

# TELSTRA PRIORITY® ONE3, FREECALL™ 1800 & PRIORITY® 1300 APPLICATION FOR NEW SERVICES



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ABN 33 051 775 556

## 1. CUSTOMER DETAILS

Registered Business Name (block letters)			
Legal Entity (Please tick):	<input type="checkbox"/> Ltd	<input type="checkbox"/> Pty Ltd	<input type="checkbox"/>
If a Company: ABN:			
Trading Name (if required):			
Type of Business:			
If a Person: Drivers Licence #:	And DOB: / /		
Service Address:			
			Postcode
Billing Address:			
			Postcode
Email Address:		Web site (URL):	
Authorised Contact Person:	Tel: ( )	Fax: ( )	

## 2. BILLING DETAILS

Do you wish to have your charges billed to your existing Telstra account?	
<input type="checkbox"/> Yes Please specify account number	or My Telstra Phone Number on my account is: ( )
<input type="checkbox"/> No Please use the details in Section 1 for a new account	

## 3. DISCOUNT – INBOUND EXTRA 4 CHARGE

**NO ADDITIONAL**

*Inbound Extra 4 is a discount applied to inbound services. Cannot be applied with other discount options or contracts.*

I would like to receive the Inbound Extra 4 Flexiplan®?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
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Please Note: 1. Inbound Extra 4 provides a discount ranging from 6 – 10% on call charges.  
2. Calls discounted under Inbound Extra 4 may not be discounted under any other Flexi-Plan or discretionary charging option.

Inbound Extra 4 Flexiplan® Monthly calls incl GST	\$110 > \$2.2k (6%)	\$2.2k > \$5.5k (7%)
over \$27.5k (10%)	\$5.5k > \$16.5k (8%)	\$16.5k > \$27.5k (9%)

## 4. SERVICE PASSWORD AND AUTHORISATIONS (MUST BE COMPLETED) - MINIMUM ONE CONTACT REQUIRED.

Name Mr/Ms/Mrs First Name, Surname	Phone Number	Password	Authorised email address	Authorisations (please tick)		
				Adds Moves & Changes	Service * Manag er	Redirect *
1.				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2.				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

\*If applicable – only required if these options are chosen (see sections 13 & 14 of this form)

Please note; Authorising contacts and passwords are required for future modifications to this service.

## 5. NEW SERVICE/S DETAILS

Please state type of service: Priority One3  Priority 1300  Freecall 1800

Have you arranged for the number to be 'Held'? Yes  If YES, please state number

No  Please note: next available number will be allocated

**When do you require this service to be connected?** (Customer Required Date)

**NEW SERVICES** Please tick appropriate boxes: (appropriate forms are required for certain features, please ensure these are filled in if applicable)

Will the Priority One3/Priority 1300/Freecall 1800 number be ported into Telstra from another carrier (A porting Authority form must be completed and submitted with this application form)

Please state the number of answering points for this new Priority One3/Priority 1300/Freecall 1800 service? (Please fill in sections 1, 2, 3, 4, 5, & 6) **Please state answering number/s (if required, please provide on separate sheet with application):**

Will this service be managed via IN-Control? Yes  If YES, please state current service using existing IN-Control:

No

Does this service require an internet based Analyser reporting tool (Refer separate application form)

Will the new service have a Callex IVR service associated with the new Inbound service (Refer separate application form)

Please tick the required features and complete the required sections		Forms required to be filled in and sent with application
<input type="checkbox"/> Area Manager (Including Mobiles)	No Additional Charges apply	Section 7
<input type="checkbox"/> Call Overflow	No Additional Charges apply	Section 8
<input type="checkbox"/> Call Splaying	No Additional Charges apply	Section 9
<input type="checkbox"/> Time & Day Manager	No Additional Charges apply	Section 10
<input type="checkbox"/> International Access	No Additional Charges apply	Section 11
<input type="checkbox"/> Local Area Manager	Additional Charges apply	Section 15
<input type="checkbox"/> Postcode Manager		
<input type="checkbox"/> CCD Manager		
<input type="checkbox"/> Silver Service	Additional Charges apply	Section 12
<input type="checkbox"/> Redirect – Plan Details	Additional Charges apply	Section 13
<input type="checkbox"/> Service Manager	Additional Charges apply	Section 14

Do you want to know more about Value Adds? *Additional Charges apply.*

IN-Control – Service Management Tool - customers will be able to access, update and modify configuration of their service/s.

