exetel™ **Get things done.**

Better 13/1300/1800 Plans.
Cheaper Prices

Call us now on 1300 393 835

Our Inbound Services allow your organisation to provide your customers a low cost alternative when they contact you. Whether you wish to provide the call at the cost of a local call, or offer a toll free service, we can help.

1300 & 1800 Plans. Great Rates.

Inbound 100

$120 including line rental

$100 included call value

10c/call local numbers

7.5c/min mobile or
national number to a fixed line

36c/min mobile or
national number to a mobile

$120/Total min cost

Inbound 250

$270 including line rental

$250 included call value

First 15 minutes FREE 5.5c/min thereafter

7c/min mobile or
national number to a fixed line

36c/min mobile or
national number to a mobile

$270/Total min cost

Inbound 500

$520 including line rental

$500 included call value

UNLIMITED local calls

7c/min mobile or
national number to a fixed line

36c/min mobile or
national number to a mobile

$520/Total min cost

13 Plans. Lower Prices.

Inbound 100

$1050 including line rental

$100 included call value

10c/call local numbers

7.5c/min mobile or
national number to a fixed line

36c/min mobile or
national number to a mobile

$1050/Total min cost

Inbound 250

$1200 including line rental

$250 included call value

First 15 minutes FREE 5.5c/min thereafter

7c/min mobile or
national number to a fixed line

36c/min mobile or
national number to a mobile

$1200/Total min cost

Inbound 500

$1450 including line rental

$500 included call value

UNLIMITED local calls

7c/min mobile or
national number to a fixed line

36c/min mobile or
national number to a mobile

$1450/Total min cost

Once off Establishment Charges.

Establishment type	Fee applied
1300/1800 new service number connection	$75 per service
1300/1800 number transfer (from existing provider)	$75 per service
13 new service number connection	$1,250 per service
13 number transfer (from existing provider)	$1,250 per service
Establish inbound routing	$50 per answer point
Variation to an existing service (5-10 business days completion)	$75 per variation
Variation charge with escalation to an existing service (to be completed within 24 hours) - During business hours - Outside business hours	$200 per variation $300 per variation

How long will my order take?

Exetel Inbound Services generally take between 5 to 10 business days to complete provisioning.

Is there an SLA?

Yes, all Exetel Inbound Services have a mean time to repair of 2 Business Hours from fault lodgement, with an availability target of 99.95%.

Can I bring across my Smart Number?

Absolutely, Exetel has many Smart Number services operating on our Network. To successfully port-in the Smart Number, we will need a copy of the Tax Invoice that proves you are the company that obtained the Smart Number via ACMA auction.

Do I get a rebate if there is an outage?

We believe that our customers should be compensated on any access costs due to a service interruption on the Exetel Network detailed below:

SLA Credit

0%	10%	15%	20%
< 4 hours	4-6 hours	6-12 hours	> 12 hours

Restoration time