



Smart Business Voice Call Rates

Local & National Calls

Local and National (within Australia) calls are charged at a rate of **\$0.054** ex GST per minute. Calls are timed in one-second increments. There is no flagfall. This is subject to change at any time.

Calls to Mobiles

Calls to mobiles are charged at a rate of **\$0.137** ex GST per minute. Calls are timed in one-second increments. There is no flagfall. This is subject to change at any time.

Calls to 13 or 1300 Numbers

Calls to 13 or 1300 numbers are charged at a flat rate of **\$0.30** ex GST per call. This is subject to change at any time.

International Calls

Please refer to our International Calls Table which can be found in the Resources section of our website (<https://sbvoice.com.au>). Calls are charged per minute or part thereof. This is subject to change at any time.

Enquires, feedback and complaints:

We are committed to providing you with excellent customer service. Please contact us by calling 1300 798 717 or by sending an email to info@sbvoice.com.au if you have any questions, would like to give feedback or complain.

Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: 1800 062 058

Fax: 1800 630 614

Online: <http://www.tio.com.au/making-a-complaint>



Operator Service Calls

Number Prefix	Service	Call Connection Fee	Per Min (charged in one second increments)
12451	Yellow Pages call connect	\$2.20	\$0.10
12455	Telstra directory assistance - local and national - with connect option	\$2.00	\$0.10
12456	Telstra call connect	\$2.00	\$0.10
125102	Telstra MessageBank - away retrieval	\$0.40	\$0.00
125105	Telstra MobileNet - sales, billing, product enquiries, repairs and faults	\$0.40	\$0.00
125106	Telstra MobileNet - sales, billing, product enquiries, repairs and faults	\$0.40	\$0.00
125109	Messagebank Memo Roaming	\$0.46	\$0.00
125111	Telstra MobileNet - sales, billing, product enquiries, repairs and faults	\$0.40	\$0.00
125112	Telstra MobileNet - sales, billing, product enquiries, repairs and faults	\$0.40	\$0.00
125118	Telstra pay by phone	\$0.40	\$0.00
125125	Optus customer service	\$0.40	\$0.00
12552	Telstra call pricing information	\$0.40	\$0.00
12554	Telstra changed number information service	\$0.40	\$0.00



Premium Rate Calls

Number Prefix	Service	Call Connection Fee	Per Min (charged in one second increments)
1900240022	Market facts	\$0.30	\$0.70
1900900236	GDC Fordigraph Pty Ltd	\$0.00	\$21.82
1900900800	Infodial Australia	\$10.82	\$0.00
1900900867	GDC Fordigraph Pty. Ltd.	\$20.00	\$0.00
1900911206	Local and overseas market, future, rates indices	\$0.30	\$1.90
1900911481	National time zones	\$0.30	\$1.50
1900911522	Capital city and regional forecasts	\$0.30	\$1.50
1900911526	National and international news	\$0.30	\$1.50
1900912336	News	\$0.30	\$1.90
1900914450	National and international weather	\$0.30	\$1.50
1900914494	Stock and share prices	\$0.30	\$1.50
1900914504	Financial indices and news	\$0.30	\$1.50
1900919958	Lottery West Results (Salamat Interactive)	\$1.00	\$0.00
1900922334	GDC Fordigraph Postage Reset	\$25.00	\$0.00
1900922996	JJJ Surf Alert	\$0.00	\$1.90
1900926110	BOM Weather Call (Port Phillip, Western Port Bays and Bass Strait)	\$0.00	\$1.54
1900926113	BOM - Info Dialling Service	\$0.50	\$1.40
1900927826	ASTAMP postal service	\$20.00	\$0.00
1900931239	National time zones	\$0.30	\$1.90
1900931240	National time zones	\$0.30	\$1.90
1900931247	Financial index and news	\$0.30	\$1.90
1900931255	National and international news	\$0.30	\$1.90
1900936133	Vinal Master Pro	\$0.00	\$4.00
1900937012	Financial indices and news	\$0.30	\$1.90
1900937104	Stock and share prices	\$0.30	\$1.90
1900937106	National time zones	\$0.30	\$1.90
1900937107	Capital city and regional forecasts	\$0.30	\$1.90
1900937118	Financial index and news	\$0.30	\$1.90
1900955350	BOM - WA Marine Service	\$0.50	\$1.40
1900955361	BOM - Weather Service	\$0.50	\$1.40
1900956524	Home Beautiful	\$0.00	\$1.10
1900957665	GT interactive	\$0.30	\$3.00
1900959051	Examination results	\$0.30	\$3.90
1900959946	Racing Selections	\$0.00	\$3.90



