



INBOUND 13/1300/1800 SERVICE APPLICATION FORM

Please fax to 1300 781 476 or post to PO Box 343 LEICHHARDT, NSW 2040.

1. CUSTOMER DETAILS		Full Name:	DOB:	Drivers Licence:
Company & or Trading Name:			ABN:	
Home Phone:	Work Phone:	Mobile:		
Fax:	Email (for Billing & Notices):			
Employment Details: <input type="checkbox"/> Self Employed <input type="checkbox"/> Employee <input type="checkbox"/> Other:		Employers Name:	Employers Telephone:	
Postal Address:	Suburb:	State:	Postcode:	
Site Address:	Suburb:	State:	Postcode:	
Previous Address:	Suburb:	State:	Postcode:	

2. AUTHORISATION

This section is to be completed by the customer after the form has been printed

1. I have the authority to request the inbound services and the actions set out in this form on behalf of the Company stated above.
2. I acknowledge and confirm that:
 - a) A copy of Telco in a Box's (TIAB) Terms & Conditions covering the inbound services have been supplied to me, and I understand that they the inbound services will be supplied in accordance with those Terms & Conditions.
 - b) The details stated in this form are correct. The inbound services will be provided in accordance with the information contained on this form. Any variation to this information may incur additional charges and delays in providing the inbound services.
 - c) The information provided by TIAB is for the use of the Company only. It must be kept confidential by the Company and will not be disclosed or distributed to any third parties. I understand that it is the Company's responsibility to ensure that only properly authorised employees have access to TIAB.
3. **Privacy** - TIAB may collect personal information from or about your employees, principals or directors ("the personal information") to provide the Services to you. In the course of providing the Services to you, we may use the personal information for related purposes which may include (without limitation):
 - (i) Provisioning or connection of the Services;
 - (ii) Network routing;
 - (iii) Providing you with customer services;
 - (iv) Credit checking or debt collection activities;
 - (v) Billing;
 - (vi) Investigating disputes, complaints and/or faults;
 - (vii) Administration of contractual arrangements;
 - (viii) Disconnection;
 - (ix) To provide information to you about other goods or services which we or any of our Related Bodies Corporate or any of our partners and associates may offer to you;
 - (x) As otherwise authorised or required by law.
4. If TIAB does not collect this personal information we may not be able to provide the Services to you.
5. In the course of providing the Services to you, we may disclose the personal information to:
 - (i) Credit reporting agencies;
 - (ii) Other credit providers;
 - (iii) Other suppliers;
 - (iv) Our Related Bodies Corporate or any of our partners and associates;
 - (v) Government agencies or individuals appointed by a government responsible for the investigation and resolution of disputes or complaints concerning your use of the Services;
 - (vi) Other entities who provide services to us (including mail houses who mail correspondence, invoices and other information on our behalf);
6. If required by law, we will provide access to the personal information that we have in our possession upon request.

Print Name of Authorised Person	Title of Authorised Person
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Signature of Authorised Person	Date
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NOTE: For identification purposes, please attach a copy of the following:

1. Drivers License or Passport
2. Credit Card
3. Medicare Card

3. Service Type

Application Date:

Inbound ITFS Service Presence Service

4. Application Type

- New Transfer (Existing Customers only)
 Port Terminate (Existing Customers only)
 Amend Service (Existing customers only)

5. Inbound

Please provide details for one of the following options. Your TIAB Sales Representative will advise of available telephone numbers. While every effort is made to allocate the number requested, TIAB cannot guarantee that the number will still be available upon receiving and processing the application.

- 1800 New Number Withheld Existing Service Number
 1300 New Number Withheld Existing Service Number
 13 New Number Withheld Existing Service Number

Single Answering Point Service only: Answer Point Number:

6. Port

Existing Number: <input style="width: 150px;" type="text"/>	<input type="checkbox"/> ITFS Consent Form completed	<input type="checkbox"/> Porting Authority Form (PAF) Completed
	<input type="checkbox"/> ITFS Letter of Authorisation completed	<input type="checkbox"/> Customer has provided copy of Current Bill (<3 months old)

7. ITFS

ITFS Number List	ITFS From Country To AUSTRALIA List	Terminating Number or Answering Location List
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8. Presence

- Number Withheld
 Accept any number assigned by TIAB

Number Withheld:

Answer Point Number:

9. Service Features

- Call Diversion
 TIAB NetToll
 Customer Voice Response
 Department Number
 Department Number with Validation
 Security Access Code

10. Specified in TIAB INCharge

- Day Of Week
 Time Of Day
 Origin
 MOLI
 Extension
 Speed Dial
 Splay

11. Number Barring

- Mobiles
 Local Numbers

12. Files Included with this Application Form

	MDB	TXT	SCRIPT
Tree: Default			
Tree: NSW			
Tree: NT			
Tree: QLD			
Tree: SA			
Tree: TAS			
Tree: VIC			
Tree: WA			
Tree: Rest			

13. Call Diversion

This feature enables you to specify a national/ international fixed line telephone number to which incoming calls are to be redirected – example, You can choose to forward calls upon busy signal, no answer or unobtainable.

Terminating Number List	Reason To Divert List	Divert To List

14. TIAB NetToll

- TIAB NetToll for 13 Services
 TIAB NetToll for 1300/1800 Services

15. Customised Voice Response (CVR)

Please nominate the default number you would like calls to be transferred to should an incorrect selection be made by the customer:

Default Number: Please indicate whether you would prefer a male or female voice recording: Male Female

Please write the introduction for your Menu announcement:

Introduction

Press List	For/To List	Answer Point List

16. Department Code

Answer Point

With Validation

Department Number List

Operator Answer Point

17. Security Access Code

Answer Point

Security Code

Operator Answer Point

18. Transfer

- New Customer – Application Number
 Existing Customer – Account Number

Account Name

Contact Name **Title**

Phone Number Fax number

E-mail address Mobile number

Old Account – Billing Address

Suburb State Postcode

New Account – Billing Address

Suburb State Postcode

New Account – Site Address

Suburb State Postcode

18. Terminate

Service Number List

- This service is being terminated because it is receiving nuisance calls
 I confirm that these services are to be terminated