

SECTION 1: CUSTOMER ACCOUNT DETAILS

Do you have an existing Delacon Account?

No (go to Section 2)

Yes. Account number: _____ (go to Section 3)

SECTION 2: CUSTOMER DETAILS

Customer name	
Business Name	
ABN	
Full Address	
Phone number	
Email address	

SECTION 3: SERVICE DETAILS

Please circle whichever is applicable, or enter the necessary information.

Item	Information	Detail
1	Which local area do you want your new number for?	Sydney/ Melbourne / Brisbane / Perth / Adelaide / Canberra
2	Please choose your pricing plan	(1)

SECTION 4: SETUP

Please circle whichever is applicable, or enter the necessary information.

Item	Information	Detail

11 GLEBE STREET
EDGECLIFF NSW 2027

CONTACT@DELACON.COM.AU
WWW.DELACON.COM.AU
TEL 1300 990 999
FAX + 61 2 8221 9491

4	<p>Here is a welcome message example. This message can be changed to suit your company. The default welcome message is: "Welcome to (YOUR_COMPANY)"</p>	<p>To change the welcome message, add your own here or leave blank to use the default.</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>welcome.wav</p>
5	<p>Menu Audio. Example: Press 1 for Sales 2 for Accounts 3 for ...etc.</p>	<p>Please type in your options: Eg: 1 - sales, 2 - Accounts...</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>menu_audio.wav</p>

After the caller selects an option, what would you like to happen next?

Option 1	
<p>What telephone number would you like the caller to be forwarded to?</p> <p>[If for example you require the IVR to try more than 1 number, ie if busy, or no answer. Please add the numbers in a list, separated by a comma.]</p>	
<p>And/Or, would you like the caller to go to VoiceMail?</p>	<p>Yes/No</p>
<p>Please provide an email address for your voicemail messages.</p>	
<p>Create a voicemail greeting for the caller. Or use the default: Example. "XYZ is not currently available. Please leave your message after the tone and we will have XYZ call you right back"</p>	<p>To change the voicemail message, add your own here or leave blank to use the default.</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>voicemail1.wav</p> <p>[You can also send us a wav file recorded in your own voice which we can use as the voicemail message]</p>

Option 2	
<p>What telephone number would you like the caller to be forwarded to?</p> <p>[If for example you require the IVR to try more than 1 number, ie if busy, or no answer. Please add the numbers in a list, separated by a comma.]</p>	
<p>And/Or, would you like the caller to go to VoiceMail?</p>	<p>Yes/No</p>
<p>Please provide an email address for your voicemail messages.</p>	
<p>Create a voicemail greeting for the caller. Or use the default: Example. "Xyz is not currently available. Please leave your message after the tone and we will have xyz call you right back"</p>	<p>To change the voicemail message, add your own here or leave blank to use the default.</p> <hr/> <hr/> <hr/> <p>voicemail2.wav</p> <p>[You can also send us a wav file recorded in your own voice which we can use as the voicemail message]</p>

Option __ (Please print as many options as you require)	
<p>What telephone number would you like the caller to be forwarded to?</p> <p>[If for example you require the IVR to try more than 1 number, ie if busy, or no answer. Please add the numbers in a list, separated by a comma.]</p>	
<p>And/Or, would you like the caller to go to VoiceMail?</p>	<p>Yes/No</p>
<p>Please provide an email address for your voicemail messages.</p>	
<p>Create a voicemail greeting for the caller. Or use the default: Example. "Xyz is not currently available. Please leave your message after the tone and we will have xyz call you right back"</p>	<p>To change the voicemail message, add your own here or leave blank to use the default.</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>voicemail___.wav</p> <p>[You can also send us a wav file recorded in your own voice which we can use as the voicemail message]</p>

Customers Signature	
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FAX ALL PAGES TO: 8221 9491