

OUT OF AREA NUMBERING

Recent changes to numbering rules mean that Commander may now issue Out of Area Numbers as long as we give our customers certain information. But what is an **Out of Area Number**?

Australia uses 8-digit local phone numbers with a 2-digit area code depending on the normal geographic region in which the number is used (generally called **landline** or **fixed line numbers**)

Area Code	Region	State / Territory
02	Central East	Australian Capital Territory and New South Wales
03	South East	Victoria and Tasmania
04	Mobile Telephones	Australia-wide
07	North East	Queensland
08	Central & West	Northern Territory, South Australia and Western Australia

If Commander offers a service with a geographic number to a customer located outside the geographic zone in which that number is normally used, that telephone number is referred to as being **out of area**.

Out of Area Numbering is becoming more common with the increase in Voice over Internet Protocol (VoIP) services, but there are some important things you need to know about **Out of Area Numbers (OANs)**

What does this mean for you?

If you choose a new number or decide to bring your previous number to Commander and that number is **outside** your local calling area, you will have an **Out of Area Number**.

*Emily used to live in Sydney, but she has moved to Melbourne. She wants to keep her Sydney number (02 XXXX XXXX) so that her business can continue, but as she now lives in Melbourne (which is area code 03) and the calls to her number will be in Melbourne, Emily would have an **Out of Area Number (OAN)** so there are some important things she must consider....*

1. People calling an OAN may be charged at STD rates by their own service provider.

....Emily's new friends and business contacts in Melbourne would be charged STD rates to call her Out of Area Number even though she is in Melbourne....

2. If another telecommunications provider doesn't support Out of Area Numbers, customers may not be able to port (or move) their number away from Commander to that provider.

....if Emily wanted to change providers, she would have to either get a different number to go with a provider that doesn't support OANs, or she could seek out a different provider which does support OANs...

3. Calls from an OAN may be charged as if the customer is located in a relevant charging district.

....Emily's calls to her new friends and business contacts in Melbourne would be charged at STD rates even though she is in Melbourne....

Further info

- ACMA fact sheet: [Out of area geographic numbers - Consumers](#) and informative [video](#);
- Information on moving (porting) your number to Commander;
- Contact Customer Service on 1300 85 85 85
- Frequently Asked Questions ([FAQs](#))