tick one):

- ISDN 2 service
- ISDN 2 Enhanced service
- ISDN Xpress service (for Destination Number: .....)
- ISDN 2 Direct Indial service (Number of 100 ranges: )

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

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

## BILLING DETAILS

New Account OR  Bill Services to existing Account

For New Accounts, please specify the address you want your bill sent to and bill frequency:

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

Bill Frequency  Monthly  Quarterly

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. \_\_\_\_\_

Please contact your Sales Representative for how to fill out this part of the form.

## SERVICE FEATURES

No. of Services required \_\_\_\_\_

Installation Date Preferred \_\_\_\_\_

Installation Time Preferred \_\_\_\_\_

An ISDN service provides a maximum of 8 numbers per service. Are any additional numbers required?  Yes  No

Configuration Requirements  Point to Multipoint  Point to Point

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Telecommunications Carrier  Telstra  No Choice  Other

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Termination Point?  NT1 (for ISDN 2)  NT1 Plus ii (for ISDN 2 Enhanced)

The NT1 or NT1 Plus ii terminates Telstra's ISDN service. Is the site available now for installation of an NT1 or NT1 Plus ii? :  Yes  No

Is Telstra to perform the additional cabling work between the socket/building frame and the NT1 or NT1 Plus ii? :  Yes  No

Do you require Telstra to install internal cabling (a S-Bus) from the NT1/NT1Plus ii to your equipment?:  Yes  No

Is an additional DC Power Pack required for the terminating unit? :  Yes  No

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What level of Call Barring is required?  None  190  STD  IDD  Trunk Operator

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Is Line Hunt required?  Yes  No

If yes, Group Directory Number (if known): \_\_\_\_\_

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Do you require a White Pages directory listing for this service?  Yes  No

If yes, which numbers do you wish to have listed and how:  
 \_\_\_\_\_  
 \_\_\_\_\_

**SERVICE OPTIONS** (Extra Charges May Apply)

Calling Line Identification Restriction?  Yes  No

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Calling Line Identification Presentation?  Yes  No

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Call Waiting?  Yes  No

If yes:  All  Main number only

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Call Transfer?  Yes  No

If yes:  All  Main number only

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Call Enquiry/Conference?  Yes  No

If yes:  All  Main number only

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Advice of Charge?  Yes  No

Type:  During  End  Per Call Required

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User to User Messaging?  Yes  No

If yes:  Messaging 1 (during set up)  
 Messaging 3 (during call)

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Is Telstra VPN to be included?  Yes  No

If yes:  National CVPN  International Call Plan

D channel service options?  Yes  No

Argent Dedicated 1 service?  Yes  No

Call Forward?  Yes  No

If yes, please outline requirements in Additional Customer Information below

Call Deflection?  Yes  No

**ADDITIONAL CUSTOMER INFORMATION (Special Requirements)**

**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 by Telstra from time to time.

You should read the full terms of the service which are set out in Our Customer Terms at <http://www.telstra.com.au/customerterms/> or obtain a copy from Telstra.

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

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

**YOUR APPLICATION**

I apply for the service(s) described in this Application Form and acknowledge that if my application is accepted:

- it will be provided on the terms and conditions (including fees and charges) set out in this Application Form and Our Customer Terms (as amended from time to time);
- the service is subject to a minimum term of 3 months;
- if I cancel the service within the 3 month term I will incur a cancellation charge;
- an override code can be used to connect long distance and international voice calls to other service providers but 64K data calls may fail; and
- if an ISDN Extender is required to provide service, confirmation of ISDN service using ISDN Extender is subject to a feasibility study of technical aspects of Telstra's network.

**Privacy**

I agree, and will ensure that any of our related bodies corporate which receive services connected with this Application Form and our representatives are aware, that Telstra may:

- (a) collect, use and disclose information about each of us (including for marketing purposes) 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 each of us to assess your credit worthiness.

**SIGNED** by me, for and on behalf of the Customer as its authorised representative:

Signature \_\_\_\_\_ Date \_\_\_\_\_

Print Name \_\_\_\_\_ Position \_\_\_\_\_