

## Application for 1800 and 13/1300 Services

Application for  Trinity Telecom 1800 Service  Trinity Telecom 13/1300 Service

### 1. Customer Information

If you have an existing Trinity Telecom Account please specify Account Number: \_\_\_\_\_

Legal Entity (as per ACN/ARBN) \_\_\_\_\_

ACN/ARBN \_\_\_\_\_ ABN \_\_\_\_\_

Trading As (if applicable) \_\_\_\_\_ Years Trading \_\_\_\_\_

Contact Name \_\_\_\_\_ Job Title \_\_\_\_\_

Street Address \_\_\_\_\_

State \_\_\_\_\_ Post Code \_\_\_\_\_

Billing Address (if different to above) \_\_\_\_\_

Telephone \_\_\_\_\_ Facsimile \_\_\_\_\_

Date of Birth (Sole Trader/Partnership only) \_\_\_\_\_ Drivers Licence (Sole Trader/Partnership only) \_\_\_\_\_

Email \_\_\_\_\_

### 2. Number Details

Number to be used (tick box):  New Service Was the new service won at auction  Yes - Rou Pin Number \_\_\_\_\_  No  
 Change to an existing service  Activation of previously reserved service  
 Porting of an existing service  Activation of previously reserved service

New  Ported 13/1300: \_\_\_\_\_  New  Ported 1800: \_\_\_\_\_

New  Ported 13/1300: \_\_\_\_\_  New  Ported 1800: \_\_\_\_\_

New  Ported 13/1300: \_\_\_\_\_  New  Ported 1800: \_\_\_\_\_

Ported number/s are billed on Account Number (specify): \_\_\_\_\_  
 by the current service provider (specify): \_\_\_\_\_ and is/are to be ported to Trinity Telecom

NB: The new 1800/13/1300 number allocated should not be used until connection is finalised. We recommend that you do not proceed with printing stationery until the connection is complete and you have been notified the number is activated by Trinity Telecom.

### 3. Service Options

Please select only one of the following Area Based Routing options:

- Australia Wide routing Please complete Section 1.1
- State Based routing Please complete Section 1.2
- Regional Based Routing Please complete Section 1.3

Please select the service/s required and complete the information in the nominated section/s.

Call Forwarding Please complete Section 2

#### Declaration

I certify that I have the authority to sign this application for a 1800 or 1300 Service or make this change to an existing service

Authorised Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Full Name: \_\_\_\_\_ Position: \_\_\_\_\_

## 4. Transfer Authority

### Account Holder's Authority to Transfer Telephone Services

#### Telephone Company (from)

Telephone Company (to) Trinity Telecom ACN 49 108 322 452 PO Box 3388 South Brisbane BC Qld 4101

Trinity Telecom is not responsible for an errors or omissions published. I certify that I have the authority to make this change and hereby apply to Trinity Telecom Pty Ltd (Trinity Telecom) to supply all my telephone lines and acknowledge that:

- I am authorised to sign this form and agree for the telephone service number(s) or account(s) to be transferred to Trinity Telecom;
- Trinity Telecom will bill me for calls made from my telephone lines in accordance with Trinity Telecom's current prices.
- I hereby engage and authorise Trinity Telecom to facilitate the porting of all Free phone and Local Rate service numbers as listed above, such porting to be completed at Trinity Telecom's discretion;
- Trinity Telecom may carry out a credit history check prior to accepting my application;
- Trinity Telecom can ask my current telephone company to release me;
- Trinity Telecom may select the carrier in order to supply the service;
- Trinity Telecom may choose my carrier;
- I understand I will still be responsible to my current telephone company for any charges which are incurred and billed up to the date the transfer is effective;
- The telephone service number(s) will remain active with my current telephone company until the transfer is effective;
- I acknowledge that the service numbers provided are correct and correspond to the service numbers I require to be transferred to Trinity Telecom;
- The service will be provided subject to the provisions of Trinity Telecom's terms and conditions;
- I acknowledge that I may surrender all incentives and benefits with my current telephone company (e.g.: discount plans, charity concessions);
- A porting charge may apply for each 13, 1300 or 1800 service number;
- Trinity Telecom, credit providers and the Carrier(s) may exchange call charging and company account information;
- The telephone service number(s) will be transferred with their current status (e.g. call barring);
- This application may not be approved if preselection is unavailable;
- I will be solely responsible to Trinity Telecom for all charges incurred by me on the service numbers I have provided to Trinity Telecom for transfer to them, after the date the transfer is effective;
- I will contact my current telephone company in relation to providing services and any faults until the transfer is effective

Authorised Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Full Name (print): \_\_\_\_\_

Position: \_\_\_\_\_

## Section 1.1 Australia Wide Access

**Customer Name:** \_\_\_\_\_

**Service Number:** \_\_\_\_\_

Provide an answering point for either or both options. Where an answering point is not provided, calls from that source will be barred. (i.e. if an answering point is not provided for mobile phone, all calls from mobile phones will be diverted to a Trinity Telecom recorded voice announcement)

Service	Prefix	Answering Point (Destination Number)
Australia Wide	0	
Mobiles	04	

Service	Prefix	Answering Point (Destination Number)
Australia Wide	0	
Mobiles	04	

Service	Prefix	Answering Point (Destination Number)
Australia Wide	0	
Mobiles	04	

Note: Any Australian fixed line or mobile number, or international number may be nominated as the Answering Point.

