

# Telstra Mobile Satellite Plans Personal Form



## 01 Account number (completed by Telstra/dealer)

## 02 Applicant Details

Title  Surname  Given name

Residential status:

Renting
  Owner/buyer
  Living with parents
  Boarder
  Overseas visitor
  Other

Address  City/Suburb  Postcode

Period at current address Phone number (not a mobile)  Fax number   
 Years  Months (  )

Previous address (if less than 12 months at current)  Suburb/State  Postcode

Period at previous address  Email address   
 Years  Months

Billing address (if different to applicant address)  City/Suburb  Postcode

Occupation  Employer

Employer's phone number  Length of employment  Years  Months

## 03 User details (if different to Account Holder details in 2)

Title  Surname  Given name

## 04 APPLICANT IDENTIFICATION

Enter details in relevant fields (Do **not** enter credit card number if used)

Date of birth

		Document type	Points	Doc/ Acc. no.	Date issued	Expiry date
Primary (at least one form)	1					
	2					
Secondary (at least one form)	1					
	2					
	3					
Total points (must be 100 minimum)						

## 05 BYO handset details

I confirm that my handset is a compatible Iridium handset

Yes
  No

# 06 dealer/agent authorisation

- New Consumer Telstra Mobile Satellite Plan SIM Only
- Add a Mobile Repayment Option to an existing Consumer Telstra Mobile Satellite Plan
- New Consumer Telstra Mobile Satellite Plan with a Mobile Repayment Option
- New Telstra Mobile Satellite Customer with Handset Purchase and no MRO

I am satisfied that the details provided on this form apply to the Account Holder and that the Account Holder/Authorised Signatory has shown me 100 points of current identification to meet Telstra's ID requirements (and I have retained a copy). I confirm that I have provided a copy of The Telstra Mobile Satellite Critical Information Summary and the pricing brochure to the Authorised Signatory or to the Account Holder. I confirm that I have explained to the Account Holder that they may incur an early termination charge if this application involves an upgrade or a recontract of their existing Telstra mobile service that is still within a minimum term.

NAC operator

Authorisation number

Dealer

Premise code

Name of dealer/agent representative (please print)

Signature of dealer/agent representative

Date

# 07

## Telstra Mobile Satellite Service Order Form – This form must be returned to Telstra

Phone Connection 1	Customer to complete	Telstra Mobile Satellite User Name (Surname and Given Name) <input type="text"/>															
	<b>Monthly plan amount</b> 12 months: TMS Essential <input type="checkbox"/> TMS Premium <input type="checkbox"/> 24 months: TMS Essential <input type="checkbox"/> TMS Premium <input type="checkbox"/> TMS Essential Data Plan <input type="checkbox"/>				<b>MessageBank<sup>®†</sup></b> Yes <input type="checkbox"/> No <input type="checkbox"/>		<b>Data Access</b> Yes <input type="checkbox"/> No <input type="checkbox"/>		<b>White Pages<sup>®</sup> Online listing<sup>#</sup></b> Yes <input type="checkbox"/> No <input type="checkbox"/>		<b>Calling Number Display</b> Yes <input type="checkbox"/> No <input type="checkbox"/>		<b>MRO (Monthly repayment option)</b> MRO needs to match the service type 12 months: Yes <input type="checkbox"/> No <input type="checkbox"/>		24 months: Yes <input type="checkbox"/> No <input type="checkbox"/>		<b>Direct Debit or Monthly Bill</b> Direct Debit <input type="checkbox"/> Monthly Bill <input type="checkbox"/>
Telstra to complete	Telstra Mobile Satellite number <input type="text" value="0 : 1 : 4 : 7 : 1 : : : : :"/>				Account number <input type="text"/>				Account password <input type="text"/>				Model of handset <input type="text"/>				
	IMEI <input type="text" value=": : : : : : : : : : :"/>				SIM serial number <input type="text" value=": : : : : : : : :"/>				SIM PIN <input type="text" value=": : :"/>								
Total price of equipment (before discounts) <input type="text" value="\$"/>				Total MRO amount <input type="text" value="\$"/>				MRO monthly repayments (Government subsidy is no longer available) <input type="text" value="\$"/>				Amount payable upfront (After MRO) <input type="text" value="\$"/>					

### Important information

**Data Access** – If you require data access, please contact the TMS help desk on 1800 632 995 (Option 2) Mon to Fri 8.30am to 5.00pm. Also you can email the helpdesk team on [Telstra.Mobile.Satellite@team.telstra.com](mailto:Telstra.Mobile.Satellite@team.telstra.com) † Call, retrieval and diversion charges apply.

**Mobile Repayment Option** (approved customers only). Customers must ensure that the Mobile Repayment Amount selected is **equal or less than** the Handset Price (incl.GST). I agree to pay the monthly repayment amount indicated above to Telstra in return for Telstra paying the Mobile Repayment Amount to the Dealer or Telstra Shop on my behalf to contribute to the upfront cost of a handset. # White Pages<sup>®</sup> OnLine Listing means Directory Assistance, Telstra Call Connect and Electronic White Pages<sup>®</sup> service.

Multiple services (for more than 2 activations, simply duplicate this page)

Phone Connection 2	Customer to complete	Telstra Mobile Satellite User Name (Surname and Given Name) <input type="text"/>															
	<b>Monthly plan amount</b> 12 months: TMS Essential <input type="checkbox"/> TMS Premium <input type="checkbox"/> 24 months: TMS Essential <input type="checkbox"/> TMS Premium <input type="checkbox"/> TMS Essential Data <input type="checkbox"/>				<b>MessageBank<sup>®†</sup></b> Yes <input type="checkbox"/> No <input type="checkbox"/>		<b>Data Access</b> Yes <input type="checkbox"/> No <input type="checkbox"/>		<b>White Pages<sup>®</sup> Online listing<sup>#</sup></b> Yes <input type="checkbox"/> No <input type="checkbox"/>		<b>Calling Number Display</b> Yes <input type="checkbox"/> No <input type="checkbox"/>		<b>MRO (Monthly repayment option)</b> MRO needs to match the service type 12 months: Yes <input type="checkbox"/> No <input type="checkbox"/>		24 months: Yes <input type="checkbox"/> No <input type="checkbox"/>		<b>Direct Debit or Monthly Bill</b> Direct Debit <input type="checkbox"/> Monthly Bill <input type="checkbox"/>
Telstra to complete	Telstra Mobile Satellite number <input type="text" value="0 : 1 : 4 : 7 : 1 : : : : :"/>				Account number <input type="text"/>				Account password <input type="text"/>				Model of handset <input type="text"/>				
	IMEI <input type="text" value=": : : : : : : : : : :"/>				SIM serial number <input type="text" value=": : : : ~ : : : :"/>				SIM PIN <input type="text" value=": : :"/>								
Total price of equipment (before discounts) <input type="text" value="\$"/>				Total MRO amount <input type="text" value="\$"/>				MRO monthly repayments (Government subsidy is no longer available) <input type="text" value="\$"/>				Amount payable upfront (After MRO) <input type="text" value="\$"/>					

# 08 APPLICANT ACCEPTANCE

**Important** – please read these terms, the Critical Information Summary we give you, the Telstra Mobile Satellite User Guide (“User Guide”) and our “Important Information – Your Rights and Obligations” Booklet (“Booklet”).

The Critical Information Summary contains important information relating to the Plan you have selected including details of the minimum cost of your Plan and the maximum early termination charge you will need to pay if you cancel your Plan early.

Please also read carefully Telstra’s “Protecting Your Privacy” statement which is set out in the Booklet. It summarises how Telstra, its related companies and its dealers will collect, use and disclose your personal information (including for marketing to you) and your rights in relation to accessing and correcting that information. The Booklet contains the Privacy Statement that is current at the date of printing the Booklet. The Privacy Statement is also available at [telstra.com.au/privacy/privacy\\_statement.html](http://telstra.com.au/privacy/privacy_statement.html)

You agree:

- you have received and read the Critical Information Summary, the User Guide, and the Booklet, which includes a copy of Telstra’s Privacy Statement “Protecting Your Privacy”
- you are responsible for any use of your Telstra service, whether you authorise it or not
- Telstra’s Our Customer Terms apply to all Telstra services relevant to this application. Under Our Customer Terms, we can change the terms and prices of your Plan. The Booklet sets out how we can do this
- we have explained to you that to access emergency services from within Australia, you can call 000 if you have active SIM card in your handset or 112 if you do not have an active SIM card in your handset. Outside of Australia you need to dial the emergency services number for the country you are in
- some calls are not included in your Monthly Call Allowance, including calls to 190, 1800, 13, 12 or directory assistance numbers, international calls, international roaming calls, calls to other numbers outside Australia or calls to non-Telstra mobile satellite services. Your Monthly Call Allowance also can’t be used for charges incurred using a Telstra Mobile (GSM) SIM card (with a telephone number beginning with “04”) in your handset or incurred using a SIM card in a cellular mobile handset or device. If you make these types of calls you will have to pay for them separately
- if you use your service overseas, it won’t come out of your Monthly Call Allowance and you will be charged for international roaming. The charges are set out in your Critical Information Summary
- that if you cancel your Plan early, an early termination charge may apply to your Plan. Your Critical Information Summary includes the details of any early termination charge you may need to pay
- if you have chosen a Mobile repayment Option you may need to pay us an amount upfront in addition to your monthly repayments
- we have explained to you that Telstra Mobile Satellite gives you international roaming access on the Iridium Network from Australia and most overseas countries. Due to the nature of satellite services (in particular that fact that the quality of service can be affected by the environment, surrounds and atmosphere) and the global nature of the Iridium satellite network, which is controlled by a third party, Telstra cannot promise that you will always be able to access Telstra Mobile Satellite from within Australia or overseas. The quality of service available may be affected where there is a narrow view of the sky and by things such as the environment, surrounds and atmosphere

- you may be able to use your Telstra service to purchase goods, services or content from a third party. If you do so, Telstra will debit the charges for the content, goods or services from your account. If you don’t pay Telstra when due, Telstra may cancel your service
- your Telstra Mobile Satellite service includes a number of features including MessageBank Standard, SMS PocketNews and Memo. If you use any of these service features, the terms of that service feature apply and you must pay all applicable charges as set out in Our Customer Terms
- you confirm that we may, subject to the provisions of the Privacy Act 1988 (Cth), in force from time to time:
  - a) disclose information about you and your application (including information contained in any application for additional services and information relating to the conduct of your account) to a credit reporting agency for the purpose of obtaining and maintaining a credit information file about you, and to another credit provider or a collection agent for the purpose of collecting overdue payments relating to credit owed by you and notifying defaults by you; and
  - b) obtain and use information about your creditworthiness (including a consumer or commercial credit report) from a credit reporting agency, credit provider or other business that reports on creditworthiness for the purpose of assessing an application (including the application and any application for additional services) or collecting overdue payments. For the purpose of this clause, “you” and “your” refers to the Account Holder and the Account Holder’s Authorised Signatory (if applicable)
- all information you have provided in this application is correct and that if you are not the Account Holder, you are authorised to sign this form on behalf of the Account Holder.

**Account holder full name (please print)**

Date

Account holder/authorised signatory

Telstra mobile phones may interfere with sensitive biomedical electronic devices – check with your specialist before use.