

# Authorisation to Release Customer Call Recordings



Phone calls to and from Bordernet are recorded for security and quality purposes. Call recordings are stored securely off-site and may be able to be retrieved upon request. Due to the largenumber of calls between Bordernet and our customers, not everycall recording is kept, and call recordings are not stored indefinitely. While there is no guarantee that a particular call recording can be retrieved, Bordernet will make call recordings available to customers and former customers where possible. Requests for call recordings can be made by completing this authorisation form in full.

If you are seeking a call recording of a conversation between you and Bordernet, please ...

- carefully read the Important Notes below;
- complete this form in full;
- sign the form where indicated; and
- post it to us at our postal address at the foot of this form, or
- scan it in colour and email it to [privacy@Bordnet.com.au](mailto:privacy@Bordnet.com.au).

## Important Notes:

1. Call recordings need to be requested by the Account Holder, or their Authorised Representative, not by any other person or entity.
2. Call recordings will only be supplied to the Account Holder, or their Authorised Representative, not by any other person or entity.
3. Bordernet does not listen to the call recordings before supplying them, so we can't pre-select only certain callrecordings based on content matter.
4. Bordernet uses contractors to deliver the call recordings.Our handling of the call recordings is in accordance without Privacy Statement.
5. There is no charge for retrieving the recordings or for copying them to the distribution media, only for the cost of the media and secure delivery.
6. We will not supply call recordings via email, we will only send them on a password protected Flash Drive via Express Post (Signature Required).

## Bordnet Account Holder's Details

Title (Please tick one)  Mr  Mrs  Ms  Dr  Other  
Surname

Given Names

Organisation Name and ABN or ACN (if applicable)

Current Billing Email address

Call recordings are requested for the following telephone number(s)

  

Name and Address where the call recordings are to be sent

Name

Address

Suburb

State

Postcode

## Account Holder or Authorised Representative's Details

Title (Please tick one)  Mr  Mrs  Ms  Dr  Other  
Surname

Given Names

Email address (to advise progress of call recording recovery)

Phone

Business Hours

## Recordings Required

Please Note: Bordernet will provide a list of possible call recordings. There is no charge for that service. There is no guarantee that the call recordings on the list will be available to be retrieved. It's the responsibility of the applicant to nominate which recordings are required; we are not able to retrieve the call records based on content as we do not listen to the recordings.

- |                          |   |
|--------------------------|---|
| <input type="checkbox"/> | One call (Date and Time)                |
| <input type="checkbox"/> | All calls in one day (Date)             |
| <input type="checkbox"/> | All calls in one week (Start Date)      |
| <input type="checkbox"/> | All calls in one month (Month and Year) |
| <input type="checkbox"/> | All calls in one calendar year (Year)   |
| <input type="checkbox"/> | All calls (From and To Dates)           |

## Cost Recovery Pricing

(We will use the smallest capacity Flash Drive to suit the call recordings.)

Call Recording Recovery (per Call)	No Charge
32 GB USB Flash Drive (Password Protected)	\$30.00
64 GB USB Flash Drive (Password Protected)	\$50.00
Australia Post Express Post Satchel	\$10.55
Signature Required on Delivery Sticker	\$2.95

## Customer Agreement

Account Holder  Authorised Representative

By signing below you acknowledge and agree that:

- Not all calls may be able to be retrieved or provided to you.
- You will pay the cost recover charges as listed above.
- Payment is required prior to the call recordings being dispatched to you.
- Recordings will be handled in accordance with our Privacy Statement.
- Bordernet will use a contractor to deliver the call recordingsto your nominated address.

Signature	Day	Month	Year
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Please fax or post or email this completed page with a copy of a telephone account from your current carrier.

## Bordnet Pty Ltd

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