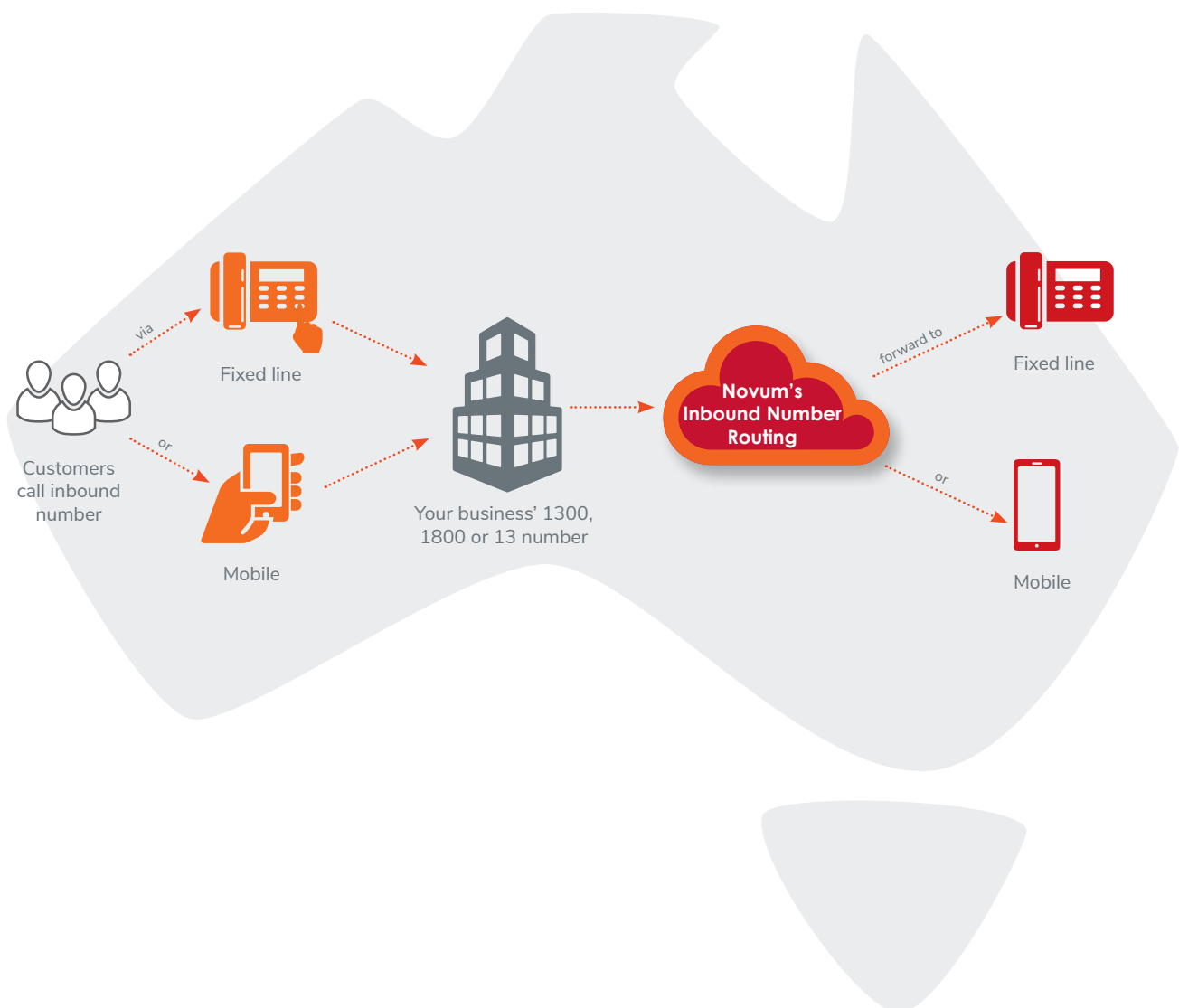## 1300, 1800 and 13 Inbound Numbers

Provide your customers with a local or free call anywhere in Australia.

Novum Networks' Inbound Number service provides businesses with a single number, regardless of your office or caller location.

✓ Simplify and enhance your contactability with customers.

✓ Provide your business with its own professional identity.

How it Works?

Our Inbound Numbers 1300, 1800 or 13 service enable your business to receive and redirect incoming calls to a mobile or office phone that is managed by Novum Networks' Inbound Call Management platform.

Customers call inbound number

via Fixed line

or Mobile

Your business' 1300, 1800 or 13 number

Novum's Inbound Number Routing

forward to Fixed line

or Mobile

For more information, contact your Novum Networks' Account Representative on 1300 725 127 or visit us at novumnetworks.com.au to request a quote.

Benefits of Inbound Numbers

Portability
Our Inbound Number service can be used from anywhere, giving you peace of mind when moving or opening a new business office.

Track and monitor reports
Access call reports, call recording and inbound call analytics to streamline your call handling process and improve customer management.

