

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 Enhanced service comprises 2 channels of 64kbits each and a D channel)

ISDN2 Enhanced New Service

Number of ISDN2 Enhanced services required

Conversion of standard telephone service/s to ISDN2 Enhanced

Specify telephone numbers of standard service/s to be converted

Modification of existing ISDN2 service to ISDN2 Enhanced

Specify ISDN 2 service to be modified, conversion fee applies

3 Installation of Service

For URBAN areas allow a min. of 5 working days. All other areas allow min. of 10 working days.
 *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 Plus II & ISDN S-Bus Requirements)

Is the site available for ISDN 2 Enhanced installation now?

Yes No If No, Available by:

The NT1 Plus II terminates the ISDN 2 Enhanced 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 Plus II?

Yes No If No, Available by:

Extra charges apply

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

Yes Number of S-Bus Sockets Required:

Extra charges apply

Is an additional DC Power pack required for the NT1 Plus II?

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 Individual Telephone Numbers

Please note: Check with your CE supplier what configuration your Router, ISDN PC Card, PABX or Telephone System require as ISDN 2 Enhanced is only available with a Point to Multipoint configuration

9 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

10 Line Hunt

Do you require an ISDN 2 Enhanced Line Hunt Service?

Yes No **If No, go to section 12**

Group Directory Number (if known)

Extra charges apply

11 ISDN 2 Enhanced 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 Enhanced Service to be included in the Line Hunt Group followed by any additional numbers below it.

12 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 of Authorised Person

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 Plus II to the network, fee for service charges will apply.

S-Bus

S-Bus cabling is cabling past the NT1 Plus II 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 8 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 9 ADDITIONAL TELEPHONE NUMBERS

An ISDN 2 Enhanced 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 10 & 11 LINE HUNT & CONFIGURATION

If you have more than one ISDN 2 Enhanced 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.

ISDN 2 ENHANCED AUTOMATICALLY INCLUDES THE FOLLOWING FEATURES AT NO CHARGE

Call Waiting

This feature informs you when another caller is trying to get through to you while you are using the full capacity of your service (both B channels). It enables you to take the incoming call and place one channel on hold. It enables you to take the incoming call and place one channel on hold. Some ISDN telephone equipment which could be connected to the S-bus may not be Call Waiting compatible.

Calling Line Identification Presentation (clip)

This feature allows the telephone number of the caller to be presented on most incoming calls; unless this has been restricted by the caller. This feature is equivalent to Calling Number Display (CND) as available on normal PSTN telephone services.

Call Forward - Variable Options

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. With Call Forward Busy, your calls will be forwarded to the number you select if your phone is busy. With Call Forward No Answer, your calls will be forwarded to the number you select if your phone is not answered within 20 seconds. These options are standard.

Note: Some ISDN telephone equipment which you could connect to the S-bus may not be Call Forward compatible.