

INBOUND SERVICES (State / District based)

Section 1: Request Details (Mandatory)

Request Type: New / Port Service Required (Complete Sections 1 – 5) Modify / Cancel Existing Service (Complete Sections 1 - 2 & 4 – 5)

Type of Service: 1800 1300 13

Section 2: Company & Customer Details (Mandatory)

If you are an existing Witcom Telecommunications customer do you wish to have this service billed to your existing account?

Yes, my client number is: → (Go to section 2.2)
 No → (Go to section 2.1)

2.1 Company Details

Company Name:
 Trading Name:
 ACN: ABN:
 Address: Floor No: Unit No: Street No:
 Street Address:
 Suburb: State: Post Code:

2.2 Authorised Representative Details

Contact Name:
 E-Mail:
 Main Phone No: Main Fax No:
 Mobile:

Section 3: Billing Address (Mandatory)

Do you want the Witcom Telecommunications bill to be sent to another address or person?

No → (Go to section 4)
 Yes → (Go to section 3.1)

3.1 Billing Details

Attention to:

Billing Address: Floor No: Unit No: Street No:
 Street Address:
 Suburb: State: Post Code:

Office Use Only:

Client #: Agent/Rep Code: Assoc. Code: Branch Code:
 Provisioning Consultant: Base Plan:

Section 4: Request Details (Mandatory)

- Option A: Activate a new Inbound service**
 Select this option, where you would like to choose a number. Witcom Telecommunications will endeavour to obtain your preference, however in the event that Witcom Telecommunications is unable to obtain any of your preferences you will be contacted and presented with other numbers to choose from.
 → (Go to section 4.1)
- Option B: Port a service number from another carrier**
 Select this option, where you would like to use a service number that is currently yours but held by a carrier other than Witcom Telecommunications.
 → (Go to section 4.3)
- Option C: Activate a Smartnumber**
 Select this option where you hold a number won at auction through www.smartnumbers.com.au
 Smartnumber: _____ → (Go to section 5)
- Option D: Modify / Cancel existing service**
 Select this option where you want to re-configure an existing Witcom Telecommunications service.

<input type="checkbox"/> Modify Service (Section 5 Required) Inbound Number: _____ → (Go to section 5)	<input type="checkbox"/> Cancel Service Existing National Answer Point: _____
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4.1 Answer point details (Nation Wide) (Mandatory)

Single Answer Point – Nationwide

<u>Location</u>	<u>Answering Telephone Number</u>	<u>Overflow Number</u>
Nationwide	<input style="width: 150px;" type="text"/>	<input style="width: 150px;" type="text"/>

→ (Go to Terms and Conditions)

4.2 New Number Required

<input style="width: 100%;" type="text"/> First Preference	<input style="width: 100%;" type="text"/> Second Preference	<input style="width: 100%;" type="text"/> Third Preference
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→ (Go to section 5)

4.3 Number Porting Required

Service Number to Port	Current Service Provider	Account Number for the Current Carrier
<input style="width: 100%;" type="text"/> 1.	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
<input style="width: 100%;" type="text"/> 2.	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
<input style="width: 100%;" type="text"/> 3.	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>

→ (Go to section 5)

Section 5: Service Configuration (Supply a copy of this section for each Inbound number and / or Regional answer point) (Mandatory)

Section 5 configuration applies to:

New Service Number Service Number:

5.1 Answer point details (State Level)

Multiple Answer Points – State Level Multiple Answer Points – District Level → (Go to section 6 – [Additional Sheet](#))

	<u>Location</u>	<u>Answering Telephone Number</u>	<u>Overflow Number</u>		<u>Location</u>	<u>Answering Telephone Number</u>	<u>Overflow Number</u>
<input type="checkbox"/>	VIC	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input type="checkbox"/>	NSW	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
<input type="checkbox"/>	TAS	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input type="checkbox"/>	ACT	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
<input type="checkbox"/>	QLD	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input type="checkbox"/>	SA	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
<input type="checkbox"/>	WA	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input type="checkbox"/>	NT	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>

