



INBOUND 13, 1300 & 1800 SERVICES

MAKE IT EASIER FOR YOUR CUSTOMERS TO COMMUNICATE WITH YOUR BUSINESS

IMPROVE COMMUNICATIONS WITH YOUR CUSTOMERS WITH A SINGLE, EASY TO REMEMBER NUMBER

- Look big, even if you're small, with an inbound 13, 1300 or 1800 number
- Never miss a customer call with multiple answer point options
- Improve management of inbound calls with automatic State, Area, Team, Time of Day and Availability routing to specific answer points
- Learn more about where calls are coming from with origin and time of call reporting

INBOUND 13, 1300 & 1800 SERVICES

Lift your profile and take command of where, when and who answers your calls

www.commander.com

132 777

take command
COMMANDER

INBOUND 13, 1300 & 1800 SERVICES A



ALL PLANS INCLUDE:

- ✓ AUSTRALIA WIDE ROUTING
- ✓ STATE BASED ROUTING
- ✓ TIME OF DAY ROUTING
- ✓ CALL OVERFLOW
- ✓ CALL SPLAYING
- ✓ PER SECOND BILLING
- ✓ CALL CONNECTION FEES

OPTIONAL SERVICES

EXCHANGE SERVICE AREA ROUTING	\$175 PER MONTH
POSTCODE ROUTING	\$450 PER MONTH + \$1000 CONFIGURATION FEE
MOBILE LOCATION ROUTING (MOLI)	\$450 PER MONTH
RVA/IVR SERVICE	\$20 CONFIGURATION FEE
RVA/IVR RECORDING	\$50

PLAN DETAILS & RATES

Monthly Access Fee	\$25	
Calls Terminating on a Fixed Service	Local	First 15 minutes free per call for 13/1300 services ⁴ . 8c per min thereafter
	National	10c per min
	Mobile	16c per min
Calls Terminating on a Mobile	38.5c per min	
Other Fees	New 1300/1800 Number	Free
	New 13 Number	\$1,100
	Existing 13/1300/1800 Porting Fee	Free
	Number Early Release Fee	\$120
	Number Reservation Fee	\$30
	Adds, moves and changes	\$40
Government Levy on 13 numbers (excludes 1300 numbers)	\$900 per month	

THE FINE PRINT:

1. Prices are inclusive of GST. No fixed term agreement applies. 2. Calls are billed in 1 second increments. 3. Simple and Complex Call Routing options available, additional charges (setup and recurring) may apply. Refer to Schedule of Fees and Charges for details available at www.commander.com/Customer-Terms. Simple Call Routing applies to services with maximum 9 answering points, Complex Call Routing applies to services with more than 9 answer points and exchange based, postcode based or mobile area based Call Routing. 4. First 15 minutes free for local calls are included on 13/1300 services. Not applicable to 1800 services. Unused included call value expires monthly. 5. Information and pricing was correct at time of printing and is subject to change without notice. 6. Commander SFOA, Fair Use and Acceptable Use Policy applies. The Commander SFOA can be found at www.commander.com/Customer-Terms. 7. Commander is a registered trademark of M2 Commander Pty Limited ABN 85 136 950 082