



# 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 **\$0.157** 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 on the following page. 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](mailto: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>



## International Call Rates

Description	Per Minute Cost (ex GST)
Afghanistan	0.6570
Albania	1.0833
Algeria	0.9999
Andorra	0.5109
Angola	2.3310
Anguilla	0.7533
Antarctica	4.7961
Antigua & Barbuda	0.7038
Argentina	0.0606
Argentina Buenos Aires	0.0606
Argentina Mobile	0.2601
Armenia	0.5292
Aruba	0.6741
Ascension Island	3.9462
Austria	0.0186
Austria Mobile	0.8766
Azerbaijan	1.0887
Bahamas	0.4440
Bahrain	0.2214
Bangladesh	0.0978
Bangladesh Dhaka	0.0978
Bangladesh Mobile	0.0840
Barbados	0.7299
Belarus	1.0926
Belgium	0.0342
Belgium Mobile	0.0897
Belize	0.7098
Benin	0.7314
Bermuda	0.0888
Bhutan	0.2466
Bolivia	0.4020

Description	Per Minute Cost (ex GST)
Bolivia Mobile	0.4512
Bosnia Herzegovina	0.3810
Bosnia Herzegovina Mobile	1.1127
Botswana	0.7017
Brazil	0.0432
Brazil Bel Horizant	0.0432
Brazil Mobile	0.4080
Brazil Rio de Janeiro	0.0432
Brazil Sao Paulo	0.0432
British Virgin Islands	0.5523
Brunei	0.0627
Brunei Mobile	0.1068
Bulgaria	0.1080
Burkina Faso	0.9969
Burundi	1.4706
Cambodia	0.1584
Cameroon	0.8529
Canada	0.0321
Cape Verde	0.9234
Cayman Islands	0.5517
Central African Republic	1.3938
Chad	1.4268
Chile	0.0690
Chile Mobile	0.0504
China	0.0288
China Beijing	0.0288
China Mobile	0.0273
China Shanghai	0.0288
Colombia	0.1107
Colombia Baranquilla	0.1107
Colombia Bogota	0.1107



Description	Per Minute Cost (ex GST)
Colombia Cali	0.1107
Colombia Manizales	0.1107
Colombia Medellin	0.1107
Colombia Mobile	0.3024
Colombia Pareira	0.1107
Comoros	1.0656
Congo Democratic Republic formerly Zaire	0.8790
Congo Republic	1.1718
Cook Islands	2.2260
Costa Rica	0.0330
Costa Rica Mobile	0.1512
Croatia	0.3144
Cuba	2.2488
Cyprus	0.0186
Cyprus Mobile	0.0933
Czech Republic	0.0474
Czech Republic Mobile	0.0519
Denmark	0.0201
Denmark Mobile	0.0576
Diego Garcia	3.6000
Djibouti	1.0863
Dominica	0.6936
Dominican Republic	0.2424
East Timor	2.9400
Ecuador	0.2958
Ecuador Mobile	0.5904
Egypt	0.2676
Egypt Mobile	0.2469
El Salvador	0.5199
El Salvador Mobile	0.5613
Equatorial Guinea	0.6552
Eritrea	0.6972
Estonia	1.0476
Ethiopia	0.7377
Faeroe Island	0.6168

Description	Per Minute Cost (ex GST)
Falkland Islands	4.9698
Fiji	0.5157
Fiji Mobile	0.5157
Finland	0.1389
Finland Mobile	0.1089
France	0.0174
France Mobile	0.0999
France Paris	0.0174
French Guiana	0.9090
French Polynesia	0.8922
Gabon	1.5552
Gambia	1.5612
Georgia	0.2589
Germany	0.0234
Germany Mobile	0.0924
Ghana	0.6243
Ghana Mobile	0.5790
Gibraltar	0.5781
Greece	0.0246
Greece Mobile	0.0591
Greenland	0.5697
Greenland Mobile	1.6413
Grenada	0.7968
Guadeloupe	0.0984
Guam	0.0501
Guantanamo Bay	3.6000
Guatemala	0.4269
Guatemala Mobile	0.4179
Guinea Bissau	1.3701
Guinea Republic	1.3776
Guyana	0.7857
Haiti	0.8580
Honduras	0.4506
Hong Kong	0.0330
Hong Kong Mobile	0.0732



