
Toll Free Services

Toll Free Services enable a service provider's business end-users to advertise a number which callers can ring free of charge and the cost of the call is passed to the owner of the toll free number



telecom™

Wholesale



Toll Free Services

Toll Free Services are provided on 0800 xxx xxxx or 0508 xxx xxx number ranges. An International Toll Free service for inbound and outbound calls is also available

Benefits

Service providers are able to offer business customers an enhanced range of products.

Toll Free Services



How it works

The allocation of Toll-Free Numbers between carriers is handled by the Toll Free Number Administration, and certain 0800 xx number ranges are reserved for individual carriers and therefore not transferrable between carriers. Tollfree numbers can either terminate on the Telecom Public Switched Telephone Network (PSTN) or mobile access lines which are also available for ordinary incoming and outbound calls, or on lines dedicated to inbound Toll Free calls only (i.e. lines which cannot make ordinary inbound or outbound PSTN calls). There is a two second grace period between call answer and billing start, which means that ineffective calls are not treated as chargeable calls.

The service provider must select one of the following call plans:

- Regional 0800 call plan; or
- Any minute call plan; or
- National 0800 call plan

Service providers can change call plans at any time. They must provide Telecom with one month's notice and specify the plan they wish to move to. The new call plan pricing structure will come into effect on the first day of the next new billing cycle after the expiry of the notice period. The service provider must remain on the chosen plan for a minimum of one month.

The following services are also available in conjunction with the 0800 national services:

- Geographic control - available in 'simple', 'advanced', or 'complex' setup, also used to restrict calls from mobile phones;
- Distinctive tone;
- Follow me - allows the terminating number to be changed to another number such as a mobile or a home phone
- Audiotex - allows callers to hear a message and leave a message
- Time of day diversion;
- Percentage call distribution;
- Additional call distribution plans;
- Suspended service;
- Call statistics;

- Call prompting;
- Courtesy response - plays a message to callers before passing the call through
- Pending 0800 plan

The Outbound International 0800 service allows end-users to have a toll free number in New Zealand with the call being answered in an overseas country. The Outbound International 0800 service is available in any country to which Telecom has direct dial access. This is a switchless product. The transport of calls through the network to the overseas terminating carrier will be performed entirely by Telecom.

The following services are also available in conjunction with the outbound international 0800 service:

- Call advance on busy;
- Call advance no answer;
- Call prompting;
- Confidential PIN;
- Courtesy response;
- Simple geographic control - divides New Zealand into 17 regions allowing calls from these regions to go to different terminating numbers;
- Advanced geographic control - divides New Zealand into 74 regions allowing calls from those regions to go to different terminating numbers
- Complex geographic control - divides New Zealand into 455 regions allowing calls from those regions to go to different terminating numbers
- Percentage call distribution;
- Time of day diversion.

The Inbound International 0800 service allows a New Zealand end-user to have a freephone number in an overseas country that is answered in New Zealand. There are two types of access number:

- "Standard" - A "Standard" access number is in the freephone format of the originating country.
- Universal International Freephone Number (UIFN - is in an international format of +800 XXXX XXXX, where the + sign stands for the International Access Code in the originating country.

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Availability

Toll Free Services are available only to a service provider's business end-users. Residential Toll Free services such as Home 0800 are not covered by this product.

Requirements

Toll Free Service is available nationally. International Inbound Toll Free Service is available in around 42 countries, with calls being answered in New Zealand.

For more information contact your Telecom Wholesale account manager or see www.telecomwholesale.co.nz to find out more about becoming a customer.

www.telecomwholesale.co.nz