



Australia's 'best service' telco

Alltel Pty Ltd (ABN 66 178 860 153)
POSTAL ADDRESS: P.O. Box 5133 Brandon Park Vic 3150
Wheelers Hill Business Centre, S113, 202 Jells Road Wheelers Hill Vic 3150
Phone: 1300 ALLTEL (1300 255 835)
Fax: 1300 799 948
Email: support@alltel.com.au

Account Application Form

Agent: 1300numbersaustralia.com.au

Please TYPE YOUR DETAILS in the highlighted fields.

Is this application for a \$69 "Virtual Office Package" as described on our website? YES NO

If you have a current promotional code, please enter it here:

If you've been referred, please detail who referred you:

Section 1 - NEW Customer's Business Account Details (* ALL FIELDS ARE REQUIRED)

Form with fields for Customer's Company Name, Trading Name, Type of Business, ABN, Business Street Address, Postal Address, Landline Contact Phone, Business Email Address, Full Name of First Proprietor or Director, Date of Birth, Drivers Licence Number and State, Email, Mobile, Residential Address, Full Name of Second Proprietor or Director, Date of Birth, Drivers Licence Number and State, Email, Mobile, Residential Address.

Section 2a - Do You Want NEW 13 number/s, 1300 number/s or 1800 number/s ?

YES (tick if required). Please tick RANDOM NUMBER or enter your 1st and 2nd choices of 1300 or 1800 numbers from the available 1300/1800 numbers list shown on our website

RANDOM NUMBER (QUICK SETUP) YES, Random 1300 no. for Phone. YES, Random 1300 no. for Fax. YES, Random 1800 no. for Phone. YES, Random 1800 no. for Fax.

Table with columns: OR YOU SELECT, 1st Choice, 2nd Choice. Rows: Up to 5-7 business days for setup Phone, Up to 5-7 business days for setup Fax.

Which Monthly Plan? for Phone \$20 \$25 \$30 \$35 for Fax \$20 \$25 \$30 \$35

* FREE means you do not require Premium (Gold, Platinum or Phone/Fax pair) Numbers and so there is no associated Premium Number fee. Monthly plan fees and call charges are applicable. 13 numbers also incur an additional Government fee.

Section 2b – To Transfer a 1300 number / 1800 number from another carrier to Alltel YES (tick if required) - Transfer (port) existing 1800/1300/13 inbound service/s to Alltel for billing*** Please ALSO complete 'Number Transfer Authority'**

Your 1300/1800/13 number/s

Current Carrier

Current Account number

What name is current account in (company, you) ?

Section 2c – To Request Alltel to 'carry' your new SmartNumber/s (Phone Word Number) YES (tick if required)

Smartnumber

Which Monthly Plan? (eg \$25)

Smartnumber

Which Monthly Plan? (eg \$25)

SmartNumber Owner's Authority

Name under which SmartNumber was Purchased

I/We

are legally authorised to permit the applicant/legal entity to use the above Smartnumber/s in this application;

Signature: X..... Date:

Signature: X..... Date:

Section 2d – How do you want your 13/1300/1800 PHONE number Routed / Redirected?**1. REQUIRED First Answering Destination Number** - Your 1300 PHONE number can be routed / redirected to either your Home number, Office number, Live Answering (LA) number, Mobile number or Voice 2 Email (V2E)

Route to Phone number (include area code - and ALL country codes if international). If routed directly to Live Answering, write "LA, TBA"

(0)

2. OPTIONAL Second Answering Destination NumberIf First Answering Destination number doesn't answer after 15sec or 20sec, If Busy (Please check)

Route to Phone number (include area code - and ALL country codes if international). If routed directly to Live Answering, write "LA, TBA"

(0)

Section 2e – Do you require more complex routing for your number/s ? YES (tick if required). If selected, we will contact you to discuss additional requirements. Additional charges may apply.

