

## Westnet Contact Details

Westnet Pty Ltd ABN: 50 086 416 908 Business Solutions: 1300 786 006  
Level 7, 152 St George's Tce, Perth, 6000 Support: 1300 786 068  
GPO Box C121 Perth 6839 Web: http://www.westnet.com.au

Agent Code

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

## Customer Details

Account Name	Account Number	
<input type="text"/>	<input type="text"/>	
Company Name (if different to Account Name)	ACN/ABN	
<input type="text"/>	<input type="text"/>	
Address	Date of Birth- (DD/MM/YYYY)	
<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	
Suburb / Town	State	Postcode
<input type="text"/>	<input type="text"/>	<input type="text"/>
Contact Title	Contact Name	
<input type="text"/>	<input type="text"/>	
Phone Number	Fax Number	
<input type="text"/>	<input type="text"/>	
Email Address	Mobile Phone Number	
<input type="text"/>	<input type="text"/>	

Would you like to be notified by fax when Westnet receives your application?  Yes  No

## Customer Porting Details / Existing Inbound Services

Account Name (if different to above)	
<input type="text"/>	
Existing Service Provider Name	Existing Account Number
<input type="text"/>	<input type="text"/>
Inbound Number	Answering Point
<input type="text"/>	<input type="text"/>
Is this an EROU (Enhanced Rights of Use) Number? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Please attach applicable authorisation.	

## New Inbound Connections

Standard Connection  Australia Wide Including mobiles  Australia Wide Excluding mobiles

Complex Connection (please attach Call Connection Area form)

\*One form will be required for each answering point destination. Calls made outside the specified areas will receive a recorded message when a call is made to the Inbound service.

Number allocated  New number required  EROU number

For all numbers won at auction (i.e. smartnumbers) or obtained via a lease agreement please attach the EROU (Enhanced Rights of Use) Authorisation.

Inbound Number (if known)	Answering Point
<input type="text"/>	<input type="text"/>

## Authorisation

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) By signing this form I have read and accept the Westnet General Terms & Conditions and the Business Phone Terms & Conditions available at <http://www.westnet.com.au/phone/business-phone-services/business-phone-terms.aspx> & <http://www.westnet.com.au/phone/business-phone-services/general-terms.aspx> or as sent to me/us by Westnet at my/our request.
  - (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 Westnet My Account 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 Westnet My Account.
  - (d) The consent of the legal lessee of any terminating numbers (where the calls are answered) must be obtained by me before Westnet can approve this application. If the legal lessee of any terminating number withdraws their consent at any time, Westnet may remove that terminating number from any service design without notice to me.
  - (e) I must take the inbound service (13/1300/1800) for a minimum period of twelve months. Early cancellation will incur a cancellation fee, which is equal to the outstanding service rental due during the remainder of the minimum rental period for the 13/1300/1800 service.
  - (f) I agree not to advertise or use an Allocated Number or an EROU Number (as applicable) in connection with the service, until I receive confirmation from Westnet that the service has been connected.
  - (g) I acknowledge that in the case of Allocated Numbers Westnet will attempt to allocate the number requested on this application to my service, however in some circumstances Westnet will not be able to do so, and therefore Westnet reserves the right to allocate another number to my service or to vary the number allocated at anytime.
  - (h) I agree not make any claim or claims against Westnet or hold Westnet liable for any loss I may suffer or liability I may incur as a result of Westnet's inability to allocate to my service any Allocated Number requested by me.
  - (i) I understand that some callers may mis-dial the number used in connection with my service, and I agree to pay the call charge (if any) for those mis-dialled calls to my service.
  - (j) I agree Westnet is not liable for residual calls received by a terminating number connected with my service due to a service previously activated and cancelled by another customer. I agree that where I choose to change a service number due to perceived residual calls due to a number used on a service of a previous customer, I am liable for all cancellation fees (where applicable) and connection fees. I agree Westnet is not liable for any costs incurred by me, including costs for promotional material that may contain the relevant number.

### 3. Service Provision

The Customer acknowledges that Westnet may make and store records of personal information required to establish the Customer's identity, and records of the Customer's credit worthiness, credit standing, credit history, or credit capacity ('Personal Information'). The Customer acknowledges that Personal Information may be disclosed to a credit reporting agency. The Customer acknowledges that this information may be used to notify credit providers of any credit default committed by the Customer against Westnet.

Westnet may obtain a copy of the credit record of the Customer from a credit reporting agency for the purpose of determining whether to provide the Service.

### 2. EROU Numbers

If the number is an EROU Number, you must:

- (a) Be the registered ROU Holder; [Note: You must ensure that your customer details match the ACA Rights of Use Register].
- (b) Satisfy Westnet that you have the right to use the EROU Number.

