

Product Description

1800 number services, are an established way of making it easy for your customers to reach your business. Calls to 1800 numbers are distributed (or routed) according to criteria stored in the customer call profile. Customers can specify different destinations for calls depending on time, location, type, and/or volume of incoming calls, listen to recorded voice announcements, gather statistics on the phone calls made to the service. And other similar options.

The 1800 service is, in itself, a call redirection system. When a customer Calls a 1800 number (the B number), they are actually diverting to a third phone number, which is not displayed to the caller. Calls can be diverted depending on the phone numbers being called from (the A number), or the location of the caller, and can be further redirected if the destination number is busy or not answered.

Why 1800 Sells

1800 numbers give your business an immediate edge over your competitors

- + Indicates commitment to high quality customer service
- + Creates nationwide perception
- + Offers a single contact number nationwide

1800 Features and Benefits	
Features:	Benefits:
Savings up to 45% off Telstra's standard rates	Lowers customers contact costs!
Encourages customers to call more often	Helps build relationships and loyalty!
One number across Australia	Creates perception as a nationwide company!
No fixed geographical location	Number stays the same even if you move offices!
Grater choice of numbers	Easy to remember numbers for customers!

Summary of Features

+ **CALL SCREENING / CALL BARRING.** Calls are redirected to a RVA (Recorded Voice Announcement), depending on the callers A-number. Calls will terminate once they reach the RVA – there is no option for leaving a message.

+ **CALL ROUTING.** Calls are redirected to a specific C-number depending on the callers A-number.







+ **CALL FORWARD ON BUSY / NO ANSWER.** Calls are forwarded to a secondary C-number if the primary C-number is busy or not answered within a predetermined number of rings.

BT1800	Charge Amount	
	Peak	Off Peak
Local	\$0.08/per min	\$0.08/per min

Distance Band	Charge Amount (\$/min)	
	Peak	Off Peak
Inter-City < 50 km	\$0.08	\$0.08
Inter-City > 50 km < 125 km	\$0.08	\$0.08
Inter-City > 125 km	\$0.08	\$0.08
Non Inter-City < 50 km	\$0.08	\$0.08
Non Inter-City > 50 km	\$0.08	\$0.08

Other Charges	Charge Amount (\$/min)	
	Peak	Off Peak
Calls from a fixed line service & terminating on a mobile service	\$0.35	\$0.35
Calls from a mobile service & terminating on a fixed line service	\$0.15	\$0.15
Calls from a mobile service & terminating on a mobile service	\$0.39	\$0.39
Calls terminating on an international fixed line service	Call Budget Telecom Pty Ltd for a complete price list	

Connection and Porting Charges	Charge Amount
Connection of a standard Deltacom 1800 service	\$0.00 per service number
Porting/change of an existing 1800 service (monthly spend < \$150)	\$50.00 per service number
Porting/change of an existing 1800 service (monthly spend > \$150)	\$0.00 per service number

-  Minimum charge of \$0.08 applies to every call
-  A monthly charge of \$15.00 per service number is applicable
-  A customer may reserve a 1800 number, a reservation fee of \$15.00 per 90 days applies
-  Change of answering point, \$20.00 per change
-  National, mobile and international calls attract a \$0.049 call connection fee
-  All prices are exclusive of GST