

CUSTOMER ORDER FORM
3G EXECUTIVE HOME ZONE DEVICE



1 Applicant Information

FIRST NAME: _____ SURNAME: _____

COMPANY NAME: _____

EMAIL: _____

CORPORATE MOBILE SERVICE NUMBER: _____

2 Home address where the 3G Executive Home Zone will be located

STREET NUMBER: _____ STREET NAME: _____

SUBURB/TOWN: _____ STATE: _____ POSTCODE: _____

3 Delivery address for the 3G Executive Home Zone [if different from home address]

COMPANY NAME: _____

DELIVERY ADDRESS: _____

SUBURB/TOWN: _____ STATE: _____ POSTCODE: _____

DELIVERY CONTACT NAME: _____

4 Coverage Check Information. Optus will complete a coverage check as part of the processing of this order. Optus Mobile Numbers Affected. Please list all Optus Mobile and Optus Mobile Broadband numbers affected:

1: _____ 2: _____

3: _____ 4: _____

5: _____ 6: _____

5 Check ALL problems experienced.

- Handset Low Signal If checked, how many bars of coverage appear on your handset: _____ Dropped Calls
 Garbled Speech Coverage Issues Slow Data Throughput Optus Mobile Broadband Disconnections Other, please specify

Are the problems experienced affecting you? Inside your home Outside your home

Please list the models of the mobiles and/or Optus Mobile Broadband modems used. Please also list firmware/software version.

MOBILE/BROADBAND MODEM MODEL	FIRMWARE/SOFTWARE VERSION
E.g. Apple iPhone 4	4.2

When did the faults start occurring? Last Month 1-3 months ago 3-6 months ago 6-12 months ago

Is the problems faced on? 2G 3G Both Unknown

Has any troubleshooting been performed? If so can you please explain what has been performed?

Applicant Authorisation

I hereby apply to Optus to complete a coverage check at my above listed home address where the Optus 3G Executive Home Zone will be located. I have read and accept all terms and conditions listed below

SIGNATURE: _____ DATE: _____



6 Company authorised contact information

FIRST NAME: _____ SURNAME: _____

EMAIL: _____

CONTACT PHONE NUMBER: _____

MOBILE HARDWARE ACCOUNT

This product is Free of Charge as of 1 March 2014

7 Company Authorised Contact Authorisation

This application must be submitted by an authorised person in the company to warrant that they are duly authorised to order hardware on behalf of their company.

I have read and accept all terms and conditions listed below.

Optus Business Customer Service Team will process your request and depending on the outcome, an Optus 3G Executive Home Zone Device may be supplied. Confirmation will be provided back to the Applicant and the Company Authorised Contact.

Please complete all sections.

When completed the Company Authorised Contact need to sends the form to **Optus.Business.Customer.Service@optus.com.au**

SIGNATURE: _____ DATE: _____

OPTUS USE ONLY

Coverage Check Pass: Coverage Check Fail: Optus 3G Executive Home Zone Device Order:
SAP: 2099933

PLEASE EMAIL THE COMPLETED FORM WITH RELEVANT ATTACHMENTS TO **OPTUS.BUSINESS.CUSTOMER.SERVICE@OPTUS.COM.AU**