Remove geographic boundaries
Allows your business to promote outside of your local area.

Productivity
Your Novum Inbound Number service is packed with a variety of features, such as IVR and call forwarding, enabling your business to be more efficient and productive.

Build brand
Improve your customers' ability to recall your distinctive business number over competitors and increase brand recognition.

Types of Inbound Numbers

Made for businesses - large or small.

1300

❚ Route your number to any landline or mobile number.

1800

❚ A free call service that customers can call from a fixed telephone line anywhere in Australia.

*Attracts a yearly government surcharge.

13

❚ Easy to recall six-digit number.*

❚ Typically used by medium to larger business for its memorability and brand recognition.

Why Inbound Numbers?

Professionalism

Simplify the process for your customers to make enquiries and contact your business.

Flexibility

Redirect and schedule your business calls to preferred answered points, based on time and day, local, state, or national.

Credibility

Increase the perception and reach of your business as a large, well-established, national business.

Staff efficiency

Reduce customers' waiting times by directing calls and spread balanced workload amongst your customer facing teams.

Reduced cost of ownership

Receive inbound calls on your existing phone lines without expensive phone system upgrades.

Marketing

An easy-to-dial business number can increase the recall with customers, allowing your business to track the effectiveness of marketing investments.

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Key Feature Highlights

Call forward

Forward all calls to your business 1300, 1800 or 13 number to either a landline or mobile number.

Postcode routing

Re-direct calls and define the number of answer points for your incoming calls based on the postcode the caller is in.

Personalise greetings

Personalise your voice greetings to customers that can be played before forwarding your call onto the set answer point. Include welcome messages and recordings for IVR menus and marketing campaigns.

State-based routing

Customise answer points based on the location of an incoming call to ensure calls are directed to the correct office.

Call recording

Easy to configure and use call recording to all 1300, 1800, or 13 premium numbers.*

Voicemail

Callers can leave a message with all voicemails being forwarded to a specified email address.

Interactive voice response (IVR)

An automated voice technology that interacts with callers and routes the calls to the appropriate recipient based on your settings. You can create a menu of options for your customers to select from when they call your business. For example, Press 1 for HR; Press 2 for Sales, Press 3 for Operator.

Call distribution

Splits calls based on the percentage usage between answer points. For example, you can direct 75% of incoming calls to office A and 25% of incoming calls to office B.

*Call recording is an on/off service. PCI compliance is not provided, some states require a customer announcement stating calls are recorded.

The Novum Difference

Simplified customer management
Our self-managed web portal has been designed with simplicity and ease of use in mind. Provide excellent user experience by giving your employees and site administrators the control they need to manage their inbound number functionality. Access insightful reports using our portal to track important inbound number information such as missed calls and peak times.

Variety of product features
Access powerful inbound call features to improve business efficiency and customer experience.

All-in-one service provider
We will consolidate all your recurring charges into one invoice, making it easy to manage your call usage and costs.

Guaranteed network reliability
Hosted in Australian data centres and supported by some of the world's leading infrastructure suppliers, our platform has been architectured on the Broadworks carrier grade switch and has delivered 99.999% service availability since commissioning. Being locally-owned, we guarantee network reliability as well as local operational and technical support.

About Us

Novum Networks is an Australian company specialising in the delivery of secure Business Cloud PBX and IP Telephony solutions that enable our partners and customers to compete in today's digital connected economy. We provide a fully integrated portfolio of enterprise-ready communication services that are architected on our platform, using the best-of-breed technologies that are available on the market.

We foster an agile and innovative culture that allows us to fast-track development and provide our telecommunications and managed service channel partners, an alternative to the top 3 Australian carriers that utilise the Broadworks platform.

Pricing structure

Non-recurring charges

Charge type	Notes	Price (aud/inc. gst)
New 13 number	Per number	$64.90
Ported 13 number	Per number	$64.90
New 1300, 1800 number	Per number	$64.90
Ported 1300, 1800 number	Per number	$64.90
Number cancellation - 13	Per number	-
Number cancellation - 1300, 1800	Per number	-

Monthly recurring charges

Number type	Notes	Contract term	Price (aud/inc. gst)
1300 number	Per number per month	1 month	$22.00
1800 number	Per number per month	1 month	$22.00
13 number	Per number per month (12-month commitment)	12 month	$933.90

Non-recurring (usage) call collection charges

Call type	Notes	Price per minute (aud/inc. gst)
Calls to 1300, 1800, 13 terminating on platform from fixed or mobile	Per minute rate, charged per second, zero flag fall, minimum call of charge ($0.01)	$0.11
Calls to 1300, 1800, 13 terminating on fixed service from fixed or mobile	Per minute rate, charged per second, zero flag fall, minimum call of charge ($0.01)	$0.11
Calls to 1300, 1800, 13 terminating on mobile service from fixed or mobile	Per minute rate, charged per second, zero flag fall, minimum call of charge ($0.01)	$0.165

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