Description	Per Minute Cost (ex GST)
Hungary	0.0132
Hungary Mobile	0.1176
Iceland	0.0411
Iceland Mobile	0.0948
India	0.0483
India Mobile	0.0483
Indonesia	0.1554
Indonesia Jakarta	0.1554
Indonesia Mobile	0.1629
Inmarsat A AOR-E	24.0000
Inmarsat A AOR-W	24.0000
Inmarsat A IOR	24.0000
Inmarsat A POR	24.0000
Inmarsat Aero AOR-E	24.0000
Inmarsat Aero AOR-W	24.0000
Inmarsat Aero IOR	24.0000
Inmarsat Aero POR	24.0000
Inmarsat B AOR-E	24.0000
Inmarsat B AOR-W	24.0000
Inmarsat B Global	24.0000
Inmarsat B IOR	24.0000
Inmarsat B POR	24.0000
Inmarsat C AOR-E	24.0000
Inmarsat C AOR-W	24.0000
Inmarsat C Global	24.0000
Inmarsat C IOR	24.0000
Inmarsat C POR	24.0000
Inmarsat M AOR-E	24.0000
Inmarsat M AOR-W	24.0000
Inmarsat M Global	24.0000
Inmarsat M IOR	24.0000
Inmarsat M Mini AOR-E	24.0000
Inmarsat M Mini AOR-W	24.0000
Inmarsat M Mini Global	24.0000
Inmarsat M Mini IOR	24.0000

Description	Per Minute Cost (ex GST)
Inmarsat M Mini POR	24.0000
Inmarsat M POR	24.0000
INSC Geoverse Thuraya	24.0000
Iran	0.1869
Iraq	0.6504
Ireland	0.0162
Ireland Mobile	0.1419
Iridium 8816	3.6000
Iridium 8817	3.6000
Israel	0.4821
Israel Mobile	0.5547
Italy	0.0183
Italy Mobile	0.3477
Ivory Coast	2.9400
Jamaica	0.6804
Japan	0.0603
Japan Mobile	0.1914
Japan Nagoya	0.0603
Japan Osaka	0.0603
Japan Tokyo	0.0603
Jordan	0.2562
Jordan Mobile	0.3129
Kazakhstan	0.4641
Kenya	0.3942
Kiribati	2.6922
Korea North	1.6014
Korea South	0.0222
Korea South Mobile	0.0591
Kuwait	0.1029
Kuwait Mobile	0.1431
Kyrgyzstan	0.5739
Laos	0.1212
Latvia	0.1122
Lebanon	0.2613
Lebanon Mobile	0.5370



Description	Per Minute Cost (ex GST)
Lesotho	0.5646
Liberia	0.8793
Liberia Mobile	1.2327
Libya	0.9306
Liechtenstein	0.2361
Liechtenstein Mobile	2.0637
Lithuania	0.4230
Lithuania Mobile	0.0648
Luxembourg	0.0366
Luxembourg Mobile	0.0858
Macau	0.1647
Macedonia F Y R	1.3134
Madagascar	1.7769
Malawi	1.0731
Malaysia	0.0300
Malaysia Mobile	0.0456
Maldives Republic	2.5014
Mali	1.0554
Malta	0.1023
Mariana Island & Saipan	4.5000
Marshall Islands	0.7272
Martinique	0.0960
Mauritania	1.2969
Mauritius	0.2037
Mayotte	0.2832
Mexico	0.1068
Micronesia	0.6009
Moldova	0.8418
Monaco	0.2166
Monaco Mobile	1.1448
Mongolia	0.0834
Montserrat	0.7182
Morocco	1.1178
Mozambique	0.7128
Myanmar	0.4596

