

# Toll Free Services

(Transit International Toll Free/  
International Toll Free Services)

Relax. There's a much easier way to deliver international toll-free calls for your customers.

**What is Toll Free?**

Many organisations today want to allow customers to be able to make freephone calls, from almost anywhere in the world, and then direct the calls to overseas locations. It can be complicated for carriers to set up and administer this capability – but it doesn't need to be. Telstra can provide seamless toll free calling from 30 countries, and in most instances the service can be up and running in less than a month.

**Benefits**

**Easy administration**

We can help you to arrange toll free services from 30 different countries and territories – without having to talk to and establish agreements with dozens of different international telecommunications providers. It is quick and easy to set up freephone numbers from as many international locations as required, and to ensure that voice calls from all available destinations are seamlessly routed to the required call centre, office or communications platform.

**Flexibility**

Highly versatile, Telstra's Toll Free service is ideal for applications such as calling card platforms, call centres, conferencing solutions and business support applications.

**Rapid set up**

Getting started couldn't be simpler. Telstra takes care of all of the necessary number translations and other set-up procedures, liaising with telecommunications providers around the world, as necessary. Our expertise and experience with toll free services enables us to complete standard set-ups within just 28 days, in most instances.

**Key service coverage**



**Competitive pricing**

We constantly review the pricing of our service against the market and adjust our rates accordingly to ensure that they remain competitive. All rate increases are usually subject to 30 days prior notice. Given the limited mobility of freephone numbers, carriers are also given sufficient time to notify customers.

**Features**

**Bilateral agreements with global telecommunications providers**

Enables toll free services in 30 countries and territories.

**Seamless number translation**

Simplifies call management.

**Dedicated circuits**

Ensures high availability for International Toll Free calls terminated in carriers via Telstra's Transit Hub in Hong Kong.

**Prompt order handling**

Ensures prompt order processing with an average service provisioning lead-time of two weeks for major countries.

**24/7 customer service**

Round the clock access to a multi-lingual help desk.