**Print Name of Authorised Person**

**Date - (DD/MM/YYYY)**

 /  / 

**Signature of Authorised Person**

## Optional Features (Please fill out and return only the appropriate section/s)

### Standard Connection

Call Connection Area

Call Overflow

Call Splaying

Time & Day Manager

### Standard Connection

Page 3

Page 4

Page 4

Page 5,6

\*Note while no additional rental charges apply for the above services, usage charges are still applicable.

## Call Collection Area

(Note: A separate page is required to be returned for each answering point destination)

Have you attached additional sheets?

Yes, please specify how many sheets

No

Answering point destination (including area code):

	Fixed	Mobile		Fixed	Mobile		Fixed	Mobile			
<b>NSW</b>			<b>ACT</b>			<b>VIC</b>					
All of NSW	<input type="checkbox"/>	<input type="checkbox"/>	Canberra Local	<input type="checkbox"/>	<input type="checkbox"/>	All of Victoria	<input type="checkbox"/>	<input type="checkbox"/>			
<b>Or Individual Areas</b>			<b>WA</b>			<b>Or Individual Areas</b>					
Sydney Metro	<input type="checkbox"/>	02 8 - 02 9 <input type="checkbox"/>	All of WA	<input type="checkbox"/>	<input type="checkbox"/>	Melbourne Metro	<input type="checkbox"/>	03 8 - 03 9 <input type="checkbox"/>			
Wollongong	<input type="checkbox"/>	02 42 <input type="checkbox"/>	<b>Or Individual Areas</b>	<input type="checkbox"/>	<input type="checkbox"/>	Swan Hill	<input type="checkbox"/>	03 50 <input type="checkbox"/>			
Gosford	<input type="checkbox"/>	02 43 <input type="checkbox"/>				Perth Metro	<input type="checkbox"/>	08 92 - 08 94 <input type="checkbox"/>	Sale	<input type="checkbox"/>	03 51 <input type="checkbox"/>
Nowra	<input type="checkbox"/>	02 44 <input type="checkbox"/>				Kalgoorlie	<input type="checkbox"/>	08 90 <input type="checkbox"/>	Geelong	<input type="checkbox"/>	03 52 <input type="checkbox"/>
Windsor	<input type="checkbox"/>	02 45 <input type="checkbox"/>				Port Hedland	<input type="checkbox"/>	08 91 <input type="checkbox"/>	Ballarat	<input type="checkbox"/>	03 53 <input type="checkbox"/>
Campbelltown	<input type="checkbox"/>	02 46 <input type="checkbox"/>				Wongan Hills	<input type="checkbox"/>	08 95 <input type="checkbox"/>	Bendigo	<input type="checkbox"/>	03 54 <input type="checkbox"/>
Penrith	<input type="checkbox"/>	02 47 <input type="checkbox"/>				Northam	<input type="checkbox"/>	08 96 <input type="checkbox"/>	Hamilton	<input type="checkbox"/>	03 55 <input type="checkbox"/>
Goulburn	<input type="checkbox"/>	02 48 <input type="checkbox"/>				Bunbury	<input type="checkbox"/>	08 97 <input type="checkbox"/>	Korumburra	<input type="checkbox"/>	03 56 <input type="checkbox"/>
Newcastle	<input type="checkbox"/>	02 49 <input type="checkbox"/>				Katanning	<input type="checkbox"/>	08 98 <input type="checkbox"/>	Wangaratta	<input type="checkbox"/>	03 57 <input type="checkbox"/>
Albury	<input type="checkbox"/>	02 60 <input type="checkbox"/>				Carnavon	<input type="checkbox"/>	08 99 <input type="checkbox"/>	Shepparton	<input type="checkbox"/>	03 58 <input type="checkbox"/>
Yass	<input type="checkbox"/>	02 62 <input type="checkbox"/>				Iterra WA*	<input type="checkbox"/>	<input type="checkbox"/>	Mornington	<input type="checkbox"/>	03 59 <input type="checkbox"/>
Bathurst	<input type="checkbox"/>	02 63 <input type="checkbox"/>				Central Reserves and Southern Central Reserves Including Warburton (choose NT South)			Deniliquin (see NSW)	<input type="checkbox"/>	<input type="checkbox"/>
Cooma	<input type="checkbox"/>	02 64 <input type="checkbox"/>							Iterra VIC*	<input type="checkbox"/>	<input type="checkbox"/>
Bega	<input type="checkbox"/>	02 64 <input type="checkbox"/>									
Muswellbrook	<input type="checkbox"/>	02 65 <input type="checkbox"/>									
Casino	<input type="checkbox"/>	02 66 <input type="checkbox"/>									
Tamworth	<input type="checkbox"/>	02 67 <input type="checkbox"/>									
