



RSLCOM

1800 & 13/1300 Services





Making it easier for your customers



Inbound phone services (**1800** or **13/1300**) make it more likely that your customers and prospective customers will call you. These numbers are easy to memorise and **1800** & **13/1300** services give you the power to manage your incoming calls the way you want.

How Inbound services work

When customers call your RSL COM **1800** or **13/1300** number, they are diverted instantly to an alternate number of your choosing.

RSL COM offers you many different ways to handle Inbound calls. For example, you can divert calls to different numbers based on the time of day or the caller's location. You can even forward calls from mobiles to voicemail to minimise costs. All you need to do is tell your RSL COM Account Manager how you want it to operate – we'll do the rest.

Inbound service types

1800 numbers are free to callers, except when made from mobile phones. RSL COM **13/1300** numbers are free of charge for the first 15 minutes of a local call, for the owner of the number.

The main difference between **13** and **1300** services is that **13** numbers only require the caller to remember four digits – which makes **13** numbers highly desirable marketing property.

What's in it for you... and your customers



A single point of contact

RSL COM **1800** & **13/1300** numbers give your customers a single, memorable contact point for callers anywhere in Australia.


Even small businesses look big

A **1800** or **13/1300** number on your business card is a great way to project credibility and a national presence.

Essential business intelligence

Your Inbound service bill lists the first six digits of every caller's number, together with date, time and call duration.

Invaluable for measuring the effectiveness of promotional campaigns.




Higher response rates

Customers are more likely to call you if you make it easy for them to remember the number and they know the call is free.

Easy relocation

Your customers will never need to learn another phone number for your business. Even if you relocate your premises, all you need to do is change your call forwarding options.

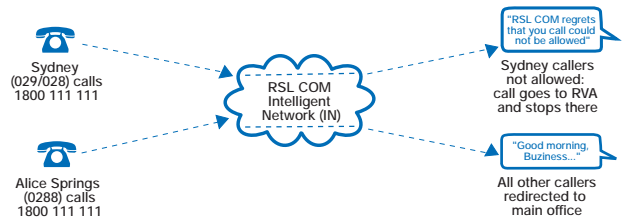


Call handling options

RSL COM 1800 & 13/1300 numbers make it easy to handle calls in the manner that best suits your business. Here are just some of the options available to you:

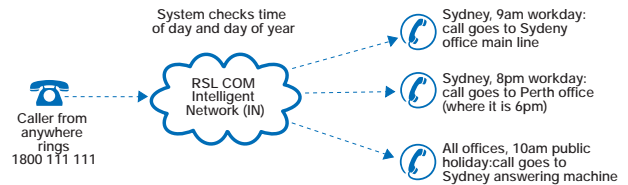
Call Screening/Call Barring

lets you accept or reject incoming calls automatically on the basis of their point of origin (for example, you can bar calls from mobile phones to minimise costs). Barred calls are redirected to a standard voice announcement.



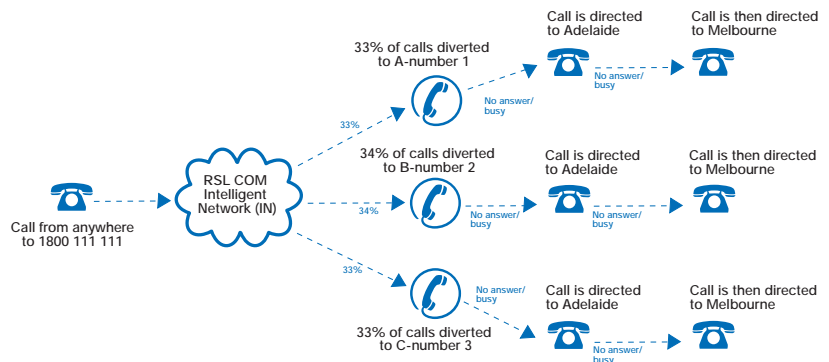
Call Routing

automatically directs calls to different numbers, depending on either their geographical origin, time of day or whether the call originated on a fixed wire or mobile phone. This allows you to forward calls to appropriate regional offices.



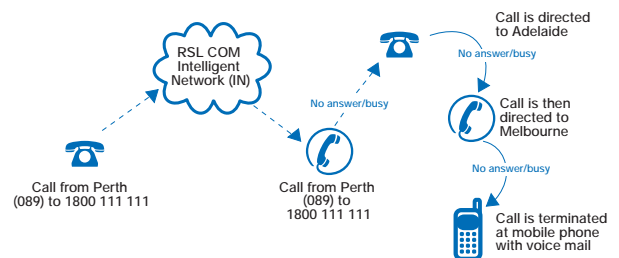
Call Splaying

manages the load on your call centre by distributing incoming calls to a range of different numbers in your organisation.



Call Overflow

allows calls to be rerouted to an alternate number if the primary terminating number is busy or there is no answer.



For even greater flexibility, some of these features can be mixed and matched. For example, combining Time and Origin Based Routing allows you to divert calls based on their point of origin and the time of day.

Want to know more?

To find out more about 1800 & 13/1300 numbers, call RSL COM on 1300 762 000, or email voiceconsultant@rslcom.com.au



Your local authorised dealer is

1800 & 13/1300 NUMBERS ENQUIRIES 1300 762 000
or email voiceconsultant@rslcom.com.au

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