

The background features a complex, abstract geometric pattern. It consists of numerous overlapping, semi-transparent rectangular and triangular shapes in various shades of gray, ranging from light to dark. These shapes radiate from a central point on the right side of the page, creating a strong sense of depth and perspective, similar to a tunnel or a vortex. The overall effect is dynamic and modern.

13/1300 Inbound

July 2017

INBOUND

Inbound 1300 1800 Numbers

1300 & 1800 numbers provide businesses with a cost effective promotional product for their main business phone line. These numbers are redirected to an existing business landline or mobile phone. The customer that calls the number is charged for the cost of a standard local call for 13 and 1300 numbers and it is a free call from a landline to a 1800 number.

NEW 1300 NUMBERS & NEW 1800 NUMBERS

- Free 1300/1800 number set up
- Fast and hassle free set up
- Non-Contract on your 1300/1800 numbers
- 1300/1800 numbers provider greater reach for your advertising

1300 & 1800 INBOUND NUMBER CALL CHARGES (inc GST)

13/1300/1800 Numbers	Local call Per Min	National Landline to Landline Per Min	Landline to Mobile Per Min	Mobile to Landline Per Min	Mobile to Mobile Per Min	Monthly Fee
1300 Number 1st 15 Mins of Local Call Free	10c	16.5c	55c	22c	55c	\$22
1800 Number	9c	16.5c	55c	22c	55c	\$22

COMPLEX INBOUND ROUTING OPTIONS

A range of innovative solutions are available allowing you to vary the Inbound Service Answer Point depending on the time of day, location of originating caller or on rotation to various answer points.

HOW DO INBOUND 1300 1800 NUMBERS WORK?

A 1300 number or 1800 number can be called from any fixed or mobile number within Australia. From Fixed lines calls to a 1300 are the cost of a local call. Calls to a 1800 number from a landline are called a free call because the call is free for the caller. If a call to a 1300 number or 1800 number is made from a mobile phone the caller will pay a rate determined by their mobile phone carrier.

The owner of the number (the 1300 or 1800 number account holder) pays a charge for each call except for local calls to a 1300 number where the first 15 minutes are free.

INBOUND

1300 numbers and 1800 numbers operate as virtual services. The calls can go to any number and the 1300 number and 1800 numbers don't have any specialised equipment or software associated with them.

The number the calls terminate at are known as the answer point. Calls can be directed to any Australia Mobile or land line. The Answer point can be changed at any time and moved from land line to mobile or vice versa.

The answer point number can still be dialled and will ring as normal. When someone rings in on a 1300 number or 1800 number the phone rings in just the same way as with a normal call.

13, 1300 & 1800 LINE RENTAL WITH NO SETUP FEE

We offer free set up on basic routing and \$22.00-line rental on basic inbound service numbers 13, 1300 and 1800.

13, 1300 AND 1800 SETUP CHARGES

Most Telco's charge very expensive set up and ongoing fees for their Inbound 1300 numbers and 1800 numbers.

We make 1300 numbers and 1800 numbers affordable to every business.

13, 1300 & 1800 COMPLEX ROUTING OPTIONS & TIME-BASED ROUTING, STATE BASED ROUTING AND POSTCODE BASED ROUTING

We offer a range of Inbound services including 13, 1300 and 1800 Inbound numbers with Time Based routing, Area Based Routing, State Based Routing and Postcode based routing.

AUSTRALIA WIDE ROUTING

All calls from within Australia are routed to the one answer point.

STATE BASED ROUTING

All calls from within each state are routed to different answer points. Mobiles can only be directed to a single answer point.

AREA BASED ROUTING – 206 ZONES

Calls from within each designated Area Code can be directed to different answer points. This is the only option which allows for multiple answer points for mobiles.

POSTCODE ROUTING – 2593 ZONES

All calls from within each postcode are directed to different answer points for each Postcode. Is based on Exchange Postcodes and some crossover occurs. Great for Franchise operations. Mobile can only be directed to a single point.

INBOUND

EXCHANGE BASED ROUTING – 4965 ZONES

Same as for Postcode Routing but take call zones down to the local exchange level.

TIME OF DAY ROUTING

Calls can be alternated to alternate answer points depending on the time of day. Eg Calls can be directed to a Brisbane Call Centre up to 5pm EST and then after that time calls are directed to a Perth based Call Centre.

DAY BY DAY ROUTING

Calls are routed to different numbers depending on the day of the week.

PRE-PROGRAMMED DATE ROUTING

Pre-program calls to route to different locations specified days. e.g. Public Holidays

CALL SPLAYING

Calls can be routed based on a specific pre-determined percentage to each different location.

CALL OVER FLOW MANAGER

We can even set up an over flow number so if your lines are busy your customers can go to a message bank or another answer point.

13, 1300 & 1800 INBOUND NUMBER COMPLEX BARRING AND ACCESS

We can even limit the number of numbers that can call in to your 13, 1300 or 1800 inbound numbers. For example, we can set up your Inbound 13, 1300 or 1800 number so that only specified numbers eg specified customers, can call it. We can also bar access so that call can only be made from a particular state or bar mobile access.

WHAT DO I NEED TO DO TO PORT MY EXISTING 13, 1300 OR 1800 NUMBER TO US?

To Port an existing 13, 1300 or 1800 inbound number we need to know your current carriers wholesale account number. If your number is with Telstra or Optus this is usually your account number. We also need to know the numbers you would like to port and their destination points. We will then get you to complete a simple application process, which takes no more than a few minutes. When you request a new 13, 1300 or 1800 inbound number with us, it can usually be operational within 24-48 hours. Complex Routing such as Postcode Manager etc usually takes 5-15 working days to set up.

INBOUND

WHERE DO THE 1300 1800 INBOUND NUMBERS COME FROM?

All Australian 1300 numbers and 1800 numbers originate from the national “pool” (database) of numbers made available from the “Australian Communications and Media Authority” (ACMA), an Australian Government department.

CAN I TRANSFER MY 1300 1800 INBOUND NUMBER IN OR OUT?

Yes, you can. The only time you cannot transfer your service to us is when you have leased a number from another provider and the provider owns the number. In this case you are “married” to the provider and cannot go anywhere with your number unless you are able to negotiate to purchase that number.

You should be aware that if you lease a number and then use that number on stationary or advertising you are tying your business to that provider.

If you leave or let the number lapse, the provider can sell it to one of your competitors and all your marketing and printing dollars, not to mention customers can go down the drain.

HOW DO I GET A NEW 1300 OR 1800 NUMBER?

It’s easy. Just submit and contact form on this page or call us on 1300 783 528 and one of our consultants will walk you through it and answer any of your questions. If all information has been provided we can usually have the 1300 or 1800 number up and running within a few hours.

WHY GET A 1300 OR 1800 NUMBER?

There is a range of benefits to your business in using a 1300 number or 1800 number. 1300 numbers and 1800 numbers increase the response to any marketing you may do and increase the return on your advertising dollar. Research shows that customers prefer to ring a 1300 local call or 1800 free call number and will also call from a broader geographic area as they don’t have to pay for long distance charges.

PHONE WORD, PHONE NAMES & SMART NUMBERS

Smart numbers, Phone Names or Phone words is the term used to describe a 1300 or 1800 number that spells a business or industry name eg 1300 17 MTEL is easier to remember than 1300 176 735. They operate in the same way as standard 1300 numbers and 1800 numbers. If you have a word name for your business please give us a call so we can perform a word/number check.