



Telcofusion Pty Ltd
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 PO BOX 222
 ARTARMON POST SHOP NSW 1570
 PH: 1800 835 263
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 Email: info@telcofusion.com.au

NEW 1300 / 1800 BUSINESS ACCOUNT APPLICATION FORM

Thank you for choosing **TELCOFUSION Pty Ltd**. All information provided by you is held in strict confidence and is not used for any purpose other than the direct provision and support of **TELCOFUSION Pty Ltd** business communications and associated services.

SECTION 1 – APPLICATION DETAILS:

PLEASE TYPE YOUR DETAILS IN THE HIGHLIGHTED FIELDS

* INDICATES MANDATORY FIELDS

(REFERRAL ID NUMBER:)

PLEASE SELECT SERVICE TYPE APPLYING FOR:

- NEW 1300 / 1800 SERVICE
- TRANSFER EXISTING 1300 / 1800 SERVICE FROM ANOTHER TELCO TO US
- NEW 1300 / 1800 SMARTNUMBER FROM ACMA AUCTION

DO YOU HAVE AN EXISTING **TELCOFUSION PTY LTD** ACCOUNT?

NO
(GO TO SECTION 2)

YES
ACCOUNT NUMBER:
(GO TO SECTION 3)

SECTION 2 – BUSINESS DETAILS:

PLEASE SELECT ENTITY TYPE

- COMPANY SOLE TRADER DISCRETIONARY TRUST OTHER

LEGAL ENTITY NAME: *
(PLEASE PRINT)

ABN: *

TRADING NAME:

PHYSICAL ADDRESS: *
(NO PO BOXES ACCEPTED)

POSTAL ADDRESS:
(IF DIFFERENT FROM ABOVE)

DIRECTOR / SOLE TRADER: FIRST & SURNAME:

DRIVER'S LICENSE NUMBER: * DOB *

CONTACT NUMBERS: MOB: * PH: *
FX:

PRIMARY EMAIL ADDRESS: *
(LARGE PRINT PLEASE)

BILLING EMAIL ADDRESS: *
(LARGE PRINT PLEASE)

SECTION 3 – RANDOM / LUCKY DIP 1800 NUMBER (S):

I HEREBY CONFIRM THAT I REQUEST TELCOFUSION TO SUPPLY ANY AVAILABLE 1800 NUMBER(S) AND I WILL BE NOTIFIED OF THAT NUMBER ONCE CONNECTED.

1800 PHONE / FAX NUMBER (S) (Please include area codes)

<input type="checkbox"/> 1800 PHONE NUMBER	MY NEW 1800 PHONE NUMBER WILL BE ANSWERING IN AUSTRALIA TO MY: <u>LANDLINE</u> DESTINATION NUMBER: <input type="text"/> OR <u>MOBILE</u> DESTINATION NUMBER : <input type="text"/> IF MY <u>LANDLINE/MOBILE IS BUSY OR UNANSWERED</u> AFTER 15 SECONDS, PLEASE DIVERT PHONE CALLS TO: <input type="text"/>
<input type="checkbox"/> 1800 FAX NUMBER	MY NEW 1800 FAX NUMBER WILL BE ANSWERING IN AUSTRALIA TO MY: <u>LANDLINE</u> DESTINATION NUMBER: <input type="text"/>
<input type="checkbox"/> ANOTHER 1800 PHONE NUMBER	MY NEW 1800 PHONE NUMBER WILL BE ANSWERING IN AUSTRALIA TO MY: <u>LANDLINE</u> DESTINATION NUMBER: <input type="text"/> OR <u>MOBILE</u> DESTINATION NUMBER : <input type="text"/> IF MY <u>LANDLINE/MOBILE IS BUSY OR UNANSWERED</u> AFTER 15 SECONDS, PLEASE DIVERT PHONE CALLS TO: <input type="text"/>
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SECTION 3 – RANDOM / LUCKY DIP 1300 NUMBER (S):

I HEREBY CONFIRM THAT I REQUEST TELCOFUSION TO SUPPLY ANY AVAILABLE 1300 NUMBER(S) AND I WILL BE NOTIFIED OF THAT NUMBER ONCE CONNECTED.