Analyser OnLine – Reporting Tool – is a web-based tool for customers to analysis call traffic on their service.

Network Based IVR – service capable of handling very large volumes of transactions, or as an overflow facility.

\*Please note: A Telstra Representative will contact you for further details.

**6. APPLICATION APPROVAL**

I (Customer) hereby apply for the Priority One3/Priority 1300/Freecall 1800 Service on the terms and conditions set out in the *Telstra Inbound Network Services* section of Telstra's Standard Form of Agreement as amended from time to time made pursuant to Part 23 of the Telecommunications Act 1997 (Cth). Copies of the SFOA are available from your Telstra representative on request or viewed at <http://www.telstra.com.au/sfoa/>.

I acknowledge and confirm that the consent of the legal lessee of any terminating numbers (where the calls are answered) must be obtained by the Customer before Telstra can approve this application. If the legal lessee of any terminating number withdraws their consent at any time, Telstra may remove that terminating number from any service design without notice to the Customer.

I acknowledge and agree that I must take the Priority One3/Priority 1300/Freecall 1800 Service for a minimum period of twelve months. Early cancellation will incur a cancellation fee which is equal to the outstanding rental due during the remainder of the minimum rental period for the 13/1300/1800 Service.

I agree not to advertise or use the allocated service number until I receive written confirmation from Telstra that the service has been connected.

I acknowledge that Telstra will attempt to allocate the number requested on this application to my service, however in some circumstances Telstra will not be able to do so, and therefore Telstra reserves the right to allocate another number to my service or to vary the number allocated at anytime.

I agree not make any claim or claims against Telstra or hold Telstra liable for any loss I may suffer or liability I may incur as a result of Telstra's inability to allocate to my service any number requested by me.

I understand that some callers may mis-dial the number, and I agree to pay the call charge (if any) for those mis-dialled calls to my Service.

I agree Telstra is not liable for residual calls received by the Customer's terminating number for a service previously activated and cancelled by another customer.. Where a customer chooses to change a service number due to perceived residual calls from a previous customer, the Customer is liable for all early termination fees (where applicable) and connection fees. Telstra is not liable for any costs incurred by the Customer, including costs for promotional material that may contain the disputed number.

I agree that Telstra may, subject to the provisions of the Privacy Act 1988 (Cth) in force from time to time:

- a) disclose information about me (including information contained in my application and information relating to the conduct of my account) for the purpose of obtaining and maintaining a credit information file about me, and to another credit provider or a collection agent for the purpose of collecting overdue payments relating to credit owed by me and notifying defaults by me;
- b) use and disclose personal information about me for the purpose of providing services to me and for the improvement of customer service, including by means of research, marketing, product development and planning; and
- c) obtain and use information about my credit worthiness (including a consumer or commercial credit report) from a credit reporting agency, credit provider or other business that reports on creditworthiness.

Signature	Date
Name	
Title	

**For companies and other organisations an authorised person must sign.**

**Dealer Details**

Company Name:	Busicom Communications Pty Ltd		
Sales Representative:	Mathew Warby		
Phone Number:	03 9764 5511		Fax Nbr: 03 9764 5899
Equipment Installer (if applicable)			

<b>DEALER CODE :</b> (Territory Code)	<b>L O X 0 0</b>	<b>Rep Id :</b>	<b>X1762</b>	<b>Transaction # :</b>	<b>7777</b>
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**7. AREA MANAGER (INCLUDING MOBILES)  
CHARGE**

**NO ADDITIONAL**

Customers can direct calls to predetermined telephone numbers based on Australia's area codes. There are approximately 70 metropolitan, regional and country area codes in Australia. Customers can therefore have up to 70 call collection areas. It is not suitable for customers who want to split Capital Cities into several call collection areas.

Customer Name

Priority One3 / Priority 1300 / Freecall 1800 service number:

The telephone number/s where you would like the calls to your Priority One3 / Freecall 1800 / Priority 1300 to be answered is: (include Mobile Phones and/or International numbers)

*Please complete Section 7A for each individual answering point.*

Please Note: International termination is permitted and therefore an International number is allowed

The next page (Section 7A) allows you to identify the call collection area - that is, the areas the calls will be accepted from. This can be either All of Australia or Selected States and/or Areas.

