

Westnet Contact Details

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Agent Code

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

1 Customer Details

Account Name Account Number

Company Name (if different to Account Name) ACN/ABN

Site Address for Connection

Floor Number Unit Number Street Number Street Name

Suburb State Postcode Postcode Premises Rented Premises Owned

Contact Title Contact Name

Phone Number Fax Number

Email Address Mobile Phone Number

Technical Contact Name Technical Contact Number

Site Contact Name (if different to above) Site Contact Number

2 ISDN2 Services Required (Each ISDN2 service comprises 2 channels of 64kbits each and a D channel)

ISDN2 New Service ISDN2 Direct Indial

Number of ISDN2 services required

Conversion of standard telephone service/s to ISDN2

Specify telephone numbers of standard service/s to be converted

Specify ISDN 2 service to be modified, extra charges apply

Modification of existing ISDN 2 service

3 Installation of Service

For URBAN areas allow a min. of 5 -10 working days. All other areas allow min. of 10 working days. (15 for Direct Indial). *Subject to processing time & all required information complete.

Date Service Preferred (DD/MM/YYYY)

/ /

4 Directory Listing

Do you require a directory listing?

Yes

Which numbers do you wish to have listed and how?
(example: Smith J. or Smith John)

Number	Listing
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

No

Extra charges apply for a silent number

Is a Silent Number required? Yes No

Summary - for additional services please contact us

5 Call Barring Service Options (Please check phone equipment supplier for compatibility)

Fixed Outgoing Call Barring

Please indicate what level of barring is required:

No Call Barring 190 STD IDD Trunk Operator

6 Site Cabling Details (NT1 & ISDN S-Bus Requirements)

Is the site available for ISDN 2 installation now?

Yes No **If No, Available by:**

The NT1 terminates the ISDN2 service

Do you require a new Lead-In Cable into the premises? (Extra charges may apply)

Yes No Unsure, please contact first to discuss options

*Please contact Westnet if you wish to carry out private trenching

Is additional cabling work required between Build Distributor / First Socket and the NT1?

Yes No **If No, Available by:**

Extra charges apply

Do you require an S-Bus (internal cable from NT1 to CPE) installed?

Yes **Number of S-Bus Sockets Required:**

Extra charges apply

Is an additional DC Power pack required for the NT1?

Yes No

Talk to your equipment supplier before selecting this option

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 no.

8 Calling Line Identification Presentation (all service types)

Is Calling Line Identification Presentation required?

Yes No

Extra Charges Apply

9 Call Waiting (not available with Direct Dial)

Is Call Waiting required? Yes No

Specific Telephone Number for Call Waiting? All Main Number Only

Please check if your equipment is compatible with Call Waiting

9.1 Call Forward (Multi Number and Line Hunt)

Call Forward Variable All Conditions?

Yes No

Extra Charges May Apply. Please check if your equipment is compatible with Call Forwarding.

9.2 Call Forward (Direct In Dial)

Call Forward Variable All Conditions?

Yes No

Extra Charges May Apply. Please check if your equipment is compatible with Call Forwarding.

9.3 Enquiry / Conference (Not available with Direct Indial)

Is Enquiry / Conference required? Yes No

Specific Telephone Number for Enquiry / Conference? All Main Number Only

Extra Charges Apply

10 Telephone Numbers

Individual telephone number - Go to 12
 Direct InDial Number Range - Go to 11

Please indicate

11 Direct Indial

Point to Point (Default)
 Point to Multipoint

Extra Charges Apply. Only tick the 'Point to Multipoint' box if your equipment supplier specifically advises you that this configuration is required.

11.1 Pre-Booked or existing indial number range

Do you have a pre-booked number range?

Yes No

Directory Number From To

Go to Section 15

If 'no' a new number range is required, Go to 11.2

11.2 Required 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	From <input type="text"/>	To <input type="text"/>	Directory Number <input type="text"/>
Second Preference	From <input type="text"/>	To <input type="text"/>	Directory Number <input type="text"/>
Third Preference	From <input type="text"/>	To <input type="text"/>	Directory Number <input type="text"/>

An ISDN Direct Indial service is automatically provided with Line Hunt (at no extra cost) across the ISDN access lines.

12 Individual Telephone Numbers

What configuration is required?

Point to Multipoint (Default) Point to Point

If you only require standard telephone numbers, please Go to 15

Only select the 'Point to Point' box if your equipment supplier specifically advised you this configuration is required.

13 Additional Telephone Numbers

An ISDN service provides a maximum of eight (8) telephone numbers per service. How many telephone numbers in total are required on each service?

Extra charges apply

14 Line Hunt

Do you require an ISDN2 Line Hunt Service?

Yes No **If No, Go to 15**

Group Directory Number (if known)

Extra charges apply

14.1 ISDN 2 Line Hunt Configuration

ISDN Service 1	ISDN Service 1	ISDN Service 1	ISDN Service 1
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Please list the main (Prime) Number of each ISDN 2 Service to be included in the Line Hunt Group followed by any additional numbers below it.

15 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

Date - (DD/MM/YYYY)

 / /

Signature of Authorised Person

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.

S-Bus

S-Bus cabling is cabling past the NT1 to which allows up to 8 ITEMS of terminal equipment to be connected.

DC Power Pack

The 40V DC power pack provides extra power to the S-Bus which is required by some brands of Customer Equipment (CE). Talk to your CE supplier before selecting this option.

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 12 INDIVIDUAL TELEPHONE NUMBERS

Configuration Setting

The majority of ISDN Individual Number services should be set to the default setting of point to multipoint operation which is the standard setting for most Routers, Terminal Adaptors & PC Cards. Most PABX and Telephone Systems have a setting of point to point operation.

QUESTION 13 ADDITIONAL TELEPHONE NUMBERS

An ISDN 2 service provides in most cases a minimum of two (2) telephone numbers per service, and a maximum of eight (8) telephone numbers per service.

QUESTION 14 & 14.1 LINE HUNT & CONFIGURATION

If you have more than one ISDN 2 service it is possible to group the services so that incoming calls hunt across the available access lines to find a free line. This feature is called Line Hunt and is activated on incoming calls made to a Group Directory Number.