Description	Per Minute Cost (ex GST)
Namibia	0.3048
Nauru	2.9553
Nepal	0.3423
Netherland Antilles	0.3342
Netherlands	0.0186
Netherlands Mobile	0.1128
New Caledonia	0.5187
New Zealand	0.0357
New Zealand Mobile	0.1233
Nicaragua	0.3693
Nicaragua Mobile	0.7821
Niger	1.1223
Nigeria	0.1287
Niue Island	3.7014
Norfolk Island	3.5334
Norway	0.0258
Norway Mobile	0.1380
Oman	0.7419
Pakistan	0.3222
Pakistan Mobile	0.2988
Palau	0.6702
Palestinian Authority	0.5760
Panama	0.0921
Panama Mobile	0.4098
Papua New Guinea	1.8966
Paraguay	0.2058
Peru	0.0303
Peru Lima	0.0303
Peru Mobile	0.2421
Philippines	0.3219
Philippines Manila	0.3219
Philippines Mobile	0.4701
Poland	0.0303
Poland Mobile	0.0627
Poland Warsaw	0.0303



Description	Per Minute Cost (ex GST)
Portugal	0.0150
Portugal Mobile	0.0681
Puerto Rico	0.0177
Qatar	0.5616
Reunion	0.1344
Romania	0.0396
Romania Mobile	0.1620
Russia	0.0648
Russia Khabarovsk	0.0648
Russia Mobile	0.5160
Russia Moscow	0.0648
Russia Nakhodka	0.0648
Russia Overlay	0.0648
Russia Sakhalin	0.0648
Russia St Petersburg	0.0648
Rwanda	0.8886
Samoa American	1.9002
Samoa Western	1.9002
San Marino	0.6732
Sao Tome & Principe	0.6111
Saudi Arabia	0.2607
Saudi Arabia Mobile	0.3897
Senegal	1.6374
Seychelles	1.3659
Sierra Leone	1.4718
Singapore	0.0591
Singapore Mobile	0.0456
Slovak Republic	0.3528
Slovenia	1.2774
Solomon Islands	2.8137
Somalia	1.8441
South Africa	0.0531
South Africa Mobile	0.1668
Spain	0.0243
Spain Mobile	0.0570

Description	Per Minute Cost (ex GST)
Sri Lanka	0.3543
Sri Lanka Mobile	0.3756
St Helena	4.6764
St Kitts & Nevis	0.8019
St Lucia	0.4392
St Pierre & Miquelon	0.8007
St Vincent & The Grenadines	0.7857
Sudan	0.7428
Surinam	0.6798
Swaziland	0.4668
Sweden	0.0075
Sweden Mobile	0.0588
Switzerland	0.0327
Switzerland Mobile	0.3690
Syria	0.4581
Taiwan	0.0378
Taiwan Mobile	0.3096
Tajikistan	0.4350
Tanzania	0.9747
Thailand	0.0459
Thailand Bangkok	0.0459
Thailand Mobile	0.0717
Togo	1.0743
Tokelau	4.3014
Tonga	1.6056
Trinidad & Tobago	0.5514
Tunisia	1.4031
Turkey	0.1023
Turkey Mobile	0.4359
Turkmenistan	0.3144
Turks & Caicos Islands	0.6852
Tuvalu	3.0024
Uganda	0.9720
Ukraine	0.3504
Ukraine Kiev	0.3504



Description	Per Minute Cost (ex GST)
Ukraine Mobile	0.6189
United Arab Emirates	0.5007
United Kingdom	0.0060
United Kingdom Mobile	0.1572
Uruguay	0.1617
Uruguay Mobile	0.5910
US Virgin Islands	0.0501
USA	0.0321
Uzbekistan	0.0981
Vanuatu	1.7298
Vatican City State	0.0264
Vatican City State Mobile	2.9400
Venezuela	0.0108
Venezuela Mobile	0.0576
Vietnam	0.2211
Vietnam Mobile	0.2217
Wallis & Futuna Islands	0.9600
Yemen Arab Republic	0.4710
Yemen Peoples Democratic Republic	0.4710
Yugoslavia Serbia & Montenegro	1.1769
Zambia	0.4227
Zimbabwe	1.2300