Calls made outside the specified areas will receive a recorded message when a call is made to the Priority One3/Freecall 1800/Priority 1300 number. It is recommended that the calling boundaries be extended to improve sales potential. Please Note: The State application will be aligned as closely as possible to the State boundaries. In some instances the network boundaries will not always align with the State boundaries.

If requesting multiple answering points, please fill in Section 7A for each individual answering point.

Nominate your coverage areas by ticking the boxes.

All Australia (with Mobiles)   
(for single answering point)

All of Australia (without Mobiles)   
(for single answering point)

Or

Specify in following table   
(for either single or multiple answering point/s)

## SECTION 7A CALL COLLECTION AREA

Answering Point (including area code):

Please note: please fill in separate sheet for each individual answering point.

<b>NSW</b>	Fixed	Mobil e	<b>Victoria (cont)</b>	Fixed	Mobil e	<b>Sth Australia (cont)</b>	Fixed	Mobil e
All of NSW	<input type="checkbox"/>	<input type="checkbox"/>	Shepparton	<input type="checkbox"/> 03 58	<input type="checkbox"/>	Iterra SA	<input type="checkbox"/>	
<b><u>Or Individual Areas</u></b>			Deniliquin	<input type="checkbox"/> 03 58	<input type="checkbox"/>			
Sydney Metro	<input type="checkbox"/> 02 8 02	<input type="checkbox"/>	Mornington	<input type="checkbox"/> 03 59	<input type="checkbox"/>	<b>Western Australia</b>		
Woollongong	<input type="checkbox"/> 02 42	<input type="checkbox"/>	Swan Hill	<input type="checkbox"/> 03 50	<input type="checkbox"/>	All of WA	<input type="checkbox"/>	<input type="checkbox"/>
Gosford	<input type="checkbox"/> 02 43	<input type="checkbox"/>	Iterra VIC	<input type="checkbox"/>		<b><u>Or Individual Areas</u></b>		
Nowra	<input type="checkbox"/> 02 44	<input type="checkbox"/>	Albury / Wodonga (see NSW)			Perth Metro	<input type="checkbox"/> 08 92	<input type="checkbox"/>
Windsor	<input type="checkbox"/> 02 45	<input type="checkbox"/>				Port Hedland	<input type="checkbox"/> 08 91	<input type="checkbox"/>
Campbelltown	<input type="checkbox"/> 02 46	<input type="checkbox"/>	<b>Northern Territory</b>			Wongan Hills	<input type="checkbox"/> 08 95	<input type="checkbox"/>
Penrith	<input type="checkbox"/> 02 47	<input type="checkbox"/>	All of NT	<input type="checkbox"/>	<input type="checkbox"/>	Northam	<input type="checkbox"/> 08 96	<input type="checkbox"/>
Goulburn	<input type="checkbox"/> 02 48	<input type="checkbox"/>	<b><u>Or Individual Areas</u></b>			Bunbury	<input type="checkbox"/> 08 97	<input type="checkbox"/>
Newcastle	<input type="checkbox"/> 02 49	<input type="checkbox"/>	Darwin Local	<input type="checkbox"/> 08 89	<input type="checkbox"/>	Katanning	<input type="checkbox"/> 08 98	<input type="checkbox"/>
Yass	<input type="checkbox"/> 02 62	<input type="checkbox"/>	NT North	<input type="checkbox"/> 08 89	<input type="checkbox"/>	Carnarvon	<input type="checkbox"/> 08 99	<input type="checkbox"/>
Bathurst	<input type="checkbox"/> 02 63	<input type="checkbox"/>	NT South	<input type="checkbox"/> 08 89	<input type="checkbox"/>	Kalgoorlie	<input type="checkbox"/> 08 90	<input type="checkbox"/>
Cooma	<input type="checkbox"/> 02 64	<input type="checkbox"/>	Iterra NT	<input type="checkbox"/>		Iterra WA	<input type="checkbox"/>	
Bega	<input type="checkbox"/> 02 64	<input type="checkbox"/>				Central Reserves and Southern Central Reserves Including Warburton (choose NT South)		
Muswellbrook	<input type="checkbox"/> 02 65	<input type="checkbox"/>	<b>Queensland</b>					
Casino	<input type="checkbox"/> 02 66	<input type="checkbox"/>	All of QLD	<input type="checkbox"/>	<input type="checkbox"/>	<b>Tasmania</b>		
Tamworth	<input type="checkbox"/> 02 67	<input type="checkbox"/>	<b><u>Or Individual Areas</u></b>			All of Tasmania	<input type="checkbox"/>	<input type="checkbox"/>
Parkes	<input type="checkbox"/> 02 68	<input type="checkbox"/>	Brisbane Local	<input type="checkbox"/> 07 3	<input type="checkbox"/>	<b><u>Or Individual Areas</u></b>		
Narrandera	<input type="checkbox"/> 02 69	<input type="checkbox"/>	Brisbane Outer (Non local calls from the Brisbane Metro Area	<input type="checkbox"/>	<input type="checkbox"/>	Hobart Metro	<input type="checkbox"/> 03 62	<input type="checkbox"/>
Albury	<input type="checkbox"/> 02 60	<input type="checkbox"/>	Maryborough	<input type="checkbox"/> 07 41	<input type="checkbox"/>	Launceston Local	<input type="checkbox"/> 03 63	<input type="checkbox"/>
Iterra NSW	<input type="checkbox"/>		Nambour	<input type="checkbox"/> 07 54	<input type="checkbox"/>	Tas South	<input type="checkbox"/> 03 62	<input type="checkbox"/>
Broken Hill (see SA)			Beaudesert	<input type="checkbox"/> 07 55	<input type="checkbox"/>	Tas North East	<input type="checkbox"/> 03 63	<input type="checkbox"/>
Deniliquin (see VIC)			Toowoomba	<input type="checkbox"/> 07 46	<input type="checkbox"/>	Tas North West	<input type="checkbox"/> 03 64	<input type="checkbox"/>
			Townsville	<input type="checkbox"/> 07 47	<input type="checkbox"/>	Iterra TAS	<input type="checkbox"/>	
<b>ACT</b>			Rockhampton	<input type="checkbox"/> 07 49	<input type="checkbox"/>			
Canberra Local	<input type="checkbox"/>	<input type="checkbox"/>	Cairns	<input type="checkbox"/> 07 40	<input type="checkbox"/>			
			Iterra QLD	<input type="checkbox"/>				
<b>Victoria</b>			<b>Sth Australia</b>					
All of Victoria	<input type="checkbox"/>	<input type="checkbox"/>	All of SA	<input type="checkbox"/>	<input type="checkbox"/>			
<b><u>Or Individual Areas</u></b>								