1300 PHONE / FAX NUMBER (S) (Please include area codes)

<input type="checkbox"/> 1300 PHONE NUMBER	MY NEW 1300 PHONE NUMBER WILL BE ANSWERING IN AUSTRALIA TO MY: <u>LANDLINE</u> DESTINATION NUMBER: <input type="text"/> OR <u>MOBILE</u> DESTINATION NUMBER : <input type="text"/> IF MY <u>LANDLINE/MOBILE</u> IS <u>BUSY OR UNANSWERED</u> AFTER 15 SECONDS, PLEASE DIVERT PHONE CALLS TO: <input type="text"/>
<input type="checkbox"/> 1300 FAX NUMBER	MY NEW 1300 FAX NUMBER WILL BE ANSWERING IN AUSTRALIA TO MY: <u>LANDLINE</u> DESTINATION NUMBER: <input type="text"/>
<input type="checkbox"/> ANOTHER 1300 PHONE NUMBER	MY NEW 1300 PHONE NUMBER WILL BE ANSWERING IN AUSTRALIA TO MY: <u>LANDLINE</u> DESTINATION NUMBER: <input type="text"/> OR <u>MOBILE</u> DESTINATION NUMBER : <input type="text"/> IF MY <u>LANDLINE/MOBILE</u> IS <u>BUSY OR UNANSWERED</u> AFTER 15 SECONDS, PLEASE DIVERT PHONE CALLS TO: <input type="text"/>
<input type="checkbox"/> ANOTHER 1300 PHONE NUMBER	MY NEW 1300 PHONE NUMBER WILL BE ANSWERING IN AUSTRALIA TO MY: <u>LANDLINE</u> DESTINATION NUMBER: <input type="text"/> OR <u>MOBILE</u> DESTINATION NUMBER : <input type="text"/> IF MY <u>LANDLINE/MOBILE</u> IS <u>BUSY OR UNANSWERED</u> AFTER 15 SECONDS, PLEASE DIVERT PHONE CALLS TO: <input type="text"/>
<input type="checkbox"/> ANOTHER 1300 PHONE NUMBER	MY NEW 1300 PHONE NUMBER WILL BE ANSWERING IN AUSTRALIA TO MY: <u>LANDLINE</u> DESTINATION NUMBER: <input type="text"/> OR <u>MOBILE</u> DESTINATION NUMBER : <input type="text"/> IF MY <u>LANDLINE/MOBILE</u> IS <u>BUSY OR UNANSWERED</u> AFTER 15 SECONDS, PLEASE DIVERT PHONE CALLS TO: <input type="text"/>

SECTION 4 – TRANSFER YOUR EXISTING 1300 / 1800 SERVICE (S):

PLEASE PRINT YOUR **EXISTING** 1300 / 1800 SERVICE NUMBER (S) YOU ARE TRANSFERRING IN THE SPACE PROVIDED BELOW.

1300
(NUMBERS ONLY PLEASE NOT LETTERS)

MY EXISTING 1300 PHONE NUMBER WILL BE ANSWERING IN AUSTRALIA TO MY:

PHONE / FAX DESTINATION NUMBER:

OR

MOBILE DESTINATION NUMBER :

1800
(NUMBERS ONLY PLEASE NOT LETTERS)

MY EXISTING 1800 PHONE NUMBER WILL BE ANSWERING IN AUSTRALIA TO MY:

PHONE / FAX DESTINATION NUMBER:

OR

MOBILE DESTINATION NUMBER :

AUTHORISATION

EXISTING SERVICE PROVIDER'S WHOLESALE ACCOUNT NUMBER IS (e.g. 12345) ON NETWORK (e.g. PRIMUS).

FOR PROOF OF OWNERSHIP, PLEASE PRINT THE ACCOUNT NUMBER OF YOUR CURRENT 1300 / 1800 NUMBER FROM THE PHONE BILL: **

PLEASE PRINT THE NAME OR ENTITY SHOWN ON YOUR CURRENT 1300 / 1800 PHONE BILL: *

** PLEASE SEND A COPY OF YOUR LATEST TELEPHONE INVOICE WITH YOUR APPLICATION.

PLEASE NOTE THAT UNLESS ALL INFORMATION IS PROVIDED ACCURATELY WE CANNOT PROCES THE APPLICATION – PLEASE REER TO YOUR EXISTING PROVIDER FOR FURTHER INFORMATION TO ENSURE YOU PROVIDE US WITH CORRECT DETAILS.

