

# smartnumbers® User Guide

the**Numbering**System



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# Buy smartnumbers and Register a Smartnumbers Account

This topic describes how to:

- Buy smartnumbers and register a smartnumbers account.

A one-time account registration charge of \$57.00 applies to the Numbering system.

You cannot purchase a smartnumber without registering on the Numbering system, however you are able to register a smartnumbers account without buying a smartnumber.

There are four parts to the entire process:

- [Search and select](#)
- [Register](#)
- [Review order](#)
- [Checkout and pay](#)

## Search and select

1. Select the **smartnumbers** tab in the Numbering system.

The screenshot shows the 'theNumberingSystem' website. At the top, there are logos for the Australian Communications and Media Authority (ACMA) and the 'theNumberingSystem' brand. Below the logos, there is a navigation bar with tabs for 'smartnumbers', 'CSPs', and 'Search for any number'. The 'smartnumbers' tab is selected. Below the navigation bar, there is a section titled 'Buy a smartnumber®' with a four-step process: 1. Search and select, 2. Register, 3. Review order, and 4. Checkout and pay. Each step has a brief description and a 'Click here to get started!' link. To the right of the process flow, there is a 'Registered customers' section with a login form. The login form has fields for 'Username' and 'Password', both marked with an asterisk to indicate they are required. There are links for 'Forgot username?' and 'Forgot password?'. At the bottom of the page, there is a footer with links for 'About smartnumbers', 'Cost', 'FAQs', and 'Glossary'. There is also a footer for the Australian Communications and Media Authority with the tagline 'communicating facilitating regulating'.

2. Click on **Click here to get started!**. The 'Search and select' page will display.

smartnumbers® CSPs Search for any number

Buy a smartnumber®

Search and select Register Review order Checkout and pay

Required fields are marked with an asterisk (\*).  
Fields that support wildcards are marked with a lightbulb (💡). To perform a wildcard search, use the asterisk (\*) character at the start and/or end of your search string.

Prefix: \*  
💡 13    💡 1300    💡 1800

Number / Phoneword (without prefix):

EROU holder: 💡

Status: All

Price: All

Clear Search

Want to register without buying numbers?

You can register a smartnumber account without buying any numbers. You will be charged the smartnumber account registration charge of \$19.50, and will be able to buy smartnumbers after your account charge has been paid.

Register without applying for numbers

## Register only

If you only want to register a smartnumbers account without buying a smartnumber, then only the \$57.00 account registration fee is payable.

To only register, click on Register without applying for numbers and then refer to:

- [Register](#)
- [Review order](#)
- [Checkout and pay](#)

If you want to buy smartnumbers and register, continue below first.

## Buy smartnumbers and register

3. Tick the **Prefix** checkboxes for the numbers you want to find:
  - **13** for numbers that have call costs shared by the caller and the business
  - **1300** for numbers that have call costs shared by the caller and the business
  - **1800** for numbers that have calls paid for by the business owner of the number.
4. Select **Available smartnumber** from the **Status** dropdown menu.
5. You can filter by price by selecting a price range from the **Price** dropdown menu.

6. To find all available smartnumbers, click on **Search**. You can also type a number or phoneword (or part thereof) in the **Number/Phoneword (without prefix)** box and click on **Search**. The search results will display the price of the available numbers or will show 'no records found' if there are no matches.

smartnumbers® CSPs Search for any number

Buy a smartnumber®

Search and select

Register

Review order

Checkout and pay

Required fields are marked with an asterisk (\*).  
Fields that support wildcards are marked with a lightbulb (💡). To perform a wildcard search, use the asterisk (\*) character at the start and/or end of your search string.

Prefix: \*  
💡 13    💡 1300    💡 1800

Number / Phoneword (without prefix):

EROU holder: 💡

Status:  
Available smartnumber

Price:  
All

Clear Search

Number	Status	Price	Current EROU holder	EROU assignment date	Actions
13 1002	Available smartnumber	\$400.00			Select
13 1007	Available smartnumber	\$400.00			Select
13 1016	Available smartnumber	\$400.00			Select
13 1019	Available smartnumber	\$400.00			Select
13 1028	Available smartnumber	\$400.00			Select
13 1029	Available smartnumber	\$400.00			Select
13 1036	Available smartnumber	\$400.00			Select
13 1041	Available smartnumber	\$400.00			Select
13 1042	Available smartnumber	\$400.00			Select
13 1044	Available smartnumber	\$400.00			Select

Rows per page: 10 25 50 100

First Previous Next Last

Showing 1 to 10 of 1608322 entries

Want to register without buying numbers?

