

Westnet Contact Details

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 Support: 1300 786 068
 Web: <http://www.westnet.com.au>

Agent Code

Please complete this form and fax it back to 1300 554 160

1. Customer Details

Existing Customer - Account Number

Account Name

Company Name (if different to Account Name)

ACN / ABN

Address

Floor Number

Unit Number

Suburb / Town

State

Postcode

Premises Rented

Premises Owned

Contact First Name

Last Name

Daytime Phone Number

 ()

Mobile Phone Number

After Hours Phone Number

 ()

Fax Number

 ()

Technical Contact

Contact Number

 ()

Site Contact (if different to above)

Contact Number

 ()

2. ISDN 10/20/30 Services Required *(summarised version - additional services available)*

ISDN 10/20/30 new service

OR

Modification of existing ISDN 10/20/30 service

Specify ISDN 30 service to be modified

 A K

OR

Cancel existing ISDN 30 service and convert to ISDN Number Only Diversion

Specify ISDN 30 service to be cancelled and number to be placed on diversion, extra charges apply

 A K
 Diversion to

3. Installation of Service

For URBAN areas allow a minimum of 20 working days. All other areas allow a minimum of 40 working days. This is subject to processing time and all required information complete

Date Service Preferred

/ /

4. Directory Listing

Do you require a directory listing?

Yes - Which numbers do you wish to have listed and how?

Number

Listing (e.g. Smith J. or Smith John)

()

()

()

No → Silent Number required (extra charges apply)

Summary - for additional services please contact us

5. Call Barring Service Options

Please check phone equipment supplier for compatibility

Please indicate what level of barring is required:

No Call Barring 190 STD IDD Trunk Operator

6. Site Cabling Details

Is the site available for NT1 installation now? (The NT1 terminates on the ISDN 30 service.)

Yes No - Please specify when available: / /

Do you require a new Lead-in Cable into the premises? (Extra charges may apply) *Please contact Westnet if you wish to carry out private trenching

Yes No Unsure, please contact first to discuss options

Is additional cabling work required between Build Distributor / First Socket and the NT1? (Extra charges apply)

Yes No - Please specify when available: / /

7. Calling Line Identification Restriction (all service types)

Do you require your numbers to be blocked from presentation to calling number display services?

Yes No

Please check with your equipment supplier to confirm how you can both allow and restrict presentation of your phone number.

8. Calling Line Identification Presentation (all service types)

Is Calling Line Identification Presentation required? (Extra charges apply)

Yes No

9. Call Forward

Call Forward Variable All Conditions? (Extra charges may apply)

Yes No

10. Pre-Existing Indial Number Range

Tick 'yes' if you have a pre-booked number range. If 'no' a new number range is required.

Yes

Directory Number

From

To

No - Go to 11.

11. New Indial Number Range

Total Number Range required in increments of 100 only

Please indicate your preferred number range (list the last 4 digits only):

First Preference Directory Number

From

To

Second Preference Directory Number

From

To

Third Preference Directory Number

From

To

12. Channel Requirements - Single Node

Total new channels required:

Min 10, increments of 10

Total number of 2 Mbit/s access required

Each 2Mbit/s access can have a minimum of 10 and a maximum of 30 channels

Add extra channels to existing ISDN 30 Access

13. "B" Channel Access Options

Please indicate quantities required

1st ISDN 30 10/20/30

Incoming

Outgoing

Bothway

2nd ISDN 30 10/20/30

3rd ISDN 30 10/20/30

14. Additional Customer Information

Authorisation

I/We understand:

By signing this form I am stating that I have read and accept the Westnet General Terms & Conditions and the ISDN Terms & Conditions (as displayed at <http://www.westnet.com.au/phone/business-phone-services/general-terms.aspx> and <http://www.westnet.com.au/phone/business-phone-services/ISDN-2/terms-conditions.aspx> or as sent to me/us by Westnet at my/our request), and that I am the telephone account holder or an authorised representative of the account holder; I authorise Westnet to act on my behalf to transfer my phone service to Westnet for all phone charges. I also understand that any changes made to contact or payment details on this form will be updated in Westnet's system unless stated otherwise; I am aware that Westnet will only begin charging me for the service once the line has been transferred and my current provider will charge me for the service up to this time. I understand that it is my responsibility to check the terms and conditions of my current telephone provider/s in relation to the services being transferred to Westnet.

Print Name of Authorised Person

Signature

Date - (DD/MM/YYYY)

 / /

Glossary of Terms & Supplementary Features Description / Restrictions

QUESTION 6 SITE CABLING DETAILS

Lead-In Cabling

A lead-in is a conduit, usually installed underground, which allows for the installation of telephone cabling from the Telstra Pit in the street to the customers Building Distributor on their premises. New or recently redeveloped sites may not have a current Lead-In. If a Lead-In does not exist, your application for an ISDN service may be delayed.

Additional Cabling

If a technician is required to run additional cabling to connect the NT1 to the network, fee for service charges will apply.

QUESTION 7 CALLING LINE IDENTIFICATION RESTRICTION

In the normal service configuration the calling line identification (calling number) is sent forward with each call and is presented to a called party who subscribes to Calling Line Identification Presentation or Calling Number Display. The sending forward of the CLI can be blocked on a call by call basis from some CE. Alternatively, you may have the service configured to prevent the forwarding of CLI. In this configuration the sending forward of CLI on a call by call basis can be initiated by some CE. This configuration is Calling Line Identification Restriction (CLIR). Please check with your CE supplier to confirm how you can both allow and restrict presentation of your telephone number.

QUESTION 9 CALL FORWARD

This features is call forwarding

Call Forward - Variable Options

1. With Call Forward Immediate, you can forward your calls to a number you select and change it at any time. Your calls will be forwarded immediately.
2. With Call Forward Busy, your calls will be forwarded to the number you select if your phone is busy.
3. With Call Forward No Answer, your calls will be forwarded to the number you select if your phone is not answered within 20 seconds.

QUESTIONS 10 & 11 DIRECT INDIAL

The Direct Indial option allows your customers to call your staff direct to their extension numbers without the need to go through an operator and is available in blocks of 100 numbers only. Please contact us if you are unsure whether your existing number range can be converted to an ISDN 30 number range. Please note that single numbers cannot be transferred to become part of an Indial number range.

QUESTION 12 CHANNEL REQUIREMENTS

An ISDN 30 service consists of from 1 to several 2 Mbit/s access lines sharing a common number range. A minimum block of 10 channels can be requested (ie.10), and then in increments of 10 channels thereafter. Each 2 Mbit/s access can have a minimum of 10 Channels and a maximum of 30 channels per access.

QUESTION 13 "B" CHANNEL ACCESS OPTIONS

Each 2 Mbit/s line may have up to 30 active B channels (64 kbit/s) which can be configured as incoming, outgoing or bothway channels.