



One Voice Authorisation Form

This form is to be completed in conjunction with a Direct Debit Form, Number Port Authorisation Form and used to connect a business to Digital Voice.

Business Details

Registered name			
Trading name			
Postal address			
Accounts email address			
Please indicate if you would prefer to receive your monthly account by post or by email: <input type="checkbox"/> Post <input type="checkbox"/> Email (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		Primary contact email	
Primary contact DDI		Primary contact mobile	
Delivery address			
Expected RFS date		ASAP or	/ /
Additional details			

Voice

Choose your access

(Quantity)

<input type="checkbox"/>	\$10	Line with no features
<input type="checkbox"/>	\$15	Line with full features
<input type="checkbox"/>	\$19	SIP Trunk Everyday
<input type="checkbox"/>	\$29	SIP Trunk Enterprise*
<input type="checkbox"/>	\$5	Phone number
<input type="checkbox"/>	\$45	Analogue Line

Extras

<input type="checkbox"/>	\$29	Quality of service 1* (<4 channels)
<input type="checkbox"/>	\$59	Quality of service 2* (<8 channels)
<input type="checkbox"/>	\$89	Quality of service 3* (<12 channels)
<input type="checkbox"/>		

* Special conditions apply

Smart Phone Devices

Managed - we take care of it (monthly)

<input type="checkbox"/>	\$99	Standard	(1-4 Trunks)
<input type="checkbox"/>	\$149	Professional	(5-10 Trunks)
<input type="checkbox"/>	\$265	Premium	(11-25 Trunks)
<input type="checkbox"/>			

Unmanaged - you take care of it

(monthly) (purchase) (configured) (migrated)

OR	<input type="checkbox"/>	\$0					Self Supply	
<input type="checkbox"/>	\$4	<input type="checkbox"/>	\$99	<input type="checkbox"/>	\$19	<input type="checkbox"/>	\$25	Analogue Adaptor
<input type="checkbox"/>	\$8	<input type="checkbox"/>	\$199	<input type="checkbox"/>	\$19	<input type="checkbox"/>	\$45	Digital IP Phone
<input type="checkbox"/>	\$39	<input type="checkbox"/>	\$990	<input type="checkbox"/>	\$350	<input type="checkbox"/>	\$450	Digital IP Phone System

This section will be provided and billed by our Reseller.
*Special conditions apply.

Acceptance

I agree to a 24 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, are monthly unless otherwise stated & are subject to our standard T&C's which are available at www.onefibre.co.nz. Installation fee for all services above, including the access will be provided for a fixed fee of 2 months of total service, plus \$25 per transferred number.

Name _____ Signed _____ Date _____

Reseller <input type="text"/>	NZTG Finance use only	<input type="checkbox"/> Completed	<input type="checkbox"/> DD Loaded
		<input type="checkbox"/> Credit Check	<input type="checkbox"/> Credit Limit
	Account number <input type="text"/>	<input type="checkbox"/> One Bill Set	<input type="checkbox"/> Scan and File
			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).
- Quality of service is only available on a fibre and Managed Router service (Professional and above) supplied by One Fibre. With this service, we will provide QOS 802.11n service from the onsite router through to our upstream voice network.
- SIP Trunk Enterprise requires the quality of service product.
- The Everyday line access service is not to be considered a business landline replacement and has no Service Level Agreement unlike the Enterprise line access service which is guaranteed and backed up by a Service Level Agreement.
- 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 PABX 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.

Smart Phone Devices

Our Responsibilities & Conditions:

- **Managed Smart Phone Devices:** We will scope, supply & install the managed smart phone device at our cost and it will be our ongoing responsibility to monitor, maintain and supply a replacement should it be necessary. All moves, adds or changes will be at our cost and our demarcation of responsibility will end at the ports on your existing phone system.
- **Configured:** We will configure the handset, adaptor, or phone system to connect to the One Digital Voice Network only. We will then courier this to you, and you will be responsible to connect and migrate your PABX (Phone System) or IP devices onto the One Digital Voice Network.
- **Installed and Migrated:** We will supply and configure the handset, adaptor, or phone system. We will then have a contractor come to your location and migrate your existing PABX (Phone System) or IP devices onto the new One Digital Voice Network. This will be scoped before completion and you will be advised if any additional fees or charges are to be incurred.

