



Alltel Pty Ltd
 (ABN 66 178 860 153)
 Level 1, 13b Civic Place Ringwood Vic 3134
Phone: 1300 Alltel (1300 255 835)
Fax: 1300 799 948
 Email: support@alltel.com.au

Business IVR Service – Additional Application Form
To be used in conjunction with "Alltel Account Application"
(includes Customer Account Application, other services, Direct Debit Authority)
Please TYPE YOUR DETAILS in the highlighted fields.
 Then print it, sign it and fax it to 1300 799 948.

All information provided in this Application Form will be held in strict confidence and will only be used by Alltel Pty Ltd (Alltel) to provide business communications and associated services.

Section 1 – Customer Account Details

Account Number _____ (if NOT available complete Section 2)

Section 2 – Customer’s Business Account Details (NOT REQUIRED if account no. entered above)

* Customer’s Company Name
 / Legal Entity

* Trading Name (if applicable)

| | |
|------------------|--------|
| Type of Business | * ABN: |
|------------------|--------|

* Business Street Address:

| | | |
|---------|--------|-----------|
| Suburb: | State: | Postcode: |
|---------|--------|-----------|

Postal Address (if different from above):

| | | |
|---------|--------|-----------|
| Suburb: | State: | Postcode: |
|---------|--------|-----------|

| | |
|----------------------------------|-------------|
| * Landline Contact Phone: () | Fax: () |
|----------------------------------|-------------|

* Business Email Address:

*** Hotmail addresses or similar webmail accounts are NOT acceptable under any circumstances. It is essential that you maintain your email box properly (to avoid "mailbox full" notifications) and to accept account invoice attachments and other notices from Alltel.**

These IVR Audio Tracks are designed to be integrated with your 1300 number or 1800 number. Accordingly, they are recorded to specific requirements.

Section 4a – EXAMPLE of Interactive Voice Response (IVR) Set-up details

EXAMPLE:

| | | |
|--|----------------------------|--|
| Customer Account Number | 100012345 OR "New Account" | All Route 1 destination numbers redirect to Route 2 destination numbers ... "if no answer in 10 seconds (default) 15 seconds 20 seconds" "when busy" (please circle) |
| Business Name | My Business P/L | |
| 1300 or 1800 number | 1300 123 456 | |
| Preferred Voice Talent (choose from website examples. Eg. Female 3) | Female 3 | |

Welcome Section

| |
|---|
| Audio file name: <i>mywelcome.wav</i> |
| Script: <i>Hello ... and welcome to My Business</i> |

Menu Section

| Audio file name: <i>mybusinessmenu.wav</i> | | Destination Phone Numbers | |
|--|-------|---|------------------------------------|
| Script/s: | Press | Route 1 | Route 2 |
| <i>For our Sales Department</i> ... please press 1 | 1 | (03) 9876 5431 (Office-Sales dept) | (03) 9123 4567 (Live Answering) |
| <i>For Support services</i> ... press 2 | 2 | (03) 9876 5432 (Office-Support dept) | (03) 9123 4567 (Live Answering) |
| <i>For Administration Office</i> ... press 3 | 3 | (03) 9876 5433 (Office-Admin dept) | (03) 9123 4567 (Live Answering) |
| <i>For Accounts</i> ... press 4 | 4 | 0412 345 678 (Mobile) | (03) 9123 4567 (Live Answering) |
| <i>To connect to our (xxx) office ...</i> ... press 5 | 5 | (03) 9001 0001 (Remote Office 1) | (03) 9123 4567 (Live Answering) |

End Section

| | |
|--|-------------|
| Audio file name: <i>mybusinessrepeat.wav</i> | |
| Script: <i>Sorry ... we didn't receive your response. Please listen again to the menu and make your selection.</i> | Repeat Menu |

Section 4b - Interactive Voice Response (IVR) Set-up details

| | | |
|--|--|---|
| Customer Account Number | | All Route 1 destination numbers redirect to Route 2 destination numbers ... "if no answer in 10 seconds (default) 15 seconds 20 seconds" "when busy" (please circle) |
| Business Name | | |
| 1300 or 1800 number | | |
| Preferred Voice Talent (choose from website examples. Eg. Female 3) | | |

Welcome Section

| |
|------------------|
| Audio file name: |
| Script: |

Menu Section

| Audio file name: | Press | Destination Phone Numbers | |
|--------------------|-------|---------------------------|---------|
| Script/s: | | Route 1 | Route 2 |
| ... please press 1 | 1 | | |
| ... press 2 | 2 | | |
| ... press 3 | 3 | | |
| ... press 4 | 4 | | |
| ... press 5 | 5 | | |

End Section

| | |
|--|-------------|
| Audio file name: | |
| Script: <i>Sorry ... we didn't receive your response. Please listen again to the menu and make your selection.</i> | Repeat Menu |

PLEASE NOTE:

Fees:

Applicable set-up fee(s) for Technical Setup, Professional Audio track recording will be added to monthly Direct Debit.

Monthly Fee of \$15 ex GST applies.

IVR Service: Minimum term 3 months.

Section 5 – Customer Declaration

I/We
hereby request Alltel Pty Ltd (Alltel) to provide me/us with the Services and agree that I/we;

- Have read, understand and accept the Alltel terms and conditions and Privacy Statement displayed at www.alltel.com.au.
- Unless otherwise stated are not under any term contract and may cancel the Services at any time by providing Alltel with one month's prior written notice.
- Understand that rates charged by Alltel for the Services are published at www.alltel.com.au and that these may change from time to time;
- Understand that information provided in this Application Form is true and correct and will be relied on by Alltel to provide the Services;
- Are legally authorised to sign this Application Form.

Signature: X _____ Date: _____

Signature: X _____ Date: _____

Please FAX ABOVE PAGES to 1300 799 948