## Premium Service Rates - Australia

Description	Per Minute Cost (ex GST)	Connection Flagfall (ex GST)
Adobe Systems	9.0000	0.4500
AFR market call	2.8500	0.4500
ASIC - ACN Number Enquiries	6.6000	
ASTAMP postal service		30.0000
ASX Journal market call	2.8500	0.4500
ASX Lodgement service		105.0000
BOM - Info Dialling Service	2.1000	0.7500
BOM - WA Marine Service	2.1000	0.7500
BOM - Weather Service	2.1000	0.7500
BOM Weather Call (Bass Straight)	2.3100	
BOM Weather Call (Eastern Bass Straight)	2.3100	
BOM Weather Call (Nth Bass Straight)	2.3100	
BOM Weather Call (Port Phillip, Western Port Bays and Bass S	2.3100	
BOM Weather Call (Sth Bass Straight)	2.3100	
BOM Weather Call (Victoria)	2.3100	
BOM Weather Call (Western Bass Straight)	2.3100	
British High Commission visa and passport info	2.8500	0.4500
British visa application	2.8500	0.4500
Broad Systems Australia - Astrology	7.5000	
Bureau of Meteorology - NSW Southern Inland Service	2.1000	
Calling card service		
Capital city and regional forecasts	2.8500	0.4500
Cinema information line	1.6500	0.4500
Coastal Waters Forecast	3.7500	3.7500
Community service - Dial Before You Dig		0.6000
Community service - time		1.0500
Community service - weather		1.0500
Computer share registry services	4.9500	0.4500
Darling Harbour info	1.5000	0.4500
Data access service		0.6000
Dialect Interactive - News Connect		1.5000
Directory assistance - local and national		1.2000
Elite Tax Support Line	3.6000	





Description	Per Minute Cost (ex GST)	Connection Flagfall (ex GST)
Emergency services		
Employment and industrial relations advice	11.8500	0.4500
Examination results	5.8500	0.4500
Financial index and news	2.8500	0.4500
Financial indices and news	2.8500	0.4500
Fixed to Mobile	0.1570	
Frankotype - postralia		30.0000
FRARMA		32.2500
Freephone service		
GDC Fordigraph Postage Reset		37.5000
GDC Fordigraph Pty Ltd	32.7300	30.0000
Go Connect help desk	5.8500	0.4500
GT interactive	4.5000	0.4500
Herald Sun market call	2.8500	0.4500
Home Beautiful	1.6500	
Infodial Australia		16.2300
International weather	2.8500	0.4500
JB Were share market report	1.3500	0.4500
JJJ Surf Alert	2.8500	
KH Services		60.0000
Lawn Care Services		7.5000
Local / National	0.0540	
Local and overseas market news	2.8500	0.4500
Local and overseas market, future, rates indices	2.8500	
Lottery West Results (Salmat Interactive)		1.5000
Market facts	1.0500	0.4500
Messagebank Memo Roaming		0.6900
Mnet Mobile Pty Ltd		1.5000
MYOB Helpdesk	5.2500	0.4500
NAB Fax		1.0500
National and international news	2.8500	0.4500
National and international weather	2.2500	0.4500
National Bank service		1.0500
National time zones	2.8500	0.4500
News	2.8500	0.4500
News on the hour	1.0500	0.4500



Description	Per Minute Cost (ex GST)	Connection Flagfall (ex GST)
Optus customer service		0.6000
OziSoft support line	5.4000	0.4500
Paging service		0.6000
Palm Teq	11.8500	
Pre-selection verification service		
QLD Southeast Districts Service (except Southeast Coast)	2.1000	
QLD Western Districts Service	2.1000	
Quicken Software Support	13.3500	
Racing Selections	5.8500	
Salmat Voting		1.5000
Satellite telephone service - Optus	5.4000	0.6000
Satellite telephone service - Telstra	1.8000	1.0800
SMH market call	2.8500	0.4500
Stock and share prices	2.8500	0.4500
Stockphone Company Search Service		103.9500
Stocks and shares prices	2.8500	0.4500
Supplementary control service		
Telstra call connect	0.1500	3.0000
Telstra call pricing information		0.6000
Telstra changed number information service		0.6000
Telstra directory assistance - local and national - with con	0.1500	3.0000
Telstra MessageBank - away retrieval		0.6000
Telstra MobileNet - sales, billing, product enquiries, repai		0.4000
Telstra pay by phone		0.6000
The Age market call	2.8500	0.4500
U.S. Embassy visa and passport info	3.4200	0.4500
Universal personal telecommunications profile access service		
Universal personal telecommunications services	0.1500	0.6000
Vinal Master Pro	6.0000	
Weather fax	1.9800	0.4500
Yellow Pages call connect	0.1500	3.3000
Local rate service		0.3000