Melbourne Metro	<input type="checkbox"/> 03 8 03 9	<input type="checkbox"/>	<b><u>Or Individual Areas</u></b>		
Sale	<input type="checkbox"/> 03 51	<input type="checkbox"/>	Adelaide Metro	<input type="checkbox"/> 08 82-4	<input type="checkbox"/>
Geelong	<input type="checkbox"/> 03 52	<input type="checkbox"/>	Gawler	<input type="checkbox"/> 08 85	<input type="checkbox"/>
Ballarat	<input type="checkbox"/> 03 53	<input type="checkbox"/>	Port Pirie	<input type="checkbox"/> 08 86	<input type="checkbox"/>
Bendigo	<input type="checkbox"/> 03 54	<input type="checkbox"/>	Bordertown	<input type="checkbox"/> 08 87	<input type="checkbox"/>
Hamilton	<input type="checkbox"/> 03 55	<input type="checkbox"/>	Kadina	<input type="checkbox"/> 08 88	<input type="checkbox"/>
Korumburra	<input type="checkbox"/> 03 56	<input type="checkbox"/>	Broken Hill	<input type="checkbox"/> 08 80	<input type="checkbox"/>
Wangaratta	<input type="checkbox"/> 03 57	<input type="checkbox"/>	Kangaroo Island	<input type="checkbox"/> 08 85	<input type="checkbox"/>

Itterra calls are calls made from Satellite service

The regions specified as Metro or Local Areas cover an area that would normally be charged a local call fee if a call was made from within this area and the destination is also within the same area.

The boundary between NT North and NT South is approximately 50km North of Elliot  
Names of areas are indicative only. The area codes represent the true boundaries

**8. CALL OVERFLOW CHARGE**

**NO ADDITIONAL**

With Call Overflow customers can direct their incoming calls to an alternative telephone number when the original telephone number is busy or not answered within 20 seconds. Calls can be overflowed up to three times, with a general Telstra recorded voice announcement on the final Overflow. It is recommended that Telstra MessageBank be used for the final overflow to ensure you do not miss any calls.