<input type="checkbox"/>	Multiple Answer Points – Region Level. (Additional Charges Apply)	Answer Point:			
Where additional Answer Points are required, please complete a copy of section 5 for each Answer Point.					
New South Wales		Victoria			
Sydney <input type="checkbox"/>	02 8 & 9	Melbourne <input type="checkbox"/>	03 8 & 9		
Wollongong <input type="checkbox"/>	02 42	Victoria Country <input type="checkbox"/>	03 5		
Gosford <input type="checkbox"/>	02 43	Sale <input type="checkbox"/>	03 51		
Nowra <input type="checkbox"/>	02 44	Geelong <input type="checkbox"/>	03 52		
Windsor <input type="checkbox"/>	02 45	Ballarat <input type="checkbox"/>	03 53		
Campbelltown <input type="checkbox"/>	02 46	Bendigo <input type="checkbox"/>	03 54		
Penrith <input type="checkbox"/>	02 47	Hamilton <input type="checkbox"/>	03 55		
Goulburn <input type="checkbox"/>	02 48	Korumburra <input type="checkbox"/>	03 56		
Newcastle <input type="checkbox"/>	02 49	Wangaratta <input type="checkbox"/>	03 57		
Bathurst <input type="checkbox"/>	02 63	Shepparton <input type="checkbox"/>	03 58		
Cooma / Bega <input type="checkbox"/>	02 64	Mornington <input type="checkbox"/>	03 59		
Muswellbrook <input type="checkbox"/>	02 65	Swan Hill <input type="checkbox"/>	03 50		
Casino <input type="checkbox"/>	02 66	Albury / Wodonga (See New South Wales)			
Tamworth <input type="checkbox"/>	02 67	South Australia			
Parkes <input type="checkbox"/>	02 68	Adelaide <input type="checkbox"/>	08 81-84		
Narrandera <input type="checkbox"/>	02 69	Gawler <input type="checkbox"/>	08 850-4 & 6-9		
Albury / Wodonga <input type="checkbox"/>	02 60	Port Pirie <input type="checkbox"/>	08 86		
Broken Hill (See South Australia)		Bordertown <input type="checkbox"/>	08 87		
Tasmania		Kadina <input type="checkbox"/>	08 88		
Hobart <input type="checkbox"/>	03 62	Broken Hill <input type="checkbox"/>	08 80		
Launceston <input type="checkbox"/>	03 63	Kangaroo Island <input type="checkbox"/>	08 55		
Burnie <input type="checkbox"/>	03 64				
		Western Australia			
		Perth <input type="checkbox"/>	08 92-94, 08 62-5		
		Port Hedland <input type="checkbox"/>	08 91		
		Wongan Hills <input type="checkbox"/>	08 95		
		Northern Hills <input type="checkbox"/>	08 96		
		Bunbury <input type="checkbox"/>	08 97		
		Katanning <input type="checkbox"/>	08 98		
		Carnavon <input type="checkbox"/>	08 99		
		Kalgoorlie <input type="checkbox"/>	08 90		
		Queensland			
		Brisbane <input type="checkbox"/>	07 3		
		Maryborough <input type="checkbox"/>	07 41		
		Nambour <input type="checkbox"/>	07 54		
		Beadesert <input type="checkbox"/>	07 55-6		
		Toowoomba <input type="checkbox"/>	07 46		
		Townsville <input type="checkbox"/>	07 47		
		Rockhampton <input type="checkbox"/>	07 49		
		Cairns <input type="checkbox"/>	07 40		
		ACT			
		Canberra <input type="checkbox"/>			
		Northern Territory			
		Darwin <input type="checkbox"/>	08 89 2-4,635-637,7-9		
		Alice Springs <input type="checkbox"/>	08 89 5-6		
5.2 Mobile Configuration (Optional)					
<input type="checkbox"/> Disable mobile access (No calls originating from mobiles are to be accepted by the Witcom Telecommunications Inbound)					
5.3 Time and Day Redirection (Optional)					
Location/s to be diverted	Start Redirection Date	Time	Finish Redirection Date	Time	Phone Number Answer Point
<input type="checkbox"/> VIC <input type="checkbox"/> NSW <input type="checkbox"/> NT <input type="checkbox"/> TAS <input type="checkbox"/> QLD <input type="checkbox"/> WA <input type="checkbox"/> SA <input type="checkbox"/> ACT	/ /	:	/ /	:	()
<input type="checkbox"/> VIC <input type="checkbox"/> NSW <input type="checkbox"/> NT <input type="checkbox"/> TAS <input type="checkbox"/> QLD <input type="checkbox"/> WA <input type="checkbox"/> SA <input type="checkbox"/> ACT	/ /	:	/ /	:	()
<input type="checkbox"/> VIC <input type="checkbox"/> NSW <input type="checkbox"/> NT <input type="checkbox"/> TAS <input type="checkbox"/> QLD <input type="checkbox"/> WA <input type="checkbox"/> SA <input type="checkbox"/> ACT	/ /	:	/ /	:	()
<input type="checkbox"/> VIC <input type="checkbox"/> NSW <input type="checkbox"/> NT <input type="checkbox"/> TAS <input type="checkbox"/> QLD <input type="checkbox"/> WA <input type="checkbox"/> SA <input type="checkbox"/> ACT	/ /	:	/ /	:	()
<input type="checkbox"/> VIC <input type="checkbox"/> NSW <input type="checkbox"/> NT <input type="checkbox"/> TAS <input type="checkbox"/> QLD <input type="checkbox"/> WA <input type="checkbox"/> SA <input type="checkbox"/> ACT	Every: <input type="checkbox"/> Day. <input type="checkbox"/> Weekday. <input type="checkbox"/> Weekend.	From :	To :		()
<input type="checkbox"/> VIC <input type="checkbox"/> NSW <input type="checkbox"/> NT <input type="checkbox"/> TAS <input type="checkbox"/> QLD <input type="checkbox"/> WA <input type="checkbox"/> SA <input type="checkbox"/> ACT	Every: <input type="checkbox"/> Day. <input type="checkbox"/> Weekday. <input type="checkbox"/> Weekend.	From :	To :		()
<input type="checkbox"/> Please tick where additional Time and Day redirection instructions are attached to this form (Please Note, additional instructions must be signed and dated by the same applicant as this form.)					