Your Responsibilities:

- **Self Supply:** You will supply, configure, install and migrate your PABX (Phone System) or IP devices -onto the new One Digital Voice Network.
- **Unmanaged Smart Phone Devices:** All ongoing configuration, changes or support will need to be completed by your local IT, PABX (Phone System) provider or in-house IT resource. We are unable to provide this service.
- **Monthly Charges for Unmanaged Smart Phone Devices:** The monthly amounts quoted are based on a 36 month operating lease, are tax deductible and are subject to Flexirents' lending criteria. This will include you having a finance agreement directly with Flexirent. The Configuration & Migrated options may be included in the finance agreement.

Other exclusions

- Toll calls are charged in addition to the quoted monthly services. There are two different rate cards for Everyday & Enterprise access. Toll calls may change without notice, refer to www.onefibre.co.nz for the latest rates

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.onefibre.co.nz.

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Number Port Authorisation Form

This form should be completed in conjunction with the One Voice Authorisation Form. Please detail below all phone numbers to be transferred to One including any new numbers to be assigned. Ensure this information is accurate otherwise the port process will be rejected by the other provider.

Trading name

Existing account number (if applicable)

Number	Phone	Fax	To be ported	Current Provider	Account Number	Name on Account	New	Region
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				<input type="checkbox"/>	

Acceptance

☐ Yes, I have read and accept the Terms and Conditions on the reverse of this form.

Signed _____

Name _____

Date / / 20

Job Title _____

Please scan and email the form to delivery@onefibre.co.nz



Terms and Conditions

1. I confirm that I have the authority to request the porting of the number(s) listed on this Form and where a number is not owned by the group/organisation, I confirm that I have the relevant consent from the individual who has rights to that number, to request the porting of that number on the following basis.
2. I have informed any individuals who wish to port their number into the One Voice Account that by porting their number, they relinquish all rights to that number. If they wish to port their number out of the One Voice Account, they will need to obtain the authorisation from the group/organisation.
3. I further agree that One may collect information about the group/organisation and the way in which the group/organisation uses the Services and consent to One using such information in accordance with the One Privacy Policy.
5. I understand that:
 - (a) I am porting the number(s) detailed on this Form from the existing provider(s) to One.
 - (b) By porting the number(s) listed on this Form to One the current services to those number(s) will be disconnected and the account(s) with the existing provider(s) may be finalised.
 - (c) I may continue to have outstanding obligations to the existing provider(s). It is my responsibility to check the terms and conditions of the contract(s) with the existing provider(s), in relation to the number(s) I wish to port, to find out if there are any outstanding obligations to the provider(s) and to discharge such obligations.
 - (d) Porting the number(s) could incur additional costs or obligations to my existing provider, including early termination fees and/or porting fees.
 - (e) After porting the number(s) to One some of the services I currently receive may not be supported by One, or may be accessed a different way.
6. I am further aware that:
 - (a) If I change my request to port any number at any time it may affect the date the port is completed.
 - (b) Once the number porting process has started it must be completed.
 - (c) If I want to make any changes to part, or all, of my original port request after the porting process has begun, a new port request is required.
 - (d) One is not obliged to accept this porting request.
 - (e) One will supply information from this Form to the existing provider(s) in the porting number process.
 - (f) The information provided by me in relation to this porting request may be used for the delivery of services, fault management and handling any complaints I make. The information may also be provided to emergency services and as lawfully required by law enforcement agencies.
 - (g) One will not be liable for any loss or damage (direct or indirect) resulting from failure or delay in the porting process.
7. I authorise One to port the number(s) listed on this Form from the existing provider to One.
8. These terms and conditions are in addition to the One Terms and Conditions. If there is any inconsistency between these terms and conditions and the Terms and Conditions, the Terms and Conditions shall take priority.

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