

Telstra Priority® 1300 – Make Customer Service A Priority

A Priority 1300 number allows you to offer your customers the convenience of low-cost untimed calls to your business from almost any fixed phone in Australia. What's more, this 10-digit number can be the same right across the country, helping you to establish a national and service-oriented image.

Keep the same number – You can continue to promote the same 1300 number regardless of how big your business grows, or how often it moves.

Always be available – Priority 1300 allows you to route calls to a preferred call centre or location based on factors such as call origin, time of day, or call volumes. This way you're always available when your customers need you.

Stay one step ahead – Using our optional Telstra Analyser® Online tool, you can monitor your call statistics to gain valuable information on call origins, missed calls and much more.

Setting up your number – Priority 1300 is available to most Australian businesses. Services are usually connected within three working days, depending on the features selected and the number of answering locations required. Service costs include the initial connection fee, monthly rental and call costs.

PRICING INCLUDING GST

Service Connection	\$99.00
Standard Feature Connection	
Time and Day Manager	-
Call Splaying	-
Call Overflow	-
Area Manager	-
Enhanced Feature Connection	
Traffic Allocator (per service)	\$110.00
Local Area Manager (per answering point)	\$110.00
Post Code Manager (per answering point)	\$110.00
CCD Manager (per answering point)	\$110.00
SMS Manager	\$110.00
Silver Service (per answering point)	\$110.00
Redirect (per specified plan)	\$110.00
Feature Connection Ceiling	\$2,200.00
Rental Fees & Charges	
Standard Service	\$27.50
Additional Answering Points	-
Standard Feature Connection	
Time and Day Manager	-
Call Splaying	-

Call Overflow	-
Area Manager	-
Off Shore Termination	-
International Origination	-
Enhanced Feature Connection	
Traffic Allocator (per service)	\$550.00
Local Area Manager (per answering point)	\$440.00
Post Code Manager (per answering point)	\$440.00
CCD Manager (per answering point)	\$1,329.17
SMS Manager	\$27.50
Silver Service (per answering point)	\$11.00
Redirect (per specified plan)	\$27.50
Feature Connection Ceiling	N/A

Miscellaneous	Evotec InfoBrief 1300 133 996 www.evotec.com.au
Moves and Changes – Simple	\$430.00 per change
Moves and Changes – Complex	\$110.00 per change

Maximum changes at the same time per service	\$2,200.00 Maximum
Service Manager – per change	\$110.00
Use of Redirect Feature: Activation & Deactivation – per change	\$44.00
Quarantine Release Fee	\$165.00
Number Search Fee (for the fourth and subsequent search)	\$22.00

*Please note this is standard pricing – please refer to your Telstra voice agreement for discounts applicable

Telstra Priority 1300 Call Usage Charges

Chargeable Rate	Day	Off-peak
	7am – 7pm	7pm – 7am
	Cents per Minute	Cents per Minute
Local	0 for the first 15 minutes, there-after the City Rate applies	
City	13.2c	9.9c
Regional	15.0c	12.1c
State	22.0c	18.7c
Inter-capital	22.0c	18.7c
National	27.0c	23.1c
Fixed to Mobile	49.5c	49.5c
Mobile to Fixed	20.9c	20.9c
Mobile to Mobile	49.5c	49.5c

Please note: inbound caller is charged at the standard rates set by their carrier.

Telstra Freecall® 1800 – Make it easy for your customers to call you

Make it easy for customers to call you for free from almost any fixed phone in Australia with Freecall 1800. Gain a competitive edge Not only does Freecall 1800 enhance your professional image, but it encourages customers to call you from almost any fixed line in Australia and not your competitors. Extend your service hours You can route your Freecall 1800 number to your preferred call centre or location based on factors such as call origin, time of day, or call volumes. This way you're always available when your customers need you. Keep your reputation intact You can continue to promote the same Freecall 1800 number regardless of how big your business grows, or how often it moves. Setting up your number Freecall 1800 is available to most Australian businesses. Services are usually connected within three working days, depending on the features selected. Service costs include the initial connection fee, monthly rental and call costs.

Pricing (including GST)

Connection Fees & Installation Charges	
Service Connection	\$99.00
Standard Feature Connection	
Time and Day Manager	
Call Splaying	
Call Overflow	
Area Manager	
Enhanced Feature Connection	
Traffic Allocator (per service)	\$110.00
Local Area Manager (per answering point)	\$110.00
Post Code Manager (per answering point)	\$110.00
CCD Manager (per answering point)	\$110.00
SMS Manager	\$110.00
Silver Service (per answering point)	\$110.00
Redirect (per specified plan) (State Service & National Service)	\$110.00

Feature Connection Ceiling	\$2,200.00
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Rental Fees & Charges*	
National Service	\$27.50
Statewide Service	\$16.50
Additional Answering Points	-
Standard Feature Connection	
Time and Day Manager	-
Call Splaying	-
Call Overflow	-
Area Manager	-
Off Shore Termination	-
International Origination	N/A
Enhanced Feature Connection	
Traffic Allocator (per service)	\$550.00
Local Area Manager (per answering point)	\$440.00
Post Code Manager (per answering point)	\$440.00
CCD Manager (per answering point)	\$1,329.17
SMS Manager	\$27.50
Silver Service (per answering point)	\$11.00
Redirect (per specified plan)	\$27.50
Feature Connection Ceiling	N/A

Miscellaneous	
Moves and Changes - Simple	\$44.00 per change
Moves and Changes - Complex	\$110.00 per change
Maximum changes at the same time per service	\$2,200.00 Maximum
Service Manager - per change	\$110.00
Use of Redirect Feature: Activation & Deactivation - per change	\$44.00
Quarantine Release Fee	\$165.00
Number Search Fee (for the fourth and subsequent search)	\$22.00

*Please note this is standard pricing - please refer to your Telstra voice agreement for any discounts applicable.