Witcom Telecommunications Inbound Services – TERMS AND CONDITIONS

- 1 The Customer named in this application applies to Witcom Telecommunications Pty Ltd ("**Witcom Telecommunications**") to provide the specified Inbound Service. Witcom Telecommunications is not obliged to accept this application.
- 2 Customer warrants to Witcom Telecommunications that it is authorised to make this application and that all information given to the ACMA and to Witcom Telecommunications is true and correct.
- 3 Witcom Telecommunications Standard Agreement for Fixed Line Services as amended from time to time under Telecommunications Act 1997 (Cth) ("**Standard Agreement**") is applicable (available from Witcom Telecommunications) in addition to the terms of this application.
- 4 Customer authorises Witcom Telecommunications, as agent for Customer, now and in the future, to obtain information from any existing provider of Customer's telecommunications services and to complete and sign documentation and to take all steps necessary to give effect to this application and to transfer Customer's accounts and services from that existing provider to Witcom Telecommunications.
- 5 Customer acknowledges that:
 - 5.1 by porting a Service Number to Witcom Telecommunications, the associated service is disconnected from the existing provider's network, which may result in finalisation of the customer's account for that service; and
 - 5.2 although the Customer has rights to port, there may be associated costs and obligations, including early termination and porting fees. It is the Customer's responsibility to check the conditions of its existing contract.
- 6 In this application:
 - 6.1 "**Inbound Service**" means each of 1800 Service, 1300 Service and 13 Service and where applicable includes services in relation to rights of use and smartnumbers;
 - 6.2 "**1800 Service**" is a "freephone service" which provides an automatic reverse charge call service, free to a caller from fixed line and pay phones (charges for calls from mobile phones are service-provider dependent);
 - 6.3 "**1300 Service**" provides calls from within Australia at charges similar to, but not the same as, the standard local call rate;
 - 6.4 "**13 Service**" is similar to a 1300 service, with only 6 digits in the service number (in the form of 13xxxx);
 - 6.5 "**smartnumbers**" is a trademark of ACMA and refers to Inbound Service Numbers which are designated by ACMA as smartnumbers;
 - 6.6 "**ACMA**" means Australian Communications and Media Authority;
 - 6.7 "**Service Number**" means the telephone number of an Inbound Service;
 - 6.8 "**rights of use**" has the meaning specified in Division 7A of Telecommunications Numbering Plan 1997;
 - 6.9 "**ROU-holder**" means the holder of the rights of use for a Service Number.
- 7 In relation to rights of use:
 - 7.1 if requested to do so Customer will provide evidence to the satisfaction of Witcom Telecommunications as to the status of Customer as an ROU-holder;
 - 7.2 Customer will notify Witcom Telecommunications immediately if Customer ceases to be an ROU-holder; and
 - 7.3 it is a condition that Customer complies with all its legal obligations as an ROU-holder.
- 8 Customer accepts and acknowledges that:
 - 8.1 smartnumbers are issued only by the ACMA, by an auction system, with preferential arrangements for "eligible charities". Customers seeking a smartnumber acknowledge that Witcom Telecommunications has no responsibility for the smartnumber allocation process, whether or not Customer has nominated Witcom Telecommunications as preferred carriage service provider;
 - 8.2 not all telephonic keypads are the same and a smartnumber alpha-numeric equivalent may not be the same for all telephones. Other Service Numbers already released or to be released in the future may have similar alpha-numeric characteristics to an existing smartnumber;
 - 8.3 Customer is solely responsible for the selection of any smartnumber or other Service Number;
 - 8.4 Customer must comply in full with its obligations to the ACMA in relation to smartnumbers; and
 - 8.5 smartnumbers (or their alpha-numeric equivalent) may infringe the intellectual property or other legal rights of a third party. Customer will fully indemnify and forever hold harmless Witcom Telecommunications from any claim, liability, damage or cost arising from any Customer smartnumber which may infringe any third-party's intellectual property or other rights.
- 9 Where Witcom Telecommunications is a joint applicant with Customer for a smartnumber, Witcom Telecommunications is not required to provide Inbound Services to that number unless and until Witcom Telecommunications and Customer have agreed about the delivery of those services.