SECTION 5 – SMARTNUMBER(S)[™] TRANSFER FROM ACMA:

PLEASE PRINT THE CURRENT ROU HOLDER NAME AS NOTED ON THE ACMA

DOCUMENTATION - **ROU HOLDER** NAME:

1300

(NUMBERS ONLY PLEASE
NOT LETTERS)

MY 1300 SMARTNUMBER WILL BE ANSWERING IN AUSTRALIA
TO MY:

PHONE / FAX DESTINATION NUMBER:

OR

MOBILE DESTINATION NUMBER :

1800

(NUMBERS ONLY PLEASE
NOT LETTERS)

MY 1800 SMARTNUMBER WILL BE ANSWERING IN AUSTRALIA
TO MY:

PHONE / FAX DESTINATION NUMBER:

OR

MOBILE DESTINATION NUMBER :

SECTION 6 – FLASHNUMBER(S)[™]:

PLEASE PRINT THE CURRENT LICENSEE HOLDER NAME:

PLEASE PRINT THE CURRENT LICENSEE AUTHORISATION NUMBER:

(FOUND AT THE TOP RIGHT OF AUTHORISATION LETTER ISSUED BY FLASHNUMBERS)

1300

(NUMBERS ONLY PLEASE
NOT LETTERS)

MY 1300 FLASHNUMBER WILL BE ANSWERING IN AUSTRALIA TO
MY:

PHONE / FAX DESTINATION NUMBER:

OR

MOBILE DESTINATION NUMBER :

1800

(NUMBERS ONLY PLEASE
NOT LETTERS)

MY 1800 FLASHNUMBER WILL BE ANSWERING IN AUSTRALIA TO
MY:

PHONE / FAX DESTINATION NUMBER:

OR

MOBILE DESTINATION NUMBER :

SECTION 7 – COMPLEX CONFIGURATION:

TICK IF REQUIRED & ONE OF OUR FRIENDLY TEAM WILL CONTACT YOU TO DISCUSS YOUR COMPLEX ROUTING REQUIREMENTS (**ADDITIONAL CHARGES APPLY**):

<u>CONFIGURATION OPTION</u>	<u>DESCRIPTION</u>
<input type="checkbox"/> IVR	<p><i>“PRESS 1 FOR SALES, 2 FOR ACCOUNTS...” ETC</i></p> <p>ROUTES CALLS TO ONE OF UP TO 8 ANSWERING POINTS ON STATE AND ALL CALLS FROM A MOBILE TO A SINGLE ANSWERING POINT.</p> <p><i>STATES ARE NSW, ACT, VIC, TAS, QLD, WA, SA & NT.</i></p>
<input type="checkbox"/> REGION BASED ROUTING	<p>ROUTES FIXED WIRE CALLS TO ONE OF UP TO 58 ANSWERING POINTS BASED ON THE REGION OF ALL CALLS FROM A MOBILE TO A SINGLE ANSWERING POINT.</p> <p><i>EXAMPLES OF REGION INCLUDE: SYDNEY, WOLLONGONG, NEWCASTLE, GOSFORD.</i></p>
<input type="checkbox"/> TIME BASED ROUTING	<p>THIS FEATURE ALLOWS CALLS TO BE REDIRECTED DEPENDING ON THE TIME OF DAY AND DAY OF THE WEEK.</p>
<input type="checkbox"/> CALL SPLAYING	<p>CALLS ARE ROUTED TO DIFFERENT ANSWERING POINTS BASED ON A PRE-SET RATIO. UP TO 20 ANSWERING POINTS CAN BE USED. PERCENTAGES MUST EQUAL 100% (COMPLEX ROUTING (3+ ANSWER POINTS)).</p> <p><i>WITH THIS FEATURE IF THERE IS A FAILURE TO CONNECT TO A SPECIFIED ANSWERING POINT IT IS POSSIBLE TO RE-ROUTE THE CALL TO ANOTHER PHONE.</i></p>

SECTION 8 – BILLBUDDY PTY LTD DIRECT DEBIT AUTHORISATION:

TELCOFUSION'S NOMINATED TELECOMMUNICATIONS NATIONAL BANKING PAYMENT COLLECTIONS AGENCY – **BILL BUDDY PTY LTD**

REQUEST AND AUTHORITY TO DEBIT THE ACCOUNT NAMED BELOW TO PAY BILL BUDDY PTY LTD

SURNAME / COMPANY NAME:

GIVEN NAMES OR ACN/ABN:

Request and authorise Bill Buddy Pty Ltd (the User) (User ID number 320813) to arrange for any amount Bill Buddy Pty Ltd may debit or charge you on behalf of Telcofusion Pty Ltd to be debited through the Bulk Electronic Clearing System from an account held at the financial institution identified below subject to the terms and conditions as set out herein and in accordance with Telcofusion's Terms and Conditions[and any further instructions provided below].