State based routing

Area based Routing

Exchange based routing

Time based routing

Mobile based routing

Call Splaying

Emergency Routing Procedure

Customised Call barring

Section 2f – How do you want your 1300 / 1800 FAX number Routed / Redirected ?**1. REQUIRED Destination Number** - Your 1300 FAX number will be routed / redirected to your Home fax number, Office fax number, Fax 2 Email (F2E)

Route to Fax number (include area code - and ALL country codes if international). If routed directly to Fax2Email, write "F2E, TBA"

(0)

Section 3 – Do You Want A Live Answering Service ? (minimum term 3 months) YES (tick if required)Selected Monthly Plan Code: (please check) LA29 LA39 LA49 LA79 LA99

Business Name to be used in Greeting:

Mobile Number to receive messages by SMS

 Same as above

Email Address to receive copy of messages

 Same as above

Section 4 – Do You Want Fax2Email &/or Voice2Email ? (minimum term 3 months)

<input type="checkbox"/> YES (tick if required)		
Selected Monthly Plan Code: (please check) <input type="checkbox"/> FV30-12 <input type="checkbox"/> FV90-19 <input type="checkbox"/> FV240-29		
Email Address to receive copy of messages	<input type="checkbox"/> Same as above	<input type="checkbox"/>
<input type="checkbox"/> FAX2Email ONLY	<input type="checkbox"/> Voice2Email ONLY	<input type="checkbox"/> BOTH (individual services & fees)
Which file format for receiving faxed documents (leave as default PDF if unsure)?	<input type="checkbox"/> PDF (default)	<input type="checkbox"/> TIFF

Section 5 – Do You Want IVR Menu Call Forwarding ? (integrated with 1300/1800/13 Number)

YES (Tick if required). **Please also complete separate "IVR Application Form"**

Section 6 – Do you want to transfer your Fixed Landline Services from another carrier to Alltel for Billing?

Transfer (porting) of existing service/s to Alltel for billing includes Fixed Phonenumber Rental, Local calls, Long Distance calls.

YES (Tick if required). **Please also complete 'Number Transfer Authority'**

Section 7 – Customer Declaration

If Authorised person(s) completing this Application are not Director(s)/Proprietor(s), please enter details.

* Full Name of First Authorised Person:	* Mobile
* Position/Title:	* Email:
* Full Name of Second Authorised Person:	* Mobile
* Position/Title:	* Email:

I/We (full name/s)

hereby request Alltel to provide the applicant/me/us with the Services and agree that I/we;

- have read, understand and accept the Alltel Terms and Conditions and Privacy Statement displayed at www.alltel.com.au/terms.html and www.alltel.com.au/privacy.html and the Direct Debit Request / Payment Terms & Conditions attached;
- are not under any term contract unless otherwise stated and may cancel the Services at any time by providing Alltel with one full calendar month's prior written notice;
- have read, understand and accept the rates and fees charged by Alltel for the Services and that these may change from time to time;
- will test all provided service numbers prior to publishing them in any medium.
- declare that information provided in this Account Application Form is true and correct and will be relied on by Alltel to obtain credit checks and to provide the Services;
- are legally authorised to sign this Account Application Form.

Signature: X..... Date:

Signature: X..... Date:

Please also complete Direct Debit Request below (REQUIRED)

Direct Debit Request Form

Please Note: For Australian Business customers, Alltel ONLY accepts Direct Debit Requests from Australian Business Bank accounts.

Request and Authority to Direct Debit

Details of Bank Account to be Debited (Please PRINT CLEARLY with BLACK PEN)

Financial Institution (eg: Westpac etc):Branch:

Account Name:

BSB Number

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 Account Number

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Please Note: If you are unsure of your correct BSB and/or Account number please check your latest bank statement or cheque book or contact your financial institution.

I / We

(*Please ensure that all authorised signatories required to sign on the bank account complete this form.)
 request and authorise Alltel Pty Ltd (ALLTEL- User ID number 361349) to debit or charge from the account held at the financial institution identified above the Charges applicable each month for the Services supplied by Alltel Pty Ltd which is subject to the Direct Debit Terms and Conditions and Alltel General Terms and Conditions.

By signing this Direct Debit Request I/We acknowledge having read and understood the terms and conditions governing the debit arrangements between me/us and Alltel Pty Ltd as set out in this Request and in the Direct Debit Terms and Conditions.

Signature: X..... Date:

Signature: X..... Date:

(*Please ensure that all authorised signatories required to sign on the bank account complete this form.)