- 10 Customer must not advertise or use a smartnumber or other Service Number before receiving written confirmation from Witcom Telecommunications that the application is accepted and the Inbound Service has been connected.
- 11 Customer will pay all charges applicable to the Inbound Service and/or the Service Number as are set out in the (from time to time) prevailing rate sheet(s) or tariff sheet(s), or as otherwise agreed in writing (as the case may be), including:
 - 11.1 call charges, establishment, one-off and recurring charges, additional feature charges (establishment and recurring) and other charges;
 - 11.2 charges for all calls to Customer Service Number, including without limit, calls from outside Australia, mis-dialled calls and residual calls intended for a service previously used by another customer; and
 - 11.3 any charges arising where Customer elects to port away a Service Number from Witcom Telecommunications to another supplier. Witcom Telecommunications may suspend or reverse the port-away until all charges due and owing to Witcom Telecommunications are paid in full.
- 12 Witcom Telecommunications may suspend or limit an Inbound Service or block incoming calls if in Witcom Telecommunications' opinion, Customer's equipment does not have the capacity to handle the incoming calls.
- 13 If an Inbound Service is cancelled for any reason and Witcom Telecommunications agrees to reconnect it, Witcom Telecommunications cannot guarantee the availability of the former Service Number.
- 14 Customer is responsible for obtaining and maintaining the consent of the legal lessee of any Service Number.
- 15 Witcom Telecommunications is not liable to Customer for any claim, loss or expense whatsoever (whether direct or indirect, consequential or otherwise) which Customer suffers and Customer wholly and without set-off indemnifies Witcom Telecommunications against any claim, loss or expense suffered by Witcom Telecommunications arising from the selection, allocation or use by Customer of any smartnumber or other Service Number.
- 16 Customer agrees to take the Inbound Service for a minimum period of 12 months (unless otherwise agreed) and agrees, in the event of early cancellation or termination, to pay a cancellation fee equal to the fixed monthly network charges, this includes the ACMA annual numbering charges, for the remainder of the minimum period.
- 17 Witcom Telecommunications retains all right, title and interest in and to all configurations, settings, data and information in respect of Customer's Inbound Services ("**Configurations**"). Witcom Telecommunications may (in its sole discretion) permit Customer to access Configurations, but is under no obligation to permit such access, and Customer further agrees that it will, in any event, have no access to Configurations upon the termination of Customer's Inbound Services.
- 18 Customer acknowledges that Witcom Telecommunications may from time to time, subject to privacy requirements:
 - 18.1 disclose information about Customer and the conduct of its account, for the purpose of obtaining and maintaining a credit information file, and to another credit provider or a collection agent for the purpose of collecting overdue payments and notifying defaults;
 - 18.2 obtain and use information about Customer credit worthiness (including a consumer or commercial credit report) from a credit reporting agency, credit provider or other business that reports on creditworthiness;
 - 18.3 use Customer's personal information in connection with the Services and for this purpose may share it within the Witcom Telecommunications Group and with other entities which provide services to Witcom Telecommunications related to the provision of the Services; Witcom Telecommunications may use it to inform Customer about other services offered by Witcom Telecommunications and business partners and associates of Witcom Telecommunications (Customer may elect not to have personal information used in that manner on request to Witcom Telecommunications). Customer has the right to contact Witcom Telecommunications to obtain access to certain Customer personal information held by Witcom Telecommunications; Customer will inform Witcom Telecommunications whenever a change occurs in Customer personal information.

Authorisation:

I acknowledge that I have read and accept the above terms and conditions.

Signed for and on behalf of

(Company Name)

By its duly authorised representative

Print Name:

Signature:

Date: