



## FIRE LINE SERVICE APPLICATION FORM

The South Australian Metropolitan Fire Service (MFS) has entered into an agreement (the MFS Agreement) with Telstra Corporation Limited (ABN 33 051 775 556) (Telstra) pursuant to which Telstra will provide MFS with the capability to monitor your fire alarm (monitoring service).

This application form relates to the provision by Telstra of a Fire Line service to connect your fire alarm to MFS' monitoring service to enable MFS to monitor your fire alarm.

The Fire Line service is made up of:

- an IP WAN port (network service); and
- an IP WAN standard connection using the public switched telephone network (site service).

Before sending this form to Telstra, please ensure that you have read and completed the customer declaration in Section C of this application form. Please also check that all details are correct.

You can apply for the Fire Line service by returning this form to Telstra.

Email: [SAFirelineproject@team.telstra.com](mailto:SAFirelineproject@team.telstra.com);

Fax: **08 8100 4140**; or

Post: **Telstra SA Fire Line Migration, L1/30 Pirie St, ADELAIDE SA 5000.**

### Section A – Terms and conditions

Your Fire Line service will be supplied to the site(s) nominated in Section B of this application form on the following terms and conditions:

#### 1 Term

- 1.1 Your Fire Line service will be provided by Telstra for the Term. The Term starts on the date Telstra starts supplying the Fire Line service to you and ends when:
  - (a) you or Telstra cancel the Fire Line service in accordance with these terms and conditions; or
  - (b) Telstra stops supplying the monitoring service to MFS.
- 1.2 The Fire Line service is a bundled service. This means you must acquire both the network service and the site service at all times during the Term.
- 1.3 You may cancel your Fire Line service at any time by giving Telstra no less than 30 days prior written notice. Telstra may share your cancellation request with MFS.
- 1.4 If your Fire Line service is cancelled within the first year of the Term, you must repay any waived connection charges to Telstra.
- 1.5 In addition to Telstra's termination rights in Our Customer Terms and this application form, Telstra may cancel your Fire Line service, or refuse to commence supplying your Fire Line service, if MFS requests Telstra to do so.

#### 2 Our Customer Terms

- 2.1 Your Fire Line service will be provided on the terms of Our Customer Terms (including the applicable General Terms section) and this application form.
- 2.2 "Our Customer Terms" means the Standard Form of Agreement formulated by Telstra for the purposes of Part 23 of the Telecommunications Act 1997 (Cth), as amended by Telstra from time to time in accordance with the Telecommunications Act 1997 (Cth).
- 2.3 If there is an inconsistency between Our Customer Terms and this application form, this application form will prevail to the extent of any inconsistency.

- 2.4 In addition to the provisions set out below, Telstra may notify you of any other provisions of Our Customer Terms that do not apply to your Fire Line service from time to time.

#### 3 Monitoring service

- 3.1 Your Fire Line service enables you to connect to MFS' monitoring service.
- 3.2 The monitoring service is an IP WAN based community virtual private network, for access to and use by a particular "community of interest". It provides separation between community members.
- 3.3 In order for your Fire Line service to be and remain connected to the monitoring service you must:
  - (a) agree to any additional terms imposed by MFS relating to that connection; and
  - (b) comply with any additional authentication details and procedures required by MFS.
- 3.4 You must not disclose any IP Address you become aware of through using your Fire Line service or accessing the monitoring service (other than your own for the purposes of using your Fire Line service).
- 3.5 MFS may require you to agree to additional terms and conditions in relation to accessing the monitoring service. It is your responsibility to check with MFS whether any additional charges or terms apply.
- 3.6 You acknowledge that Telstra is not responsible for any additional requirements of MFS in order for you to access the monitoring service. In particular, Telstra is not responsible for any authentication procedures or details required to access the monitoring service, or for monitoring your access to the monitoring service.

