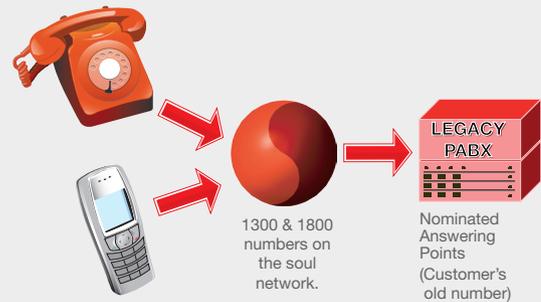# SOUL'S 1 SOLUTIONS

SOUL'S 1 SOLUTIONS

Easy to remember 13/1300/1800 numbers

Soul's 1 Solutions provides businesses with easy to remember 13/1300/1800 numbers. Calls to these numbers can be routed a variety of ways (as selected by the customer) and carried to the customer's nominated answering point(s). Callers to 13/1300 numbers are charged no more than the Local Amount and 1800 numbers are free to callers from fixed line standard telephone service. Soul business customers are only charged for calls made to 13/1300/1800 numbers.

1300 & 1800 numbers on the soul network.

LEGACY PABX

Nominated Answering Points (Customer's old number)

What features are available with the service?

Soul 1 Solutions offer a vast array of valuable features to meet your business requirements. These features will help connect you to your customers and improve your customer service levels. The following features are offered as part of Soul's 1 Solutions:

Selected Caller Access.

Access to the customer's number may be restricted to selected callers. For example, a number is set up explicitly for suppliers or distributors who call the customer regularly. Customer must supply a list of their client's numbers to be included in the group for this feature.

Customised Call Barring

This feature allows calls from certain numbers to be blocked. For example, calls from mobiles, selected callers or certain calling areas. A business with a 1800 number in Sydney may elect to block calls to numbers originating in the Sydney local calling zone and provide a local 02 number for Sydney callers to dial.

Customised Call Distribution

For customers with more than one answering point the following options are available.

1. Australia Wide Routing

Australia is viewed as one geographic zone. All calls originating in Australia are routed to the same answering points.

2. State Based Routing (8 zones)

Each state is viewed as a separate geographic zone. Calls in each state can be treated differently to other states (i.e. calls originating in each state can be routed to different answering points in any state).

3. Charge District Routing (206 zones)

Calls originating in each Charge District are routed to particular answering points based on how calls from each zone origin wish to be treated. Charge Districts are defined in the Business Freephone Local Rate Worksheets.

4. Standard Zone Unit Routing (2099 zones)

Calls originating in each Standard Zone Unit (ie Charge District and Charge Precinct) are routed to particular answering points based on how calls from each zone origin wish to be treated. Standard Zone Units are defined in the Business Freephone Local Rate Worksheets.

5. Exchange Service Area Routing (4965 zones)

Calls originating in each Exchange Service Area are routed to particular answering points based on how calls from that zone wish to be treated. Exchange Service Areas are defined in the Business Freephone Local Rate Worksheets.

6. Postcode Routing (2593 zones)

Calls originating in each postcode area are routed to particular answering points based on how calls originating from that zone wish to be treated. The postcode reference list used for routing excludes postcodes used exclusively for PO boxes.

7. Time of Day Routing

Call can be routed to alternate destinations according to the time of day. For example, calls from Perth can be routed to Sydney in the morning hours before the Perth call centre opens for business and calls from Sydney can be routed to Perth in the afternoon after Sydney office closes.

8. Day of Week Routing

Calls can be routed to an answering point depending on the day of the week (Monday to Friday) and another answering point on the weekends. This allows different resource levels to be managed according to the day of the week.

9. Day of Year Routing

Calls can be routed to a particular destination based upon specific dates that may be unique to the business or industry or for a public holiday.

10. Call Splaying

Calls are shared between points depending on resources available at each point. For example, a company with 80 staff at one call centre and 20 staff at another will have 80% of calls directed to the larger centre and 20% of calls to the other.

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SOUL'S
1 SOLUTIONS

Do I have to port my 13/1300/1800 numbers to Soul?

Yes, if you wish to retain any of your existing numbers. You will need to transfer any authority of ownership of the service to Soul so that we can arrange for these numbers to be ported to Soul for the service to be activated.

Once the authority has been given, Soul will arrange for any necessary requests to be made with your current provider.

So what does it cost and how do I get it?

Please contact your Soul reseller or Account manager for further information about the product and how to order. They will be able to help you qualify what features suit best and get you started with your Soul 1 Solutions.

For more information on a Soulsolution
CALL 1300 13 34 64
or email sales@soulaustralia.com.au

YOU GOTTA HAVE SOUL