



Australia's 'best service' telco

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

Account Application Form

Agent:1300-numbers-1800-numbers.com.au

Please TYPE YOUR DETAILS in the highlighted fields.

Is this application for a \$67 "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)

\* Customer's Company Name / Legal Entity
\* Trading Name (if applicable)
Type of Business \* ABN:
\* Business Street Address: Suburb: State: Postcode:
Postal Address (if different from above): Suburb: State: Postcode:
\* Landline Contact Phone: ( ) Fax: ( )
\* Business Email Address to receive accounts etc:
Hotmail, Gmail or similar free webmail accounts are NOT acceptable under any circumstances. Please configure all SPAM FILTERS IMMEDIATELY (at your ISP, network and PC levels) and maintain your email box to accept email confirmation of your order, notices and account invoice attachments from alltel.com.au.
\* Full Name of First Proprietor or Director: \* Date of Birth
\* Drivers Licence Number and State \* Email: \* Mobile
\* Residential Address: Suburb: State: Postcode:
\* Full Name of Second Proprietor or Director: \* Date of Birth
\* Drivers Licence Number and State \* Email: \* Mobile
\* Residential Address: Suburb: State: Postcode:

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 4 columns: OR YOU SELECT, Phone, 1st Choice, 2nd Choice. Rows include 'Up to 5-7 business days for setup' for both Phone and Fax.

Which Monthly Plan? for Phone \$14 \$19 \$29 \$39 for Fax \$14 \$19 \$29 \$39
\* 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 \$29)	
Smartnumber		Which Monthly Plan? (eg \$29)	

**SmartNumber Owner's Authority**

Name under which SmartNumber was Purchased	
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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 )
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**2. OPTIONAL Second Answering Destination Number**

If 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 )
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**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 <input type="checkbox"/>	Area based Routing <input type="checkbox"/>	Exchange based routing <input type="checkbox"/>
Time based routing <input type="checkbox"/>	Mobile based routing <input type="checkbox"/>	Call Splaying <input type="checkbox"/>
Emergency Routing Procedure <input type="checkbox"/>	Customised Call barring <input type="checkbox"/>	

**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 )
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**Section 2g – Do you want a "Business Intro" added to your 1300 / 1800 number ?**

YES (tick if required)  Female Voice  Male Voice (Note \$5 monthly fee applies)

Your Greeting (remember to include your business name – NO MORE THAN 20 WORDS in total):

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**Section 3 – Do You Want A Live Answering Service ?** (minimum term 3 months)

YES (tick if required) – then select which Live Answering Service you want from below.

**Messages 24/7** 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

**Team Messenger** YES (tick if required) If selected, we will contact you to discuss additional requirements.

Selected Monthly Plan Code: (please check)  TM20  TM30  TM55  TM75  TM100

**Reception Connect** YES (tick if required) If selected, we will contact you to discuss additional requirements.

Selected Monthly Plan Code: (please check)  RC20  RC30  RC50  RC70  RC90

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

YES (tick if required)

Selected Monthly Plan Code: (please check)  FV-LITE  FV-PRO

Email Address to receive copy of messages  Same as above

FAX2Email ONLY  Voice2Email ONLY  BOTH (individual services & fees)

Which file format for receiving faxed documents (leave as default PDF if unsure)?  PDF (default)  TIFF

**Section 4a – Do You Want Email2Fax?** (No additional monthly fee if ordered with Fax2Email above)

YES (tick if required) - per minute charges apply

**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 Phoneline 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](http://www.alltel.com.au/terms.html) and [www.alltel.com.au/privacy.html](http://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 / 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.