

Special Service Numbers

Enhance your customer service with Special Service Numbers. Special service numbers allow your customers to call you either for free or at a low flat-rate from any location Australia-wide.

A special service number is a unique phone number commencing with 13, 1300 and 1800. Callers to 13 and 1300 numbers are charged a low flat-rate regardless of their location and callers to 1800 numbers pay no charges at all (from fixed line only).

Fees and Charges

We can provide you with a new special service number, or you can keep your existing special service number. Fees and charges are shown below.

1300 and 1800 numbers

Fee Type	Price
Setup fee	\$49.95*
Number porting fee	\$220.00*
Monthly service fee	\$29.95*
Call collection fee (1300)	\$0.099* per min
Call collection fee (1800)	\$0.12* per min

13 numbers

Price on application.

* Conditions apply. All fees quoted are inclusive of GST. Additional call charges may apply if calls to 1300/1800 numbers are forwarded to another telephone number not inclusive of the this service. Pre-paid services utilising 1300/1800 numbers require an active credit card registration for \$100 automatic monthly top up of the account. All calls are restricted if the account credit balance falls below \$0.