You can register a smartnumber account without buying any numbers. You will be charged the smartnumber account registration charge of \$19.50, and will be able to buy smartnumbers after your account charge has been paid.

Register without applying for numbers

**Note:** If multiple rows are displayed, click on **Next** to navigate through them. You can also change the number of rows displayed per page to **25**, **50** or **100**. Additionally you can also sort by column headers.

**Note:** If your preferred smartnumber does not display, you can adjust the status filter and select **All** from the **Status** dropdown menu to expand your search to all smartnumbers. Only available smartnumbers can be purchased. Smartnumbers that are assigned or allocated are not available for purchase as the enhanced rights of use (EROU) to these numbers is already held. If your preferred number does not display at all, it may not be a smartnumber. Select the **Search for any number** tab to search all numbers.

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- Click on **Select** in the **Actions** column for each number you want to buy. Selected numbers will display in the cart.

smartnumbers® CSPs Search for any number

Buy a smartnumber®

Search and select Register Review order Checkout and pay

Required fields are marked with an asterisk (\*).  
Fields that support wildcards are marked with a lightbulb (💡). To perform a wildcard search, use the asterisk (\*) character at the start and/or end of your search string.

Prefix: \*  
 13  1300  1800

Number / Phoneword (without prefix):

EROU holder:

Status: Available smartnumber

Price: All

Clear Search

Number	Status	Price	Current EROU holder	EROU assignment date	Actions
13 1002	Available smartnumber	\$400.00			In the cart
13 1007	Available smartnumber	\$400.00			Select
13 1016	Available smartnumber	\$400.00			Select
13 1019	Available smartnumber	\$400.00			Select
13 1028	Available smartnumber	\$400.00			Select
13 1029	Available smartnumber	\$400.00			Select
13 1036	Available smartnumber	\$400.00			Select
13 1041	Available smartnumber	\$400.00			Select
13 1042	Available smartnumber	\$400.00			Select
13 1044	Available smartnumber	\$400.00			Select

Rows per page: 10 25 50 100 Showing 1 to 10 of 1608322 entries

In cart: 1 Total: \$400.00

Filter

Select 13 1002 \$400.00 X

Empty cart Next

A one-time account registration charge of \$19.50 will be added to your invoice.

**Note:** To remove all numbers in the cart, click on **Empty cart**. To remove a specific number from the cart, click on **X** next to the number.

- Click **Next**. The 'Register page' will display.

smartnumbers® CSPs Search for any number

Buy a smartnumber®

Search and select Register Review order Checkout and pay

If you already have an account, please login so that any smartnumbers you apply for are associated with your account.

Account details

Required fields are marked with an asterisk (\*).

Industry type: \*  
 Person

Industry classification: \*

ABN:

Account name: \*

ACN or AREN:

Trading name:

Physical address

Street address: \*

Suburb: \* Country: \*  
 Australia

State: \* Postcode: \*

☐ Postal address is the same as physical address

Postal address

Postal delivery / street address: \*

Suburb: \* Country: \*  
 Australia

State: \* Postcode: \*

Back Next

**Note:** You will be prompted to complete all required information if you haven't done so:

The screenshot shows the 'Buy a smartnumber' registration page. At the top, there's a navigation bar with 'smartnumbers', 'CSPs', and a search button. Below it, a red error banner states: 'There were validation errors. Please check the inputs and try again. Skip to first error'. The main heading is 'Buy a smartnumber'. A progress bar shows four steps: 'Search and select' (active), 'Register', 'Review order', and 'Checkout and pay'. A yellow banner below the progress bar says: 'If you already have an account, please login so that any smartnumbers you apply for are associated with your account.' The 'Account details' section has a note: 'Required fields are marked with an asterisk (\*)'. It contains four fields: 'Industry type' (dropdown with 'Person' selected), 'Industry classification' (dropdown with a red border and 'This field is required.' message), 'ABN' (text box), and 'Account name' (text box with a red border and 'This field is required.' message). Below these are 'ACN or ARBN' and 'Trading name' text boxes. The 'Physical address' section has fields for 'Street address' (red border, 'This field is required.'), 'Suburb' (red border, 'This field is required.'), 'Country' (dropdown with 'Australia'), 'State' (dropdown with a red border and 'This field is required.'), and 'Postcode' (red border, 'This field is required.'). The 'Postal address' section has similar fields: 'Postal delivery / street address' (red border, 'This field is required.'), 'Suburb' (red border, 'This field is required.'), 'Country' (dropdown with 'Australia'), 'State' (dropdown with a red border and 'This field is required.'), and 'Postcode' (red border, 'This field is required.'). A checkbox at the bottom left says 'Postal address is the same as physical address'. At the bottom, there are 'Back' and 'Next' buttons.

