

Business-Line Hosted VoIP Application Form

If you would like help with filling in this Form, or require explanations, please feel free to call us on 1300 67 68 01

1 Your details

Legal Entity		ABN/ACN	
Trading Name			
Address			
Address cont		Postcode	
email		Contact Person	

VoIP subscribers should be aware that when the Internet connection becomes unavailable due to power or ISP network outages, their SIP trunk service will become unavailable. If this is mission-critical, you should install an Uninterruptible Power Supply to run your modem, router and handset during a power outage.

Please select either (a) Outright handset Purchase or (b) Rental (click the blue links to see images, descriptions)

2(a) Telephone Handset choice for Purchase

(each ex-GST)

<input type="checkbox"/> Quantity	Gigaset Cordless VoIP Phone http://www.gigaset.com/en_HQ/shop/gigaset-a510-ip.html	\$176.00
<input type="checkbox"/> Quantity	Yealink T26 Desktop VoIP Phone http://www.yealink.com/product_info.aspx?ProductsID=62&ProductsCatelD=185&cateid=185&Cate_Id=185	\$172.00
<input type="checkbox"/> Quantity	Aastra 55i Desktop VoIP Phone http://www.aastra.com.au/aastra-6755i.htm	\$187.00
<input type="checkbox"/> Quantity	Glass TouchScreen Phone http://cloudtc.com/product-glass/demos/	\$786.00

OR

2(b) Telephone Handset choice for RENTAL

(Cost per User per Month ex-GST)

<input type="checkbox"/> Quantity	Basic IP handset "Zip2" https://www.alloy.com.au/files/resources/Zultys/90-05258/Zultys-ZIP2x2-96-35402-00.pdf	\$1.50
<input type="checkbox"/> Quantity	Zip55i Desktop IP Handset http://www.zultys.com/products/ip-phones/zip-55i-ip-phone/	\$3.50

3 Account Features/Options required

Cost/Month

<input type="checkbox"/> qty	Basic telephone Service (available only if you have Internet already) Per User/Handset Fee	\$15.00
Call Rates : 10c per Local/National call Untimed, 27.5c per call to 1300numbers , Calls to Mobiles 20c/minute		
<input type="checkbox"/> qty	Voicemail (virtual answering machine with free message retrieval)	Free
<input type="checkbox"/> qty	VM-to-email (sends your Voicemails to your email as a wav file for audio playback)	\$2.00
<input type="checkbox"/> qty	Private Number (otherwise your phone number will be revealed to the person that you call)	\$1.00
<input type="checkbox"/> qty	Caller ID (do you want to be able to see the number of the person calling you if they allow it)	Free
<input type="checkbox"/> qty	Unified Communications (gives Click-to-Dial, Visual Voicemail, Customisable forwarding)	\$2.00
<input type="checkbox"/> qty	Softphone on your laptop so that your laptop becomes your phone anywhere in the world. *A	\$2.00
<input type="checkbox"/> qty	Mobile Twinning so that your mobile rings simultaneously. *B	\$2.00

*Notes

(All Prices shown are Ex-GST)

*A :: Subject to the network that you are on allowing SIP traffic (port 5060) All calls made will appear to emanate from your Business, and will be charged as if you were at the Office (no matter where on earth you are).

*B : Calls answered on your mobile are subject to a call charge of 20cents per minute

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4 Customer Number : Once-off fee for Porting or New-numbers (per number)

<input type="checkbox"/>	Customer will keep their existing Landline numbers (Please fill in attached Porting Form)	\$50.00/line
<input type="checkbox"/>	Customer will get a NEW number (Please indicate Area Code :)	\$25.00/number

5 Activation of service

(this is a Self-installed product)

Date Service Preferred (dd/mm/yyyy)

Note : The Handsets will be shipped to your address, fully programmed, tested and ready to work on your Internet service. All you need do is plug it in to your internet and power, and allow 2 minutes for it to register and set itself up. Once the handsets have registered/connected, you can dial "HELP" (4357) or 36230888 for assistance from our Support Centre if you need Tech Support, including Service Activation, Number Redirections and New Service set-ups. See "INSTALLATION" below.

6 Call Restriction service

Please indicate what level of barring is required: No Barring (Default) International Barred 1900 (mandatory)

7 Contracted Period

 Uncontracted Once-off Account fee of \$225.00 12 Months+ Account Establishment fee Waived (\$0)

8 Confirmation of Order

Authorised Representative Name (Please Print) _____ Date ____ / ____ / ____

Sign _____ Authorised Representative Signature

Glossary of terms & supplementary features description/restrictions

VoIP , SIP-Trunks, VoDSL, nomenclature

For the purposes of this document, any reference to Voice-over-IP (VoIP) or SIP-Trunks, or Voice-over-DSL (VoDSL) are all taken to refer to the process of delivering G711 and/or G729 voice channels over an Internet Protocol (IP) service.

CALL BARRING OPTIONS

There may be charges related to selected barring level/s. Restricting of international calls is recommended.

SERVICE AVAILABILITY

As the VoIP Services ordered above are borne over an Internet bearer, it is understood that when the Internet Service suffers any outages, restrictions or interruption, the VoIP services will similarly be affected. To prevent loss of service during a power outage, Customer Premises Equipment should be connected to an Uninterruptable Power Source (UPS). **In the event that you require your calls to be temporarily Diverted during an internet outage, please call out Support Centre (07) 3623 0800.**

TOLL FRAUD PREVENTION

The onus is on the Users of the Phone to guard themselves against Hacking and Toll Fraud. Hacking of SIP/VoIP services is becoming more prevalent in Australia. Hackers may attack the services in a number of ways (a) By assuming the identity of a SIP Device or User Profile on the Phone System, (b) By assuming the Registration Identity of the SIP-trunk itself, (c) by dialing into the Voicemail and forwarding/transferring calls externally, (d) several other ways. Preventative measures that include secure password access and outbound call control are the minimum acceptable measures that the Phone System users should have in place.

INSTALLATION :

This is a Self-Installable product, and is shipped to you completely programmed and ready to plug into your internet service as a working product. **Should you require Technical assistance, we are happy to provide a Technician on a chargeable basis (\$80 callout Brisbane area, + \$30 per 15minute block on site)**

CAVEAT

Internet – Voice-over-Internet services will only ever be as reliable as the internet connection itself. Data/Signals sent over the internet are only as reliable and secure as the internet connection is able to guarantee.