Parkes	<input type="checkbox"/>	02 68 <input type="checkbox"/>									
Narrandera	<input type="checkbox"/>	02 69 <input type="checkbox"/>									
Deniliquin	<input type="checkbox"/>	03 58 <input type="checkbox"/>									
Broken Hill	<input type="checkbox"/>	08 80 <input type="checkbox"/>									
Iterra NSW*	<input type="checkbox"/>	<input type="checkbox"/>									
<b>QLD</b>			<b>TAS</b>			<b>SA</b>					
All of QLD	<input type="checkbox"/>	<input type="checkbox"/>	All of Tasmania	<input type="checkbox"/>	<input type="checkbox"/>	All of SA	<input type="checkbox"/>	<input type="checkbox"/>			
<b>Or Individual Areas</b>			<b>Or Individual Areas</b>			<b>Or Individual Areas</b>					
Brisbane Local	<input type="checkbox"/>	07 3 <input type="checkbox"/>	Hobart Metro	<input type="checkbox"/>	03 62 <input type="checkbox"/>	Adelaide Metro	<input type="checkbox"/>	08 82-4 <input type="checkbox"/>			
Brisbane Outer (Non local calls from the Brisbane Metro Area)	<input type="checkbox"/>	<input type="checkbox"/>	Launceston Local	<input type="checkbox"/>	03 63 <input type="checkbox"/>	Gawler	<input type="checkbox"/>	08 85 <input type="checkbox"/>			
Cairns	<input type="checkbox"/>	07 40 <input type="checkbox"/>	Tas South	<input type="checkbox"/>	03 62 <input type="checkbox"/>	Kangaroo Island	<input type="checkbox"/>	08 85 <input type="checkbox"/>			
Maryborough	<input type="checkbox"/>	07 41 <input type="checkbox"/>	Tas North East	<input type="checkbox"/>	03 63 <input type="checkbox"/>	Port Pirie	<input type="checkbox"/>	08 86 <input type="checkbox"/>			
Toowoomba	<input type="checkbox"/>	07 46 <input type="checkbox"/>	Tas North West	<input type="checkbox"/>	03 64 <input type="checkbox"/>	Bordertown	<input type="checkbox"/>	08 87 <input type="checkbox"/>			
Townsville	<input type="checkbox"/>	07 47 <input type="checkbox"/>	Iterra TAS*	<input type="checkbox"/>	<input type="checkbox"/>	Kadina	<input type="checkbox"/>	08 88 <input type="checkbox"/>			
Rockhampton	<input type="checkbox"/>	07 49 <input type="checkbox"/>				Broken Hill (see NSW)	<input type="checkbox"/>	<input type="checkbox"/>			
Nambour	<input type="checkbox"/>	07 54 <input type="checkbox"/>				Iterra SA*	<input type="checkbox"/>	<input type="checkbox"/>			
Beaudesert	<input type="checkbox"/>	07 55 <input type="checkbox"/>									
Iterra QLD*	<input type="checkbox"/>	<input type="checkbox"/>									
<b>NT</b>			<b>Satellite Mobiles</b>								
All of NT	<input type="checkbox"/>	<input type="checkbox"/>	All of Australia	<input type="checkbox"/>	<input type="checkbox"/>	(Can only receive Satellite calls to one answering point)					
<b>Or Individual Areas</b>											
Darwin Local	<input type="checkbox"/>	08 89 <input type="checkbox"/>									
NT North	<input type="checkbox"/>	08 89 <input type="checkbox"/>									
NT South	<input type="checkbox"/>	08 89 <input type="checkbox"/>									
Iterra NT*	<input type="checkbox"/>	<input type="checkbox"/>									
			<b>* Iterra Calls</b>								
			Iterra calls are calls made from Iterra Satellite services.								

\* The Names of areas are indicative only. The area codes represent the true boundaries.

## Call Overflow

With Call Overflow customers can direct their incoming calls to an alternative telephone number when the original telephone number is busy or not answered. Calls can be overflowed up to three times, with a general recorded voice announcement on the final Overflow. It is recommended that Voicemail be used for the final overflow to ensure you do not miss any calls. You can select a Call Overflow time delay maximum ring time of 90 seconds with a minimum of 10 seconds required for the final overflow answer point.

Call Overflow may conflict with existing programming where the answering point destination is: Spectrum ACD/UCD/ Hunt Line Group, Spectrum Attendant Console, Sitaline Indial, or an Indial PABX extension (excluding ISDN Indial and MFC Indial).