Number Prefix	Service	Call Connection Fee	Per Min (charged in one second increments)
1900966171	Broad Systems Australia - Astrology	\$0.00	\$5.00
1900967030	JB Were share market report	\$0.30	\$0.90
1900969906	Bureau of Meteorology – NSW Southern Inland Service	\$0.00	\$1.40
1900969927	QLD Western Districts Service	\$0.00	\$1.40
1900969928	QLD Southeast Districts Service (except Southeast Coast)	\$0.00	\$1.40
1900969930	BOM Weather Call (Bass Straight)	\$0.00	\$1.54
1900969931	BOM Weather Call (Nth Bass Straight)	\$0.00	\$1.54
1900969932	BOM Weather Call (Sth Bass Straight)	\$0.00	\$1.54
1900969933	BOM Weather Call (Eastern Bass Straight)	\$0.00	\$1.54
1900969934	BOM Weather Call (Western Bass Straight)	\$0.00	\$1.54
1900969966	BOM Weather Call (Victoria)	\$0.00	\$1.54
1900999227	Palm Teq	\$0.00	\$7.90
1900999279	ASX Lodgement service	\$70.00	\$0.00
1901145000	NAB Fax	\$0.70	\$0.00
1901145032	National Bank service	\$0.70	\$0.00
1901148590	KH Services	\$40.00	\$0.00
1902210986	National and international news	\$0.30	\$1.90
1902212112	Go Connect help desk	\$0.30	\$3.90
1902213096	Computer share registry services	\$0.30	\$3.30
1902222244	Elite Tax Support Line	\$0.00	\$2.40
1902223101	Quicken Software Support	\$0.00	\$8.90
1902223239	Quicken Software Support	\$0.00	\$8.90
1902241072	International weather	\$0.30	\$1.90
1902241143	National time zones	\$0.30	\$1.90
1902241148	Capital city and regional forecasts	\$0.30	\$1.90
1902241155	International weather	\$0.30	\$1.90
1902241174	Stocks and shares prices	\$0.30	\$1.90
1902241180	Financial indices and news	\$0.30	\$1.90
1902241558	News on the hour	\$0.30	\$0.70
1902241677	Capital city and regional forecasts	\$0.30	\$1.90
1902241678	International weather	\$0.30	\$1.90
1902241682	Local and overseas market news	\$0.30	\$1.90
1902241691	National and international news	\$0.30	\$1.90
1902243712	Adobe Systems	\$0.30	\$6.00
1902250299	Lawn Care Services	\$5.00	\$0.00
1902260568	Darling Harbour info	\$0.30	\$1.00



Number Prefix	Service	Call Connection Fee	Per Min (charged in one second increments)
1902262626	OziSoft support line	\$0.30	\$3.60
1902263456	Cinema information line	\$0.30	\$1.10
1902267041	FRARMA	\$21.50	\$0.00
1902555512	Dialect Interactive - News Connect	\$1.00	\$0.00
1902557707	Mnet Mobile Pty Ltd	\$1.00	\$0.00
1902559508	Salmat Voting	\$1.00	\$0.00
1902910026	MYOB Helpdesk	\$0.30	\$3.50
1902935000 to 899	Weather fax	\$0.30	\$1.32
1902935280	Coastal Waters Forecast	\$2.50	\$2.50
1902941510	The Age market call	\$0.30	\$1.90
1902941520	AFR market call	\$0.30	\$1.90
1902941550	SMH market call	\$0.30	\$1.90
1902941555	British visa application	\$0.30	\$1.90
1902941570	ASX Journal market call	\$0.30	\$1.90
1902941600	British High Commission visa and passport info	\$0.30	\$1.90
1902941641	U.S. Embassy visa and passport info	\$0.30	\$2.28
1902943010	ASIC - ACN Number Enquiries	\$0.00	\$4.40
1902948666	Stockphone Company Search Service	\$45.54	\$0.00
1902949005	Stockphone Company Search Service	\$69.30	\$0.00
1902961500	Herald Sun market call	\$0.30	\$1.90
1902965001	Frankotype - postralia	\$20.00	\$0.00
1902983540	Employment and industrial relations advice	\$0.30	\$7.90