

# 1300 numbers FAQ

## Introduction

All 1300 numbers are ‘virtual numbers’ in that they get routed to a real number or answering point. When you get a 1300 number, you can choose to route the calls to either your landline or mobile number. Most 1300 numbers have ten digits – 1300 followed by 6 unique digits. Some providers now offer longer numbers, although it’s still the 6 digits after 1300 that get used to making the call.

There are two types of 1300 numbers: Standard and Smart. Standard Issue numbers have a random 6 digit number combination after the 1300 prefix. They are typically less appealing number combinations with less rhyme or memorability. This makes them cheap or free to obtain. Smart numbers are numbers that spell words, OR numbers that come in appealing patterns and easily remembered. There is usually a premium attached to buying these more sort-after number types.

## Frequently Asked Questions

### **Can we terminate 1300 to a mobile number?**

No. We can only do the termination to a VoIP service.

### **How long does it take to request to switch the termination number?**

We will need to send a request in extranet to Optus. The process will take roughly 24 hours.

### **Is it free to call a 1300 number from a landline?**

Calls to 1300 numbers from landlines within Australia are charged at local rates. For example, under our residential standard phone plans, 13/1300 calls cost 40c per call, while business phone plans charge 35c per call.

### **Is it free to call a 1300 number from a mobile?**

The charge actually varies. Most mobile carriers have included the 1300 number to their unlimited plans or on their minutes. Our unlimited mobile plans have this included so you are free to call them at no extra cost.

### **How soon can the customer get connected if I want a 1300 number for my business?**

Here in SpinTel, it would take 5 business days for the whole process to set it up. This is the same for both the new and existing 1300 numbers.

### **How do 1300 numbers work in Australia?**

As mentioned earlier, these numbers which are otherwise known as inbound virtual numbers are set to receive incoming calls only. Since it is not bound to a single line or exchange, you can easily set up and manage the incoming calls through its answer points. These answer points can be an office phone, landline or an answering machine service.

### **How can I get a 1300 number?**

The customer just needs to pick a provider and you can arrange for them to set up the service for you. Here in SpinTel, you can get your 1300 number for as low as \$10 per month.

### **Can I port my existing 1300 number to a different service?**

In case you already have an existing number and want to transfer your services, you can transfer or port your number from your current service

provider to your new provider. Porting your number is easy and you only need three vital information such as your account number, the name of your current telco provider, and the 1300 number. This usually takes 5 business days if there are no issues that arise.

### **Can I pick my own 1300 number?**

Yes, you can. However, this needs to be done quickly as it might get taken by someone else. Another option will be to purchase smart numbers through the numbering system of ACMA.

### **Can I get more than one 1300 number for my business?**

Yes, you can. There is no limit to the number of 1300 numbers you can use for your business. You can set it up to route to specific departments within your business.

### **If I get a 1300 number, do I have to bring across my landline and mobile too?**

Not necessary. However, if you are using the landline number as your termination number, we suggest bringing them over as well for centralized support coverage.

### **What kind of call reports can you get from a 1300 number service?**

1300 number call will land on the termination number, which is the VoIP service or number. They can only view the outbound calls via myaccount. In order to have access to the incoming calls, you will need a PBX system as well.

### **How do I make sure all my 1300 calls get answered?**

The calls to the 1300 numbers will terminate to a VoIP service/number. If the

VoIP service is configured with only one phone, they can only answer one call at a time. If they think they will have more than 3 or 4 simultaneous calls at the same time, you can choose to have 4 VoIP lines and a PBX system. If they have the PBX we can give them access to CDR reports which will give them the access to see both the incoming and outgoing calls. It will be up to you to decide based on the call volume.

### **Can my 1300 number be dialed from outside Australia?**

You will need to research which countries can dial a 1300 number in Australia. It may work for some countries, while it may not work for some others.

If a caller can make contact with an Australian 1300 number from overseas, they will be charged based on their local network's rates. They will have to dial the overseas code of their country, followed by the Australian code (61), and then your 1300 number.

Online URL: <https://articles.spintel.net.au/article/1300-numbers-faq.html>