Customer Name

Priority One3 / Priority 1300 / Freecall 1800 service number:

Call Overflow is NOT available where the answering number is:  
 Spectrum ACD, UCD or Hunt Line Group  
 Spectrum Attendant Console  
 Siteline Indial, or  
 An Indial PABX extension (excluding ISDN Indial and MFC Indial)  
 Please tick how you would like your calls overflowed. Please choose one.

On Busy       No Answer       Both (On Busy & No Answer)

Answering Point	Overflow Destination 1	Overflow Destination 2	Overflow Destination 3

For more than one Call Collection Area, please photocopy this page for each individual Call Collection Area and return with application.

**9. CALL SPLAYING CHARGE**

**NO ADDITIONAL**

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 locations (averaged over 100 call attempts). The Call Splaying percentages must total 100%.

Customer Name:

Priority One3 / Priority 1300 / Freecall 1800 service number:

	Answer Number (include area code)	Call Splaying % to Answer Number
Answering Point 1		
Answering Point 2		
Answering Point 3		
Answering Point 4		
Answering Point 5		
Answering Point 6		
Answering Point 7		
Answering Point 8		
Answering Point 9		
Answering Point 10		

<b>Total Call Splaying %</b>		
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For more than one Call Collection Area, please photocopy this page for each individual Call Collection Area and return with application.

**10. TIME AND DAY MANAGER**

**NO ADDITIONAL CHARGE**

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 MessageBank 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.

Customer Name

Priority One3 / Priority 1300 / Freecall 1800 service number:

Note: Times must be noted by a 24 hour clock (ie 1:00pm = 13:00) and must be in intervals of 15 minutes or more.  
**Time Zones:** EST = Eastern Standard/Summer Time (default), CST = Central Standard Time, WST = Western Standard Time  
**Special Day:** Where a special day (date) has been nominated, calls will only be routed to the nominated answer point for that day.

Start		Finish		Answering Location		Time Zone	
<i>eg</i>	<i>Fri 17:01</i>	<i>Finish</i>	<i>Mon 7:59</i>	<i>Ph:</i>	<i>(03) 95411111</i>	<i>Time Zone:</i>	<i>EST</i>
Start:	Mon 08:00	Finish	Fri 17:00	Ph:	(03) 93299377	Time Zone:	EST
Start		Finish		Ph:		Time Zone:	
Start		Finish		Ph:		Time Zone:	
Start		Finish		Ph:		Time Zone:	
Start		Finish		Ph:		Time Zone:	
Start		Finish		Ph:		Time Zone:	
Start		Finish		Ph:		Time Zone:	
Start		Finish		Ph:		Time Zone:	
Start		Finish		Ph:		Time Zone:	
Start		Finish		Ph:		Time Zone:	

**Statutory Holidays**

**National**

- Christmas Day
- New Year's Day
- Queen's Birthday (except WA)
- Easter Saturday
- Australia Day
- Boxing Day
- Good Friday
- Easter Monday
- Anzac Day

Specify Answering Point/s:

**WA**

- Labour Day
- Bank Holiday
- Queen's Birthday

Specify Answering Point/s:

**ACT**

- Labour Day
- Bank Holiday
- Queen's Birthday

**NT**

- May Day
- Bank Holiday
- Foundation Day

**SA**

- Labour Day
- Adelaide Cup Day

**NSW**

- Labour Day
- Bank Holiday

Specify Answering Point/s:

**VIC**

- Labour Day
- Melbourne Cup Day

**QLD**

- Labour Day
- Brisbane Show Day

**TAS**

- Eight Hours Day
- Regatta Day

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

**11. INTERNATIONAL ORIGINATION FOR PRIORITY ONE3 / PRIORITY 1300 CHARGE**

**NO ADDITIONAL CHARGE**

Your Priority One3 / Priority 1300 can be enabled to accept calls from overseas countries. When this feature is enabled, the overseas caller pays the call charge at normal international rates for these calls, there is no charge to your Priority One3 / Priority 1300 service for these calls.

Yes, I require International Origination – the calls will be answered at: Answering Number: ( )

Note: All International Origination calls can only be answered at one answer point within Australia.