Please tick how you would like your calls overflowed.

	Answer Point Number	Busy	No Answer	Call Overflow Time (on no answer)
Answering Point 1 (as listed on page 1)	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Overflow Destination 1	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Overflow Destination 2	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Overflow Destination 3	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

For more Call Collection Areas, please photocopy this page for each additional Call Collection Area and return with application.

## Call Splaying

This feature allows customers to share calls in 1% increments between 1 to 10 telephone numbers/locations based on their ability to handle the workload. For example, 60% of the calls answered at one location and 40% of calls at another location (averaged over 100 call attempts). The Call Splaying percentages must total 100%.

	Call Collection Area (Name)		Call Collection Area (Name)	
	Answering Point Destination (include area code)	Call Splaying % to Answering Point Destination	Answering Point Destination (include area code)	Call Splaying % to Answering Point Destination
Answering Point 1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Answering Point 2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Answering Point 3	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Answering Point 4	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Answering Point 5	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Answering Point 6	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Answering Point 7	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Answering Point 8	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Answering Point 9	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Answering Point 10	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Total Call Splaying %</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

For more than two Call Collection Areas, please photocopy this page for each additional Call Collection Area and return with application.

Have you attached additional sheets?  Yes, please specify how many sheets   No

## Time and Day Manager

This feature lets you divert calls to alternative telephone numbers based on the time and day the call is made. For example, customers can divert calls after hours to their home number or to Voicemail to take a message, which can be answered at a more convenient time. Or if the business has more than one office, such as in Sydney and Perth, the customer could have calls to Sydney diverted to Perth when the Sydney office closes, to take advantage of the time difference and effectively extend their trading hours.

*Note: Times must be noted by a 24 hour clock (ie 1:00pm = 13:00).*

**Time Zones:** Please nominate a state for the appropriate time zone you would like your calls to be switched.

**Special Day:** Where a special day (date) has been nominated, calls will only be routed to the nominated answer point for that day.

Event	Day/s of Week	Time/s	Answering Point Destination	Time Zone (state)
Sample	Mon - Fri	09:00 - 17:00	(03) 99991111	VIC
Sample	Mon - Fri	Outside above hours	(03) 99999999	VIC
Sample	Sat & Sun	All day	(03) 99998888	VIC
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				

**Statutory Holidays:** (based on State Wide Public Holidays proclaimed or gazetted by a Government (i.e. Federal/State/Local) or Judicial Authority to be observed within a State, Territory or Locality are observed).

### National

- New Year's Day   
  Australia Day   
  Good Friday   
  Easter Monday   
  Christmas Day

Specify Answer Point Destination/s:

### WA

- Labour Day  
 ANZAC Day Holiday  
 Foundation Day  
 Queen's Birthday (WA)  
 Boxing Day

### ACT

- Canberra Day  
 Easter Saturday  
 ANZAC Day Holiday  
 ANZAC Day Holiday  
 Queen's Birthday  
 Bank Holiday\*  
 Labour Day  
 Boxing Day

### NT

- Easter Saturday  
 ANZAC Day Holiday  
 May Day  
 Queen's Birthday (WA)  
 Picnic Day  
 Boxing Day

### SA

- Easter Saturday  
 ANZAC Day Holiday  
 Adelaide Cup Day  
 Queen's Birthday  
 Labour Day  
 Proclamation Day

Specify Answer Point Destination/s:

### WA

- Labour Day  
 ANZAC Day Holiday  
 Foundation Day  
 Queen's Birthday (WA)  
 Boxing Day

### ACT

- Canberra Day  
 Easter Saturday  
 ANZAC Day Holiday  
 ANZAC Day Holiday  
 Queen's Birthday  
 Bank Holiday\*  
 Labour Day  
 Boxing Day

### NT

- Easter Saturday  
 ANZAC Day Holiday  
 May Day  
 Queen's Birthday (WA)  
 Picnic Day  
 Boxing Day

### SA

- Easter Saturday  
 ANZAC Day Holiday  
 Adelaide Cup Day  
 Queen's Birthday  
 Labour Day  
 Proclamation Day

Specify Answer Point Destination/s:

\* Note: for regional observances only.

## Time and Day Manager *(continued)*

**Customer Special Days Calendar:** (please state Name, Date and Times, Answering Point/s).

Special Day Name	Date	Time/s	Answering Point Destination	Time Zone (state)
<i>eg. Company Holiday</i>	<i>02/02/07</i>	<i>All Day</i>	<i>(08) 91119111</i>	<i>WA</i>