IF DEBITING AN ACCOUNT OTHER THAN A CREDIT CARD INSERT DETAILS HERE

FINANCIAL INSTITUTION'S NAME:

NAME OF ACCOUNT:

BSB NUMBER:

ACCOUNT NUMBER:

Please note: If you are unsure of your correct BSB and / or account number, please contact your financial institution or check your last bank statement.

ACKNOWLEDGEMENT

By signing this direct debit request you acknowledge having read and understood the terms and conditions governing the debit arrangements between you and Bill Buddy Pty Ltd as set out herein and in accordance with Telcofusion's Terms and Conditions. Further, you expressly authorise Bill Buddy Pty Ltd to draw any fees from the account nominated in this form.

IF DEBITING A *CREDIT CARD ACCOUNT INSERT DETAILS HERE

**(Please note that any credit card transactions will appear on your statement as "Bill Buddy")*

NAME AS IT APPEARS ON CARD:

CARD NUMBER:

EXPIRY DATE:

CARD TYPE:

MASTERCARD VISA

CCV NUMBER:

(Last 3 digits on the back of the card)

ACKNOWLEDGEMENT

By signing this request you authorise Bill Buddy Pty Ltd to enter a charge against your nominated credit card for an amount and frequency directed by the Biller indicated in the "Biller Use Only" section at the bottom of this form. I understand that any credit card transactions will appear on my statement as "Bill Buddy". Furthermore you agree to reimburse Bill Buddy Pty Ltd for any successful claims made by the cardholder through their financial institution against Bill Buddy Pty Ltd. ** Please note that direct debits from a Credit Card transaction will attract a 2% transaction fee and a \$1.00 minimum fee.

SIGNATURE OF ALL ACCOUNT / CARD HOLDERS

(If signing for a company, sign and print full name and capacity for signing e.g. Director)

SIGNATURE

DATE

ADDRESS

SECTION 9 – IMPORTANT!
PLEASE NOMINATE YOUR PREFERRED PLAN:

I WANT TO START ON PLAN NUMBER:

TF - 1300 / 1800 PHONE

TF - 1300 / 1800 FAX

If no plan selected, preferred plan will automatically default to plan number TF-02.

SECTION 10 – HOW DID YOU HEAR ABOUT US:

- | | |
|---------------------------------------|--|
| <input type="checkbox"/> FLASHNUMBERS | <input type="checkbox"/> WORD OF MOUTH |
| <input type="checkbox"/> WEBSITE | <input type="checkbox"/> PRINT |
| | <input type="checkbox"/> OTHER |

SECTION 11 – DECLARATION:

By signing the below you agree that:

1. You have printed out, read and agreed to the Telcofusion Pty Ltd Terms and Conditions found at [terms and conditions](#).
2. You understand that current rates are published online at [our Rates](#) web page.
3. You understand Telcofusion Pty Ltd may perform a credit check upon application.
4. You agree to test each and every requested service to your satisfaction PRIOR to printing any material and / or publishing any document containing the service number (s) requested.
5. You are the Director / Sole Trader legally authorised to make application and sign upon behalf of the entity noted above.
6. You are not under any contract and **you will provide Telcofusion with one full calender month's notice to cancel** services.

DIRECTOR / SOLE TRADER FULL NAME:
(PLEASE PRINT)

SIGNATURE:

DATE:

SECOND DIRECTOR FULL NAME:

SIGNATURE:

DATE:

NOW PLEASE FAX THIS COMPLETED FORM ASAP TO **1300 557 007** OR scan and email to info@telcofusion.com.au

IMPORTANT EMAIL NOTICE:

Please add info@telcofusion.com.au to your friends / white list prior to sending your application to ensure our vital confirmation email is not lost.

We thank you for your application and you will be contacted shortly.

SPECIAL INSTRUCTIONS HERE: