

## StrataNet Voice Authorisation Form

This form is used to connect to StrataNet voice services.

### Contact Details

Business / Family name	<input type="text"/>		
Trading name (if applicable)	<input type="text"/>		
Postal address	<input type="text"/>		
Email address	<input type="text"/>		
Please indicate if you would prefer to receive your monthly account by post or by email: Post <input type="checkbox"/> Email <input type="checkbox"/>			
(All accounts will be automatically emailed each month, if you request to receive by post a cost of \$2.95 per month will apply)			
Primary contact name	<input type="text"/>	Primary contact email	<input type="text"/>
Primary contact phone	<input type="text"/>	Primary contact mobile	<input type="text"/>
Delivery address	<input type="text"/>		
Expected install date	<input type="text"/>	ASAP or <input type="text"/> / <input type="text"/> / <input type="text"/>	
Additional details	<input type="text"/>		
	<input type="text"/>		

### Voice

#### Calling Rates (Inclusive of GST)

\$20 Monthly base fee  
 \$0 Local area calling  
 8c/min National calling  
 ±8c/min International calling (about 70 countries)\*  
 31c/min NZ mobile \*See our website for list of countries

#### Number Porting

☐ \$25 Number porting fee (inclusive of GST)  
 Number to be ported: (0\_\_ ) \_\_\_\_\_  
 Phone / Fax (circle which applies)  
 Current provider: \_\_\_\_\_  
 Name on account: \_\_\_\_\_  
 Account number: \_\_\_\_\_

#### Voicemail Services

☐ \$5 Monthly voicemail fee (inclusive of GST)

#### Equipment Required

Choose the correct equipment for your installation

<input type="checkbox"/>	\$400	Standard	Provides one wireless access point.
<input type="checkbox"/>	POA	Fibre	Fibre installations range in pricing depending on equipment required. Wireless access point optional.

You will also need to provide your own standard analogue phone. Many people choose to use their existing cordless phones.

### Acceptance

I agree to a 12 month term from date of delivery of the services. Cancellation before the expiry term will result in the full remaining contracted term requiring payment. I accept these conditions and those outlined on the reverse of this form. All prices quoted are exclusive of GST unless otherwise stated & are subject to our standard T&C's which are available at [www.stratanet.co.nz](http://www.stratanet.co.nz). An installation fee of \$150 +GST for all services above may apply.

Name \_\_\_\_\_ Signed \_\_\_\_\_ Date \_\_\_\_\_

Reseller <input type="text"/>	StrataNet Finance use only	Completed <input type="checkbox"/>	DD Loaded <input type="checkbox"/>
	Account number <input type="text"/>	Credit Check <input type="checkbox"/>	Credit Limit <input type="checkbox"/>
		One Bill Set <input type="checkbox"/>	Scan and File <input type="checkbox"/>
			Signed _____

## Terms and Conditions

This form acts as an appendix to our standard Terms and Conditions.

### Voice

#### Our Responsibilities & Conditions:

- All access lines are subject to any and all applicable Service Level Agreements from upstream providers.
- Our Customer Care Centre is only available during NZ business hours, 9am-5pm, Monday to Friday (excluding Public Holidays).
- We do not provide internal phone wiring throughout the premises.
- Due to digital voice solutions having a high dependence on the internet, they should not be used for emergency calls. These should still be made through analogue or mobile services.
- Digital voice solutions have no guarantees for the use of eftpos, alarm monitoring or faxing. If these are critical services to your business the Analogue Line service should be implemented.

#### Your Responsibilities:

- To provide all internal cabling from the router out to your handsets and to any local switching equipment.
- Once an RFS (Request for Service) date has been provided, charges for your service will commence.
- To check outstanding obligations to the existing provider and to discharge such obligations and disconnect the current services.

## Configuration and Installation

#### Our Responsibilities & Conditions:

- **Equipment:** The equipment that we provide is subject to standard warranties. If this equipment is defective outside of the warranty period, We are not liable to cover replacement expenses.
- **Installation:** We will test the service upon completion of the installation. Thereafter, it is Your responsibility to maintain the equipment and report any known faults to Us. We cannot be held liable if we are unaware of service interruptions.

### Other exclusions

- Toll calls are charged in addition to the quoted monthly services. Toll call charges may change without notice.  
Trunk is the physical line between a PABX (Phone System) and the Telco Provider.  
Channel is the number of simultaneous phone calls your PABX (Phone System) can make.

Cancellation before the circuit has been delivered will result in payment of the full contracted term.

Service level agreements can be found on our website [www.stratanet.co.nz](http://www.stratanet.co.nz).

## Additional Information

We can offer a second line as part of our voice services. The charges for a second line are exactly the same as your primary line; eg \$40 monthly base fee for two lines.

Voicemail services are optional, and the monthly voicemail fee is per line.

Number porting is optional, and the number porting fee is per line.

In order to use your phone you will need to dial '1' before the phone number that you want to dial.

Voicemail services (if activated) can be accessed by dialling '2220'.