

CALL FORWARDING ON BUSY/NO ANSWER

SECTION 1

Please select the box how you would like your calls forwarded:

- On Busy
 No Answer
 Both (On Busy and no answer)

For each answering point listed below, nominate an alternate answering point (overflow destination number) in the event of a busy signal, or the call not being answered. If overflow is not required, leave the space blank.

| Answering Point | Overflow Destination 1 | Overflow Destination 2 | Overflow Destination 3 |
|-----------------|------------------------|------------------------|------------------------|
| | | | |
| | | | |
| | | | |

Notes:
 Calls may be overflowed up to three answering points from the original answering point i.e. if the first overflow destination is also busy or does not answer, the call will be forwarded to another number, and so on.
 If a mobile number is included as one of the call forward numbers, it should be the final number in the line as mobiles are generally set to divert to voicemail on no answer. A call forwarded to an answering machine and/or voicemail counts as a successful call forward, not a busy/no answer, therefore the call will not forward any further.

AUSTRALIA WIDE ACCESS

SECTION 2

An answering point is required for each prefix selected. Where a prefix is not selected, calls will be barred and the call routed to a recorded voice announcement.

| | Prefix | Answering Point (Destination number) |
|----------------|-----------------------------|---|
| Australia Wide | <input type="checkbox"/> 0x | |
| Mobiles | <input type="checkbox"/> 04 | |

Note:
 Any on-net Australian fixed line or mobile number, or international fixed line number may be nominated as the Answering Point.

STATE WIDE ACCESS

SECTION 3

An answering location is required for each prefix selected. Where a prefix is not selected, calls will be barred and the call routed to a recorded voice announcement.

| State | Prefix | Answering Point (Destination number) |
|--------------------|--|---|
| New South Wales | <input type="checkbox"/> 024; 026/3-9 | |
| ACT | <input type="checkbox"/> 026/1,2 | |
| Victoria | <input type="checkbox"/> 039, 038, 035 | |
| Tasmania | <input type="checkbox"/> 036 | |
| Queensland | <input type="checkbox"/> 07 | |
| Western Australia | <input type="checkbox"/> 08/6,9 | |
| South Australia | <input type="checkbox"/> 087; 088/0-8, except 0889 | |
| Northern Territory | <input type="checkbox"/> 0889 | |
| Mobiles | <input type="checkbox"/> 04 | |

Notes:
 Any on-net Australian fixed line or mobile number, or international fixed line number may be nominated as the Answering Point.
 All calls originating from a mobile will be routed to a single Answering Point.
 Geographical boundaries may not match exchange boundaries. For example: Broken Hill in NSW has an (08) 80 prefix and is treated as part of South Australia.

REGION BASED ACCESS

SECTION 4

An answering location is required for each prefix selected. Where a prefix is not selected, calls will be barred and the call routed to recorded voice announcement.

| Location | Prefix | Answering Point | Location | Prefix | Answering Point |
|---------------------------|---|-----------------|--------------------------|---|-----------------|
| New South Wales | | | Victoria | | |
| Sydney | <input type="checkbox"/> 02 8 & 9 | | Melbourne | <input type="checkbox"/> 03 8 & 9 | |
| Wollongong | <input type="checkbox"/> 02 42 | | Swan Hill / Mildura | <input type="checkbox"/> 03 50 | |
| Gosford | <input type="checkbox"/> 02 43 | | Sale / Bairnsdale | <input type="checkbox"/> 03 51 | |
| Nowra/Moruya | <input type="checkbox"/> 02 44 | | Geelong | <input type="checkbox"/> 03 52 | |
| Windsor | <input type="checkbox"/> 02 45 | | Ballarat | <input type="checkbox"/> 03 53 | |
| Campbelltown | <input type="checkbox"/> 02 46 | | Bendigo | <input type="checkbox"/> 03 54 | |
| Penrith | <input type="checkbox"/> 02 47 | | Warrnambool | <input type="checkbox"/> 03 55 | |
| Goulburn | <input type="checkbox"/> 02 48 | | Warragul | <input type="checkbox"/> 03 56 | |
| Newcastle | <input type="checkbox"/> 02 49 | | Wangaratta | <input type="checkbox"/> 03 57 | |
| Albury / Wodonga | <input type="checkbox"/> 02 60 | | Shepparton | <input type="checkbox"/> 03 58 | |
| Bathurst / Orange | <input type="checkbox"/> 02 63 | | Mornington | <input type="checkbox"/> 03 59 | |
| Broken Hill | (see SA) | | Wodonga | (see NSW) | |
| Cooma/Bega | <input type="checkbox"/> 02 64 | | | | |
| Muswellbrook | <input type="checkbox"/> 02 65 | | | | |
| Coffs Harbour | <input type="checkbox"/> 02 66 | | Tasmania | | |
| Tamworth | <input type="checkbox"/> 02 67 | | Hobart | <input type="checkbox"/> 03 62 | |
| Dubbo / Parkes | <input type="checkbox"/> 02 68 | | Launceston | <input type="checkbox"/> 03 63 | |
| Wagga Wagga | <input type="checkbox"/> 02 69 | | Devonport | <input type="checkbox"/> 03 64 | |
| | | | | | |
| South Australia | | | Queensland | | |
| Adelaide | <input type="checkbox"/> 08 81-84 | | Brisbane | <input type="checkbox"/> 07 3 | |
| Broken Hill | <input type="checkbox"/> 08 80 | | Cairns | <input type="checkbox"/> 07 40 | |
| Murray Bridge & 6-9 | <input type="checkbox"/> 08 850-4 | | Maryborough | <input type="checkbox"/> 07 41 | |
| Kangaroo Island | <input type="checkbox"/> 08 85 | | Toowoomba | <input type="checkbox"/> 07 46 | |
| Pt August/Lincoln | <input type="checkbox"/> 08 86 | | Townsville | <input type="checkbox"/> 07 47 | |
| Mt Gambier | <input type="checkbox"/> 08 87 | | Rockhampton | <input type="checkbox"/> 07 49 | |
| Yorke Peninsula | <input type="checkbox"/> 08 88 | | Caboolture | <input type="checkbox"/> 07 54 | |
| | | | Beaudesert | <input type="checkbox"/> 07 55-6 | |
| ACT | | | Western Australia | | |
| Canberra | <input type="checkbox"/> 02 61 & 2 | | Perth | <input type="checkbox"/> 08 92-94, 08 62-5 | |
| | | | Kalgoorlie | <input type="checkbox"/> 08 90 | |
| | | | Port Hedland | <input type="checkbox"/> 08 91 | |
| Northern Territory | | | Mandurah | <input type="checkbox"/> 08 95 | |
| Darwin | <input type="checkbox"/> 08 89 2-4, 635-637, 7-9 | | Moora | <input type="checkbox"/> 08 96 | |
| Alice Springs | <input type="checkbox"/> 08 89 5-6 | | Bunbury | <input type="checkbox"/> 08 97 | |
| | | | Albany | <input type="checkbox"/> 08 98 | |
| Mobile | | | Geraldton | <input type="checkbox"/> 08 99 | |
| | <input type="checkbox"/> 04 | | | | |

Note:

Names of areas are indicative only. The Area Codes represent the true boundaries.