## Register

**Note:** If you already have an account, you can login, search and purchase smartnumbers. Refer to [Buy smartnumbers](#).

### Account details

1. Select a description from the **Industry type** dropdown menu. **Person** is the default selection.
2. Select a classification from the **Industry classification** dropdown menu.
3. Type the account ABN (if applicable) in the **ABN** box and type the ACN or ARBN (if applicable) in the **ACN or ARBN** box.
4. Type the account name in the **Account name** box and the account trading name (if applicable) in the **Trading name** box.

## Physical address

5. Enter your address details.

## Postal address

6. Tick the **Postal address is the same as physical address** check box if they are the same, or enter your postal address details if they are different.
7. Click **Next**. The 'Administrator details' page will display.

The screenshot shows the 'Buy a smartnumber' registration process. At the top, there's a navigation bar with 'smartnumbers®', 'CSPs', and a search bar. Below it, a progress bar shows four steps: 'Search and select', 'Register', 'Review order', and 'Checkout and pay'. The 'Register' step is active. The 'Administrator details' section follows, with a note: 'Required fields are marked with an asterisk (\*)'. The form includes fields for Title, First name, Surname, Email address, Alternative email address, Phone number, Alternative phone number, Secret question (with an example: 'eg. What was the name of my favourite teacher?'), and Secret answer. A 'Back' button is on the left and a 'Next' button is on the right.

**Note:** You will be prompted to complete all required information if you haven't done so.

This screenshot shows the same 'Administrator details' form as the previous one, but with validation errors. A red banner at the top states: 'There were validation errors. Please check the inputs and try again. Skip to first error'. Red boxes highlight the errors on the form: Title, First name, Surname, Email address, Phone number, Secret question, and Secret answer. Each error message says 'This field is required.' The 'Back' and 'Next' buttons are still present at the bottom.



## Administrator details

8. Enter the account administrator title, first name and surname.
9. Enter the account administrator email address(es).
10. Enter the account administrator contact phone numbers.
11. Type a secret question in the **Secret question** box.
12. Type the answer in the **Secret answer** box.
13. Click **Next**. The 'Review order' page will display.

smartnumbers® CSPs Search for any number

Buy a smartnumber®

Search and select

Register

Review order

Checkout and pay

Purchase review

Total: \$419.50  
Total numbers: 1

Item	Price
Smartnumber account registration	\$19.50
smartnumber	Price
131002	\$400.00

Account registration details review

Account details

Account name: SMARTNUM  
ABN:  
ACN:  
Trading name:

Address details

Physical address  
Street: 10 queens rd  
Suburb: melbourne  
Postcode: 3000  
State: VIC  
Country: Australia  
Postal address  
Street: 10 queens rd  
Suburb: melbourne  
Postcode: 3000  
State: VIC  
Country: Australia

Administrator details

Administrator: my bill smith  
Email address: bill.smith@numbering.test  
Phone number: 1234567890

Acknowledgements

Registration

The applicant agrees to pay any applicable registration charge fixed by a determination under section 60 of the Australian Communications and Media Authority Act 2005. The applicant acknowledges that this application is not complete and will not be processed until payment of the applicable charges is received in full.

The applicant must update the register of smartnumbers with any changes in the applicant's address, telephone and fax number or email address contained in the register, in accordance with subsection 78(3) of the Telecommunications (Numbering) Plan 2015.

The applicant understands that it is a serious criminal offence to give false or misleading information to a Commonwealth entity under section 137.1 of the Criminal Code. The statements and information made in this document are true in every particular.

The applicant has read and accepts the general terms and conditions of the ACMA's numbering system and the smartnumber specific terms and conditions.

