

Email your completed form to [sales@alltel.com.au](mailto:sales@alltel.com.au) and one of our expert communications specialists will be in touch to complete your application.

Information provided in this application form will be used by Alltel Pty Ltd ("Alltel") to provide business communications and associated services as per our [Standard Form of Agreement](#).

### YOUR DETAILS

<b>Company name</b>	
<b>Trading name (if applicable)</b>	
<b>ABN / ACN</b>	
<b>Industry</b>	
<b>Business address</b>	
<b>Email</b>	
<b>Contact person name</b>	
<b>Contact person mobile</b>	
<b>Accounts email address</b>	

### SECURITY

To protect the security of your details, we verify the identity of anyone who contacts us about your account.

AUTHORISED CONTACT PERSON 1	
<b>Full name</b>	
<b>Mobile</b>	
<b>Email</b>	
<b>Date of birth</b>	
<b>Driver's licence number</b>	
<b>PIN code</b>	
<b>Confirm PIN code</b>	

AUTHORISED CONTACT PERSON 2	
<b>Full name</b>	
<b>Mobile</b>	
<b>Email</b>	
<b>Date of birth</b>	
<b>Driver's licence number</b>	
<b>PIN code</b>	
<b>Confirm PIN code</b>	

## ALLTEL SERVICES

Which services are you interested in? One of our expert communications specialists will contact you to discuss your unique needs.

INBOUND NUMBERS		BUSINESS PHONE SYSTEMS	
	1300 number		Business VoIP
	1800 number		Hosted PBX
	13 number		Unified Communications
	Smartnumber		SIP trunking
	Local Connect		Business phone lines (PSTN)
	Call routing		Hardware
LIVE PHONE ANSWERING		INTERNET	
	Reception Connect		NBN™
	Reception Connect - Concierge		ADSL broadband
VIRTUAL OFFICE			Fibre 400
	Fax2Email	BUNDLES	
	Voice2Email		ADSL + PSTN bundle
	Business Intro		Virtual office services bundle
	Voiceover recording		Smart business bundle
	Voice Prompt Menu (IVR)		
	Virtual address		

## TRANSFER OF EXISTING SERVICES

Do you want to port / transfer your existing services from another supplier to Alltel?

<input type="checkbox"/>	YES	<input type="checkbox"/>	NO
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**DECLARATION**

I / We \_\_\_\_\_ (insert full name/s) hereby request Alltel to provide the applicant / me / us with the above Services and agree that I / we:

- Have read, understand, and accept the Alltel Terms & Conditions, including the [Standard Form of Agreement](#), [Acceptable Use Policy](#), [Privacy Statement](#), and the Direct Debit payment terms and conditions attached here;
- Have read and understand the relevant Critical Information Summary;
- Have read, understand, and accept the [rates and fees](#) charged by Alltel for the Services and that these may change from time to time;
- Will test all provided service numbers prior to publishing them in any medium;
- Declare that the information provided in this form is true and correct and understand Alltel will rely on this information to provide the Services; and
- Am / Are legally authorised to sign this Account Application Form.

Full name \_\_\_\_\_ **Signature X** \_\_\_\_\_ Date (dd/mm/yyyy) \_\_\_\_\_

Full name \_\_\_\_\_ **Signature X** \_\_\_\_\_ Date (dd/mm/yyyy) \_\_\_\_\_

**EXTRAS**

Got a promo code? \_\_\_\_\_

Did someone refer you to Alltel? *Tell us who and you'll be rewarded!*

<b>Company name</b>	
<b>Contact person</b>	



### DIRECT DEBIT REQUEST

Choose to pay your monthly Alltel account via direct debit from either a credit card or a bank account.

CREDIT CARD	
Visa and Mastercard direct debits attract a 0.7273% + GST (minimum charge of \$1).  AMEX / American Express attracts a 2.85% + GST (minimum charge of \$1).	
<b>Bank</b>	
<b>Card Type</b>	Visa  Mastercard  AMEX / American Express
<b>Cardholder name</b>	
<b>Card number</b>	
<b>Expiry date (mm/yy)</b>	
<b>CVV</b>	

BUSINESS ACCOUNT	
Australian banks only.	
<b>Bank</b>	
<b>Branch</b>	
<b>Account name</b>	
<b>Account number</b>	
<b>BSB</b>	

### AUTHORITY

I / We \_\_\_\_\_, request and authorise Alltel Pty Ltd (ALLTEL- User ID number 361349) to enter a charge against the nominated credit card or bank account for the charges applicable each month for the Services supplied by Alltel.