## Section 1.2 State Based Access

**Customer Name:** \_\_\_\_\_

**Service Number:** \_\_\_\_\_

An answering point is required for each State Selected. Where a State is not selected, calls will be barred and the call routed to a Trinity Telecom recorded voice announcement

State	Prefix	Answering Point (Destination number)
New South Wales	<input type="checkbox"/> 028, 029, 0242 – 0249, 0260, 0263, - 0269	
ACT	<input type="checkbox"/> 0261 - 2	
Victoria	<input type="checkbox"/> 039, 038 ,038	
Tasmania	<input type="checkbox"/> 036	
Queensland	<input type="checkbox"/> 07	
Western Australia	<input type="checkbox"/> 089	
South Australia	<input type="checkbox"/> 0880 - 0888	
Northern Territory	<input type="checkbox"/> 0889	
Mobiles	<input type="checkbox"/> 04	

**Note**

- Any Australian fixed line or mobile number, or international fixed line number may be nominated as the Answering Point.
- All calls originating from a mobile will be routed to a single answering point.
- Geographical boundaries may not match exchange boundaries. For example: Broken Hill in NSW has an (08) 80 prefix and is treated as part of South Australia.

## Section 1.3 Regional Based Access

Customer Name: \_\_\_\_\_

Service Number: \_\_\_\_\_

An answering location is required for each prefix ticked. Where a prefix is not ticked, calls will be barred and the call routed to a recorded voice announcement.

Location	Prefix	Answering Point	Location	Prefix	Answering Point
<b>New South Wales</b>			<b>Victoria</b>		
Sydney	02 8 & 9		Melbourne	03 8 & 9	
Wollongong	02 42		Swan Hill / Mildura	03 50	
Gosford	02 43		Sale / Bairnsdale	03 51	
Nowra/ Moruya	02 44		Geelong	03 52	
Windsor	02 45		Ballarat	03 53	
Campbelltown	02 46		Bendigo	03 54	
Penrith	02 47		Warrnambool	03 55	
Goulburn	02 48		Warragul	03 56	
Newcastle	02 49		Wangaratta	03 57	
Albury/ Wodonga	02 60		Shepparton	03 58	
Bathurst/Orange	02 63		Mornington	03 59	
Broken Hill	(See S.A)		Wodonga	( See NSW)	
Cooma/Bega	02 64				
Muswellbrook	02 65				
Coffs Harbour	02 66		<b>Tasmania</b>		
Tamworth	02 67		Hobart	03 62	
Dubbo / Parkes	02 68		Launceston	03 63	
Wagga Wagga	02 69		Devonport	03 64	
<b>South Australia</b>			<b>Queensland</b>		
Adelaide	08 81-84		Brisbane	07 3	
Broken Hill	08 80		Cairns	07 40	
Murray Bridge & 6 - 9	8 850-4		Maryborough	07 41	
Kangaroo Island	08 85		Toowoomba	07 46	
Port August/Lincoln	08 86		Townsville	07 47	
Mt Gambier	08 87		Rockhampton	07 49	
York Peninsula	08 88		Caboolture	07 54	
			Beaudesert	07 55- 6	
<b>Act</b>			<b>Western Australia</b>		
Canberra	02 61&2		Perth	08 92-94 08 62 -65	
			Kalgoorlie	08 90	
			Port Hedland	08 91	
<b>Northern Territory</b>			Mandurah	08 95	
Darwin	08 89 2-4 635-637,7-9		Moora	08 96	
Alice Springs	08 89 5-6		Bunbury	08 97	
			Albany	08 98	
<b>Mobile</b>	04		Geraldton	08 99	

## Section 2 Call Forwarding

**Customer Name:** \_\_\_\_\_

**Service Number:** \_\_\_\_\_

For each answering point listed above, nominate an alternate answering point (overflow destination number) in the event of a busy signal, or the call not being answered. If overflow is not required, leave the space blank.

Service Number:

	<input type="checkbox"/> <b>Busy</b>	<input type="checkbox"/> <b>No Answer</b>	<input type="checkbox"/> <b>Congestion</b>
Overflow point 1			
Overflow point 2			
Overflow point 3			

Service Number

	<input type="checkbox"/> <b>Busy</b>	<input type="checkbox"/> <b>No Answer</b>	<input type="checkbox"/> <b>Congestion</b>
Overflow point 1			
Overflow point 2			
Overflow point 3			

Service Number

	<input type="checkbox"/> <b>Busy</b>	<input type="checkbox"/> <b>No Answer</b>	<input type="checkbox"/> <b>Congestion</b>
Overflow point 1			
Overflow point 2			
Overflow point 3			

Note:

Calls may be overflowed up to three answering points from the original answering point i.e. if the first overflow destination is also busy or does not answer, the call will be forwarded to another Number, and so on. If a mobile number is included as one of the call forward numbers, it should be the final number in the line as mobiles are generally set to divert to voicemail on no answer. A call forwarded to an answering machine and/or voicemail counts as a successful call forward, not a busy/no answer therefore the call will not forward any further.

Dealer Name : Mate Australia

Dealer Code: 503

Sub Dealer Name: BusinessPhoneAustralia.com.au

Sub Dealer Code: 503

Special Comments