☐ I declare that I have read and accept all of the acknowledgements listed above. \*

Purchasing a smartnumber

The applicant understands that there are ongoing charges associated with holding a smartnumber including the payment of an annual numbering charge to your telecommunications provider (up to \$6,500 per annum for a six digit 13 number). For further information check Costs and fees.

The applicant must apply for a smartnumber with a joint registered CSP applicant. The applicant agrees that they will be assigned a registered CSP to act as joint applicant in the processing of their application.

The applicant agrees to pay any applicable registration charge fixed by a determination under section 60 of the Australian Communications and Media Authority Act 2005 and any amount imposed on the allocation of a number by Part 2 of the Telecommunications (Numbering Charges) Act 1997 on behalf of the joint CSP applicant. The applicant acknowledges that this application is not complete and will not be processed until payment of the applicable charges is received in full.

This application is being made for the assignment of a smartnumber to a smartnumber client (enhanced rights of use holder). Following assignment of the smartnumber, the enhanced rights of use holder will be able to ask a registered CSP to apply for the smartnumber under the standard allocation procedures.

The applicant understands that it is a serious criminal offence to give false or misleading information to a Commonwealth entity under section 137.1 of the Criminal Code. The statements and information made in this document are true in every particular.

The applicant has read and accepts the general terms and conditions of the ACMA's numbering system and the smartnumber specific terms and conditions.

☐ I declare that I have read and accept all of the acknowledgements listed above. \*

Back

Next

## Review order

1. Review your order, including numbers selected, total price and account registration details, including your physical and email address and phone number.

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**Note:** If you need to alter details, click on **Back** and make changes as required.

2. You are required to read and accept the terms and conditions by ticking the two checkboxes.
3. Click **Next**. The 'Checkout and pay' page will display.

The screenshot shows the 'Checkout and pay' page for smartnumbers. At the top, there's a navigation bar with 'smartnumbers', 'CSPs', and a search bar. Below this is a progress bar with four steps: 'Search and select', 'Register', 'Review order', and 'Checkout and pay'. The main heading is 'Pay for your purchase'. A sub-heading says 'Choose how to pay and we will register your account and create an invoice.' There are two main sections: 'Pay now (recommended)' and 'Pay later (not recommended)'. The 'Pay now' section explains that it gives full access to the smartnumber account and immediately secures the numbers. It mentions that the ACMA uses the ANZ eGate facility. It also states that credit card payments will only be accepted using MasterCard or Visa. There are logos for MasterCard and Visa. A green button labeled 'Proceed with Pay now' is at the bottom right of this section. The 'Pay later' section explains that it supports payment by credit card via ANZ eGate, BPAY, and EFT. It states that the processing time for BPAY and EFT is up to 5 business days. It also mentions that required fields are marked with an asterisk. There is a checkbox with the text 'I understand that until the ACMA receives full payment, my smartnumber account will have restricted access and any numbers I have selected in this application remain available for purchase by other parties.' A grey button labeled 'Proceed with Pay later' is at the bottom right of this section. A 'Back' button is at the bottom left of the page.

## Checkout and pay

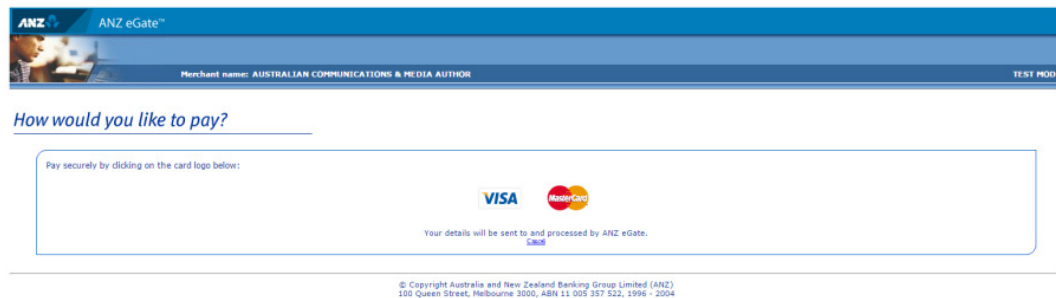
You have two options:

[Pay now](#) — this is recommended because it immediately secures any numbers you have selected and prevents another party from purchasing those numbers.

[Pay later](#) — this is NOT recommended because until full payment is received, the numbers you have selected will be available for other parties to purchase, so you may miss out on those numbers.