By signing this Direct Debit Request I / we acknowledge having read and understood the terms and conditions governing the debit arrangements between me / us and Alltel Pty Ltd as set out in this Request and in the Direct Debit Terms and Conditions.

Signature X \_\_\_\_\_ Date (dd/mm/yyyy) \_\_\_\_\_

Signature X \_\_\_\_\_ Date (dd/mm/yyyy) \_\_\_\_\_

(Please ensure that all authorised signatories required to sign on the credit card complete this authority.)

## DIRECT DEBIT PAYMENT TERMS AND CONDITIONS

### 1. DEFINITIONS

For the purposes of these Direct Debit Terms and Conditions:

**Agreement** means this direct debit agreement between the customer and Alltel.

**Bank Account** means the account you have nominated in the Direct Debit Request Form from which you authorise Alltel to arrange for the debit payment each month.

**Charges** mean any amounts payable for services supplied by Alltel as invoiced as well as any fees or charges payable on setup or otherwise under these Direct Debit Terms and Conditions or Alltel General Terms and Conditions.

**Debit Day** means the day nominated by Alltel that payment of the charges is required to be made by you to Alltel.

**Debit Payment** means the payment deducted by Alltel directly from the customer's bank account.

**Direct Debit Request** means the direct debit request made by the customer to Alltel by completing the Direct Debit Request Form.

**Direct Debit Request Form** means the form completed by the customer authorising Alltel to direct debit the customer's bank account or credit card.

**Electronically** means by electronic communication to your nominated email address or by marking particulars of changes available on our website.

**Financial Institution** means the financial institution nominated by you in the Direct Debit Request Form.

**Services** means the services or products provided to the customer by Alltel.

### 2. VARIATION TO THESE DIRECT DEBIT TERMS AND CONDITIONS

- 2.1 We may change these Direct Debit Terms and Conditions at any time and we will notify you of any changes.
- 2.2 You agree that we may notify you of changes either in writing or electronically.
- 2.3 You will need to ensure that you access the web portal regularly to receive notice of changes.
- 2.4 Your continued use of the services after notification of changes to these Direct Debit Terms and Conditions will constitute acceptance of those changes.

### 3. DRAWING ARRANGEMENTS

- 3.1 Alltel will periodically debit the bank account or credit card for the charges notified to the client by invoice provided electronically.

### 4. CHANGES TO THE DIRECT DEBIT PAYMENT ARRANGEMENTS

- 4.1 If you want to make changes to the direct payment arrangements, please login to your MyAlltel customer portal at [my.alltel.com.au](http://my.alltel.com.au).
- 4.2 You will need to advise Alltel in writing if you wish to cancel the Direct Debit Request at least fourteen (14) days before the next debit day.

### 5. YOUR OBLIGATIONS

- 5.1 You must ensure that your nominated bank account or credit card details are correct and that direct debits can be accepted. This should be confirmed with the financial institution.
- 5.2 You must ensure that on the debit day there are sufficient cleared funds in the nominated account/credit card.
- 5.3 You must immediately advise Alltel if the bank account or credit card is transferred or closed; and contact Alltel on 1300 255 835 to make alternative Direct Debit payment arrangements.
- 5.4 If a direct payment is returned or dishonoured by the financial institution the following will occur:
  - a. you will be charged a dishonour fee of \$25.00; and
  - b. another direct payment will be made 3 days later; and
  - c. a late payment fee may be imposed in accordance with Alltel General Terms and Conditions; and
  - d. any transaction fees payable by us as a consequence of the return or dishonour will be charged to your account.
- 5.5 If your direct payment is returned or dishonoured on 3 or more occasions Alltel may suspend or terminate your services one day after notifying you electronically.
- 5.6 Alltel will not be liable to you or any other person for any cost, fees, loss or damages, whether directly or indirectly arising out of the suspension or termination of the services under clause

### 6. DISPUTE

- 6.1 If you believe that there has been an error in debiting the account we encourage you to take the matter up directly with us by contacting Alltel directly on 1300 255 835.
- 6.2 If the drawing amount cannot be substantiated or is incorrect, Alltel will credit any amounts incorrectly drawn and will notify you, in writing or electronically, the amount of the adjustment.

### 7. CONFIDENTIALITY

- 7.1 All personal customer information held by us will be confidential except that information provided to our agents or contractors for the purpose of providing the services or billing or to our financial institution to initiate the drawing to your nominated account or credit card.