

## Freecall 1800 and 1300 numbers

### 1800 numbers

When your clients call you using a 1800 number, you will pay for the cost of the calls. You will be charged 5c per minute (capped at 30c for 10 minutes), if your 1800 number terminates to a Sydney number or where ever local is for you and your caller is calling locally. You will be charged 9c/min if your caller is in another state.

Your client will not pay any money. This is a freecall for them.

### 1300 numbers

When your clients call you using a 1300 number, you will pay for the cost of the calls outside the local area of your answering point. The most you would expect to pay for a local call is 0c(free) for up to 15 mins, thereafter it is then 5c per min.

If your client is outside the local area, you are looking at 9c/min.

### Answering Point

Your Freecall number must terminate or be answered at one of the following points:

- Your own phone number, or
- our virtual number (sends the voice messages to your email), or
- our live operator service (sends the message to your mobile and email).

### Variation to Charges

A mobile phone calling to a land line answering point is 9c per min. Selecting a mobile phone as your answering point is charged at the rate of 33c per min[ie, if you answer the 1800/1300 call on your mobile phone].

On both the 1800 & 1300 services, there is a \$20 monthly admin charge.

All pricing on this form is GST exclusive.

By submitting this order form you do so fully understanding and acknowledging our Terms and Conditions and our Privacy Policy (which is located on our website ([www.delacon.com.au](http://www.delacon.com.au))).

If you have any questions, Please phone us on 1300 990 999, or email us at [contact@delacon.com.au](mailto:contact@delacon.com.au)

11 GLEBE STREET  
EDGECLIFF NSW 2027

CONTACT@DELACON.COM.AU  
WWW.DELACON.COM.AU  
TEL 1300 990 999  
FAX + 61 2 8221 9491

## Service Application for Freecall 1800/1300 Service.

Thank you for choosing Delacon Pty Limited (A.B.N. 42 074 596 553). All information provided by you is held in strict confidence by Delacon Pty Limited and is not used for any purpose other than the direct provision and support of Delacon Pty Limited and associated services.

### SECTION 1: CUSTOMER ACCOUNT DETAILS

Do you have an existing Delacon Account?

No (go to Section 2)       Yes. Account number: \_\_\_\_\_ (go to Section 3)

### SECTION 2: CUSTOMER DETAILS

Customer name	
Business Name	
ARBN / ACN	
Full Address	
Phone number	
Email address	

### SECTION 3: SERVICE DETAILS

Please circle whichever is applicable, or enter the necessary information.

Item	Information	Detail
1	Do you want a 1800 or a 1300 number – (Circle the appropriate type).	(a) 1800 (b) 1300
2	What number do you want the service to terminate to?	

**FAX THIS PAGE ONLY TO: 02 8221 9491**

Note: All applications for this facility are subject to meeting Delacon's or its partners requirements including providing consent for a credit check to be undertaken. Also, you will need to sign further forms including terms and conditions. An application to have a freecall 1300 or 1800 facility will not be complete until we have completed all necessary investigations and you have received our or any associated partners written confirmation. Note: A one year contract period applies.

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