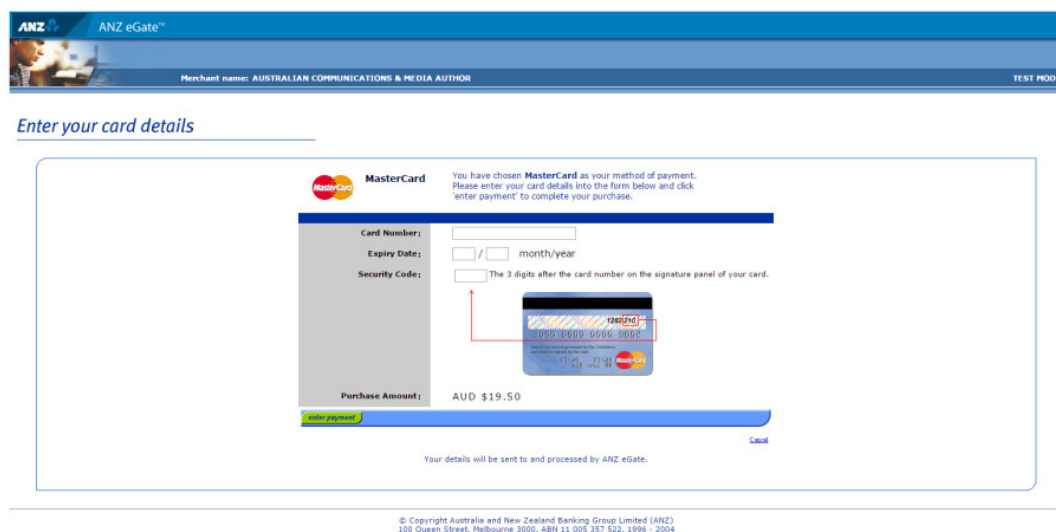
## Pay now

1. Click on **Back** to cancel paying, or click on **Proceed with Pay now** in the 'Checkout and pay' page. The ANZ eGate payment gateway will display.



The screenshot shows the ANZ eGate payment gateway interface. At the top, there's a blue header with the ANZ logo and 'ANZ eGate™'. Below the header, it says 'Merchant name: AUSTRALIAN COMMUNICATIONS & MEDIA AUTHOR' and 'TEST MODE' on the right. The main heading is 'How would you like to pay?'. Below this, there's a box with the text 'Pay securely by clicking on the card logo below:'. Inside this box are the VISA and MasterCard logos. Below the logos, it says 'Your details will be sent to and processed by ANZ eGate.' with a 'Cancel' link. At the bottom, there's a copyright notice: '© Copyright Australia and New Zealand Banking Group Limited (ANZ) 100 Queen Street, Melbourne 3000, ABN 11 005 357 522, 1996 - 2004'.

2. Click on the appropriate credit card logo (VISA or Mastercard).



The screenshot shows the ANZ eGate payment gateway interface for entering card details. At the top, there's a blue header with the ANZ logo and 'ANZ eGate™'. Below the header, it says 'Merchant name: AUSTRALIAN COMMUNICATIONS & MEDIA AUTHOR' and 'TEST MODE' on the right. The main heading is 'Enter your card details'. Below this, there's a box with the MasterCard logo and the text 'You have chosen MasterCard as your method of payment. Please enter your card details into the form below and click 'enter payment' to complete your purchase.' The form has fields for 'Card Number:', 'Expiry Date:' (with a dropdown for month/year), and 'Security Code:'. Below these fields is a 'Purchase Amount:' field showing 'AUD \$19.50'. To the right of the form is an image of a MasterCard with a red box highlighting the security code area. Below the form, there's a 'Cancel' link. At the bottom, there's a copyright notice: '© Copyright Australia and New Zealand Banking Group Limited (ANZ) 100 Queen Street, Melbourne 3000, ABN 11 005 357 522, 1996 - 2004'.

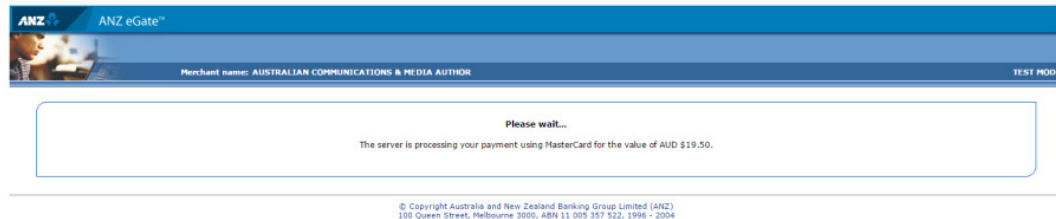
3. Enter your credit card number, expiry date and security code.
4. Review your purchase amount.

