

Frequently Asked Questions

M DOCKLANDS

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1. How do I sign up for ELECTRICITY?

Contact WIN ENERGY on **1300 791 970** or email sales@winenergy.com.au or visit www.winenergy.com.au .

2. How do I sign up for WATER?

Contact CITY WEST WATER on **131 691** (Please provide your full tenancy address).

3. How do I sign up for GAS HOT WATER & COOKTOP?

Contact ORIGIN on **1800 684 993** (7 am to 9 pm weekdays, and 9 am to 5 pm on Saturdays) to **set-up an account**.

You may apply on line via originenergy.com.au/bhwopenonline.

Please note: If an account is not opened the hot water will be discontinued.

4. How do I sign up for PHONE / INTERNET?

Contact your preferred supplier to arrange phone/internet connection. Note: M Docklands is connected to the National Broadband Network (NBN) and your supplier will need to be registered with the NBN. Your supplier may require the NTD Number from your control box – this is located inside the cover of the box in the bedroom wardrobe. Please contact Building Management if you are having any difficulties arranging this service.

5. Will it cost anything to switch to the NBN?

Speak to your preferred service provider to see if there are any other charges such as set up or activation fees.

If you are currently under contract with a provider and want to move to the NBN, ask your service provider if any fees might be payable if you end your contract early.

At the time you arrange your NBN service, your service provider might also invite you to purchase or rent a new router to help share your internet service around the different rooms of your home or business – but from a technical perspective this is optional.

6. How do I sign up for FOXTEL?

Contact FOXTEL on **1300 785 622**.

7. How do I MOVE IN?

After settlement/signing a lease you must make a booking through the Business Centre to arrange access to the loading bay and lift, and to confirm move in procedures. Please contact the Business Centre at businesscentre@trevormain.com in order to request a booking form. Please note there are restrictions on the times/days that moving can occur, so please provide as much notice as possible.