- 4 Network service**
- 4.1 The IP Solutions Section of Our Customer Terms applies to the network service, except as otherwise set out in this application form.
- 4.2 The following provisions of the IP Solutions Section of Our Customer Terms do not apply to the network service:
- (a) provisions in Part A of the IP Solutions Section that relate to uses of the IP Solution, value added services, charges for a New IP Solution, charges for adds/moves/changes and IP addresses;
  - (b) provisions in Part B of the IP Solutions Section that relate to minimum commitments, cancelling your service, connecting services and IP WAN Design Consultancy Charge; and
  - (c) Parts C and D of the IP Solutions Section.
- 4.3 MFS will provide Telstra with details of the IP Addresses for your Fire Line service.
- 5 Site service**
- 5.1 Part A – General of the Basic Telephone Service Section of Our Customer Terms applies to the site service, except as otherwise set out in this application form.
- 5.2 Due to the nature of the Fire Line service, you cannot block Calling Line Identification, receive calls or hear a dial tone and you will not receive a free listing of the telephone number in a telephone directory. In addition, the following provisions of Part A – General of the Basic Telephone Service Section of Our Customer Terms do not apply:
- (a) the connection timeframes; and
  - (b) provisions relating to Telstra Velocity, rental telephones, change of customer and Local Number Portability.
- 6 Charges**
- 6.1 Connection charges:
- (a) if you have a current Voice Grade Dedicated Line (VGDL) service with Telstra that is used as a fire line, then Telstra will waive the connection charges for the network service and the site service.
  - (b) if you do not have a current VGDL service with Telstra, then the connection charges for the network service and the site service are as set out in Our Customer Terms.
- 6.2 Monthly charges:
- (a) the monthly charge for the Fire Line service is \$106.43 (GST excl) until the expiry of the MFS Agreement; and
  - (b) for any period during which your Fire Line service is supplied by Telstra after the expiry of the MFS Agreement, the monthly charge for the Fire Line service is the total of the monthly charges for the network service and the site service as set out in Our Customer Terms.
- 6.3 The prices set out in this application form do not include the cost of any cabling necessary to connect from Telstra's network boundary at your site to the fire alarm panel. Telstra may elect not to supply this cabling to you.
- 6.4 Installation of your own cabling to access the Fire Line service must:
- (a) be installed by a registered cabling contractor; and
  - (b) be installed to, and continue to meet, the minimum technical requirements determined by the Australian Communications and Media Authority.
- 6.5 You must, at your own cost, provide Telstra with all reasonable assistance and take all safety precautions reasonably necessary to ensure the safe and proper performance by Telstra of all work at your site.
- 6.6 Any other charges that may be payable by you for the Fire Line service from time to time are as set out in Our Customer Terms.
- 7 Permitted uses**
- 7.1 The Fire Line service is to be used as a "fire line" only. That is, as a telecommunications line used to send automatic fire alarm monitoring signals from your premises to MFS. You must not use the Fire Line service for any other purpose.
- 7.2 The use of the Fire Line service as a fire line does not affect or limit Telstra's rights to suspend, limit or cancel the Fire Line service in the event that you fail to comply with the terms and conditions relating to the operation and use of the service.
- 8 What you must do if your Fire Line service is cancelled or suspended**
- 8.1 If you cancel your Fire Line service, or fail to comply with the terms and conditions applicable to the Fire Line service, or if Telstra is entitled to suspend, limit or cancel the Fire Line service, you must:
- (a) take steps to comply with any applicable statutory requirements or regulations relating to the installation and maintenance of monitored fire alarms; and
  - (b) notify any persons (including, without limitation, any tenants, co-tenants, landlords or neighbours of the site or any fire brigades or fire alarm service providers) who may be affected by the suspension, limitation or cancellation of the Fire Line service.
- 9 Adds/moves/changes**
- 9.1 You cannot request any adds, moves or changes to your Fire Line service. In particular, any change of lessee of your Fire Line service or any relocation of your Fire Line service will require your Fire Line service to be disconnected and a new Fire Line service to be connected, and Telstra's standard charges will apply as set out in Our Customer Terms.
- 10 General**
- 10.1 In addition to any other rights under this application form, Telstra may refuse to supply you with the Fire Line service if the requirements set out in this application form are not met.
- 10.2 In addition to the limitations of liability contained in Our Customer Terms, Telstra excludes all liability for any loss suffered by you as a result of your failure to comply with any of the requirements set out in this application form.
- 10.3 Telstra will use all reasonable endeavours to ensure that your Fire Line service is secure, but Telstra does not guarantee the security of your Fire Line service.
- 10.4 You must separately acquire suitable alarm signalling equipment as specified by MFS.
- 10.5 Telstra is not responsible for connecting your Fire Line service to the alarm signalling equipment.

Section B – Site details

Number of sites requiring a Fire Line service:

Site 1

Unit number:	Street number:
Street name:	Street type:
Suburb:	Post code:
Contact person at the site:	Position:
Contact number:	Mobile number:
Fax:	Email:

Additional site information (if any): (eg 4WD access required, beware of the dog, any site security requirements)

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Existing fire line at this site: P (insert fire line number):

Preferred installation date: Preferred installation time: AM / PM (please circle)

Site 2

Unit number:	Street number:
Street name:	Street type:
Suburb:	Post code:
Contact person at the site:	Position:
Contact number:	Mobile number:
Fax:	Email:

Additional site information (if any): (eg 4WD access required, beware of the dog, any site security requirements)

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Existing fire line at this site: P (insert fire line number):

Preferred installation date: Preferred installation time: AM / PM (please circle)

For any additional sites please attach further details as above.

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Office use only

Telstra

Account executive:	CIDN:
Business unit:	

MFS

IP:	Port:	SIM card:
Username:	Password:	

## Section C – Customer Declaration

I acknowledge that the service request contained in this form is subject to the provisions set out in the relevant sections of Our Customer Terms as set out in this form, which is available from the Telstra web site <http://www.telstra.com.au/customerterms>. I can also obtain a copy from a Telstra sales representative.

I acknowledge that I have been given the opportunity to read Telstra's privacy statement entitled "Protecting Your Privacy". This can be downloaded from: <http://www.telstra.com.au/privacy>

I further agree to ensure that the equipment I attach to this service is compatible with the Fire Line service as specified by MFS and I confirm that my purpose is to use the Fire Line service within those specifications.

I acknowledge that Telstra will provide the Fire Line service in accordance with the terms and conditions of this form and Our Customer Terms. I acknowledge that there may be additional costs if I request that the information I have provided on this form is changed or withdrawn.

If applicable, I authorise MFS to cancel my current VGDL service with Telstra on my behalf.

I agree to pay the charges for the Fire Line service as set out in this form.

### Customer Details

Date:

Customer name:

Trading name:

ABN:

Contact person:

Position:

Contact number:

Mobile number:

Please note you must provide either an email or fax number below for mandatory written correspondence relating to the connection of your service.

Fax:

Email:

## Section D – Billing Details

The Fire Line service will be billed directly by Telstra to you.

Existing Telstra account number (if any):

Do you wish your Fire Line service to be billed to your existing Telstra account: YES / NO (please circle)

If you wish us to create a new Telstra account please complete the following details:

Mailing name:

Mailing address:

## Section E – Authorisation

On behalf of the Customer as its authorised representative, I have read and agree to the terms and conditions set out or referred to in this application form. (Please check this box to indicate your agreement. If you have an electronic version of this form, you can double click on the box.)

You can apply for the Fire Line service by returning this form to Telstra by:

Email: [SAFirelineproject@team.telstra.com](mailto:SAFirelineproject@team.telstra.com);

Fax: **08 8100 4140**; or

Post: **Telstra SA Fire Line Migration, L1/30 Pirie St, ADELAIDE SA 5000.**