**Note:** If you want to cancel the credit card payment, click on **Cancel** — you will be redirected from the ANZ eGate to the Numbering system. Your smartnumbers account will be created however you will have limited access to your account until full payment is received.

You will receive two emails containing your username and temporary password. Use these to login and select the **Finance** tab to access your invoice so that you can access the payment options again.

**Note:** Any numbers you have selected will be available for other parties to purchase until full payment is received. Numbers are allocated only after full payment is made.

5. Click on **Enter payment**. The ANZ eGate will process the payment.



Upon payment approval, you are redirected from the ANZ eGate to the Numbering system.

Your selected smartnumbers have now been purchased and your smartnumbers account has been created. You will receive two emails, one containing your username and another containing your temporary password. Keep these to login to your account in the future.

## Pay later

1. Tick the check box located under **Pay later** and click on **Proceed with Pay later**. The 'How to pay' page will display.

smartnumbers® CSPs Search for any number

### Buy a smartnumber®

Search and select Register Review order Checkout and pay

Smartnumber account created successfully  
The numbering system has sent you two emails, one containing your username and another one containing your temporary password.  
If you don't receive these emails, please check your spam or junk folders. Otherwise, please contact the ZOAK Service Desk on 1300 463 580 for assistance.

#### How to pay

You can pay your invoice now by following the instructions below, or you can return later to pay by visiting the Finance tab at the top of the page, searching for the invoice, and clicking on the Pay button next to the invoice.

##### Payment details

Payment reference: 30000018421  
Payment amount: \$419.50 AUD

##### Payment options

Credit card payments via ANZ eGate™ (recommended)

Paying by credit card immediately secures the numbers you have selected and prevents the risk of another party obtaining those numbers.

The ACMA utilises the secure online credit card processing facility ANZ eGate™, which is operated by the ANZ bank. The ACMA does not collect or hold any of your credit card details. Credit card details are only provided to ANZ eGate™. The ACMA will redirect you to the ANZ eGate™ site so you can make a payment by credit card. Once the payment has been made, ANZ eGate will redirect you back to the ACMA site to confirm the status of your payment.

Credit card payments will only be accepted using MasterCard® or Visa®.

Experiencing difficulties?

If you are experiencing difficulties making a credit card payment, please check that our credit card details are correct.

Note: To ensure that you are only charged once for each invoice, the system will block you from making a second attempt to pay the same invoice again for 15 minutes, or until we receive a transaction failed or transaction cancelled response from the bank, whichever is sooner. If you make a mistake and want to start the transaction again, always click Cancel to ensure that you do not need to wait for the transaction to time out.

If you continue to experience difficulties using ANZ eGate™, please contact the ZOAK service desk on 1300 463 580.

[Pay by credit card](#)

##### Internet or phone banking via BPay®

Processed within 5 business days

Bill Code: 241000  
Ref: 30000018421

Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More info: [www.bpay.com.au](http://www.bpay.com.au)

##### Electronic Funds Transfer

Processed within 5 business days

Use the following bank account information to make a direct Electronic Funds Transfer to the ACMA.

BIB: 012/961  
Account number: 8365-93027  
Payment reference: 30000018421

Your smartnumbers account will be created however you will have limited access to your account until full payment is received. You will receive two emails containing your username and temporary password. Use these to login and select the **Finance** tab to access your invoice so that you can access the payment options again.

**Note:** Any numbers you have selected will be available for other parties to purchase until full payment is received. Numbers are allocated only after full payment is made.

The 'How to pay' page provides the details for paying by BPay or Electronic Funds Transfer – these are also provided on your invoice. You can also click on **Pay by credit card** on the 'How to pay' page if you want to secure your smartnumber immediately (refer to [Pay now](#) above).