**Please TYPE YOUR DETAILS, THEN PRINT, SIGN and FAX
 ALL OF THE ABOVE PAGES
 (You do NOT need to send us the page below)
 to 1300 799 948
 OR print and complete form, scan and email to support@alltel.com.au**

Direct Debit Request / Payment Terms & Conditions

1. DEFINITIONS:

For the purposes of these Direct Debit Terms and Conditions:

Agreement means this direct debit agreement between the Customer and Alltel.

Bank Account means the account you have nominated in the Direct Debit Request Form from which you authorise Alltel to arrange for the Debit Payment each month.

Banking Day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia;

Charges means any amounts payable for Services supplied by Alltel as invoiced as well as any fees or charges payable on set-up or otherwise under these Direct Debit Terms and Conditions or Alltel General Terms and Conditions.

Debit Day means the day nominated by Alltel that payment of the Charges is required to be made by you to Alltel.

Debit Payment means the payment deducted by Alltel directly from the Customer's Bank Account.

Direct Debit Request means the direct debit request made by the Customer to Alltel by completing the Direct Debit Request Form.

Direct Debit Request Form means the form completed by the Customer authorising Alltel to direct debit the Customer's Bank Account.

Electronically means by electronic communication to your nominated email address or by marking particulars of changes available on our website.

Financial Institution means the financial institution nominated by you in the Direct Debit Request Form.

Services means the services or products provided to the Customer by Alltel.

2. VARIATION TO THESE DIRECT DEBIT TERMS AND CONDITIONS

2.1 We may change these Direct Debit Terms and Conditions at any time and we will notify you of any changes.

2.2 You agree that we may notify you of changes either in writing or Electronically.

2.3 You will need to ensure that you access the Web Portal regularly to receive notice of changes.

2.4 Your continued use of the Services after notification of changes to these Direct Debit Terms and Conditions will constitute acceptance of those changes.

3. DRAWING ARRANGEMENTS

3.1 Alltel will periodically debit the Bank Account for the Charges notified to the client by invoice provided Electronically.

3.2 If the Debit Day falls on a day that is not a Banking Day then Alltel may in its discretion direct the Financial Institution to debit the Bank Account on the following Banking Day.

4. CHANGES TO THE DIRECT DEBIT PAYMENT ARRANGEMENTS

4.1 If you want to make changes to the Direct Payment arrangements please phone Alltel on 1300 255 835.

4.2 You will need to advise Alltel in writing if you wish to cancel the Direct Debit Request at least fourteen (14) days before the next Debit Day.

5. YOUR OBLIGATIONS

5.1 You must ensure that your nominated Bank Account details are correct and that direct debits can be accepted. This should be confirmed with the Financial Institution.

5.2 You must ensure that on the Debit Day there are sufficient cleared funds in the nominated Account.

5.3 You must immediately advise Alltel if the Bank Account is transferred or closed and contact Alltel on 1300 255 835 to make alternative Direct Debit payment arrangements.

5.4 If a Direct Payment is returned or dishonoured by the Financial Institution the following will occur:

- (a) you will be charged a dishonour fee of \$25.00; and
- (b) a late payment fee may be imposed in accordance with Alltel General Terms and Conditions; and
- (c) any transaction fees payable by us as a consequence of the return or dishonour will be charged to your account.

5.5 If your Direct Payment is returned or dishonoured on 3 or more occasions Alltel may deem your account as an unacceptable credit risk and in accordance with Section 5.5 of the Telecommunications Consumer Protections Code C628:2007 suspend or restrict services without notice.

5.6 Alltel will not be liable to you or any other person for any cost, fees, loss or damages, whether directly or indirectly arising out of the suspension or termination of the Services under clause 5.5.

6. DISPUTE

6.1 If you believe that there has been an error in debiting the Account we encourage you to take the matter up directly with us by contacting Alltel directly on 1300 255 835.

6.2 If the drawing amount cannot be substantiated or is incorrect Alltel will credit any amounts incorrectly drawn and will notify you in writing or Electronically the amount of the adjustment.

7. CONFIDENTIALITY

7.1 All personal customer information held by us will be confidential except that information provided to our agents or contractors for the purpose of providing the Services or billing or to our financial institution to initiate the drawing to your nominated account.