**12. SILVER SERVICE CHARGE**

**ADDITIONAL**

Silver Service can allow you to offer a higher level of service to your Priority One3 / Priority 1300 / Freecall 1800 customers. The customer can nominate the telephone numbers of specific callers and when they ring the Priority One3 / Priority 1300 / Freecall 1800 number the call will be directed to the nominated answer point. The customer can nominate up to 1000 Silver Service numbers (including mobiles) that can be routed to an unlimited number of answering points.

Customer Name

Priority One3 / Priority 1300 / Freecall 1800 service number:

Answering Point: .....

**Silver Service Telephone Numbers**

- |         |         |         |
|---------|---------|---------|
| 1. ( )  | 18. ( ) | 35. ( ) |
| 2. ( )  | 19. ( ) | 36. ( ) |
| 3. ( )  | 20. ( ) | 37. ( ) |
| 4. ( )  | 21. ( ) | 38. ( ) |
| 5. ( )  | 22. ( ) | 39. ( ) |
| 6. ( )  | 23. ( ) | 40. ( ) |
| 7. ( )  | 24. ( ) | 41. ( ) |
| 8. ( )  | 25. ( ) | 42. ( ) |
| 9. ( )  | 26. ( ) | 43. ( ) |
| 10. ( ) | 27. ( ) | 44. ( ) |
| 11. ( ) | 28. ( ) | 45. ( ) |
| 12. ( ) | 29. ( ) | 46. ( ) |
| 13. ( ) | 30. ( ) | 47. ( ) |
| 14. ( ) | 31. ( ) | 48. ( ) |
| 15. ( ) | 32. ( ) | 49. ( ) |
| 16. ( ) | 33. ( ) | 50. ( ) |
| 17. ( ) | 34. ( ) |         |

For every answering point or if additional pages are required please copy this page.

**Please Type Or Print Clearly  
Please Retain A Copy For Your Own Records**

**13. REDIRECT CHARGE**

**ADDITIONAL**

This option allows the customer to redirect calls to another predetermined answering location in an emergency. Telstra will activate their requested redirection plan within two hours (on average). Redirection should only be activated in emergency circumstances. The Redirect answering points you have nominated should have sufficient traffic capacity to cope with the additional call volume in the event of an emergency.

Customer Name

Priority One3 / Priority 1300 / Freecall 1800 service number:

**Redirect Plan Name:**

RE F	Call Collection Area	Emergency Answering Point	
		Name	Number
1.			
2.			
3.			
4.			
5.			

Once this application form is processed you will receive a confirmation letter which will:

- a) Provide you with a number to call when you want to make service changes 24 hours a day, 7 days a week.
- b) Confirm your personnel authorised to activate Service Manager and Redirect changes (please refer to section 4).
- c) Confirm your chosen Security Password that must be quoted when making service changes (please refer to section 4).

**14. SERVICE MANAGER  
USED**

**ADDITIONAL CHARGE APPLY WHEN**

Service Manager offers the customer the ability to make immediate basic moves and changes to existing services 24 hours a day, 7 days a week. Within 15 minutes of lodging the request, the change will be activated within Telstra's network. This feature provides a telephone hotline number for the customer's authorised personnel to call 24 hours a day, 7 days a week and quote a PIN number to request changes to this service.

Customer Name

Priority One3 / Priority 1300 / Freecall 1800 service number:

Tick box if required.

Once this application form is processed you will receive a confirmation letter which will:

- a) Provide you with a number to call when you want to make service changes 24 hours a day, 7 days a week.
- b) Confirm your personnel authorised to activate Service Manager and Redirect changes (please refer to section 4).
- c) Confirm your chosen Security Password that must be quoted when making service changes (please refer to section 4).

**15. LOCAL AREA MANAGER, POST CODE MANAGER & CENSUS COLLECTION DISTRICT (CCD)  
MANAGER      ADDITIONAL CHARGES APPLY**

*Additional charges apply. Please note that Post Code Manager and CCD Manager are subject to availability. Subject to technical availability the Post Code Manager feature may not be available in some Country Areas.*

Please tick below if you require information on call collection areas to assist you

- Local Area Manager      (a call collection area based on Telstra's exchange boundaries)
- Post Code Manager      (a call collection area based on Post Code boundaries)
- CCD Manager      (a call collection area based on Census Collection Districts)

*A Telstra Representative will contact you for further details.*