# Manage Your smartnumbers Account Details

This topic describes how to:

- [Update your own account details](#)
- [Update your own user details](#)

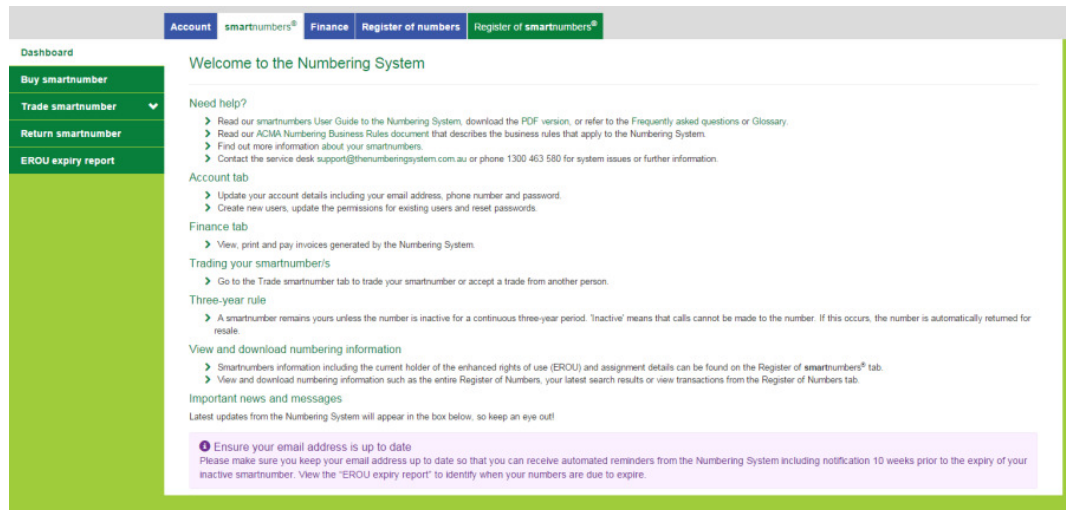
If you are an account administrator (if you registered the account and are the only user you are an account administrator by default), refer to [Manage smartnumbers account users](#) to manage other users of your account; and [Manage smartnumbers account user permissions](#) to manage other users' permissions.

## Update your own account details

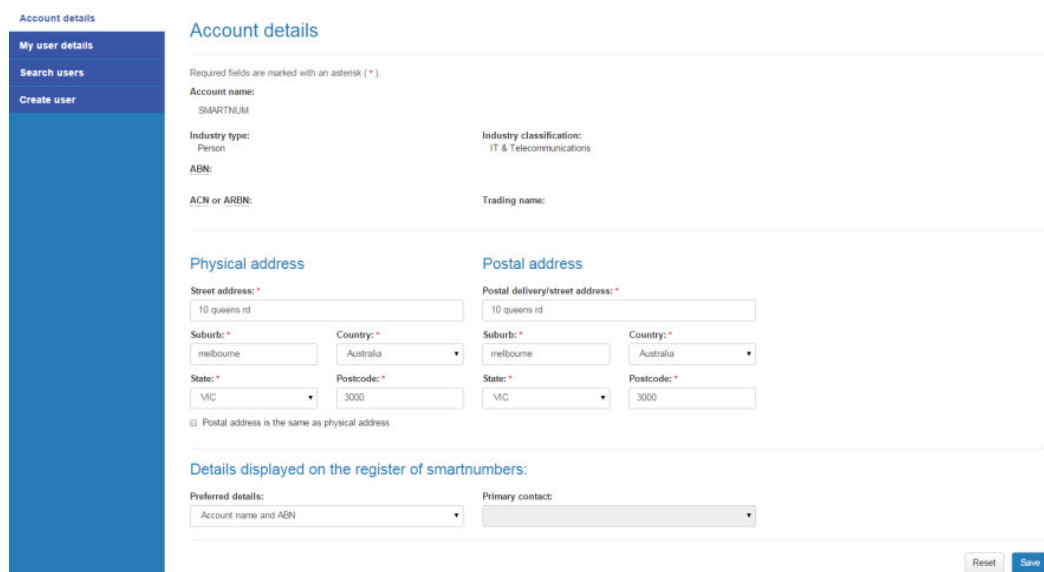
1. Select the **smartnumbers** tab in the Numbering system.

The screenshot shows the 'theNumberingSystem' website. At the top, there's a navigation bar with 'smartnumbers', 'CSPs', and 'Search for any number' tabs. Below this, a section titled 'Buy a smartnumber®' features a four-step process: 'Search and select', 'Register', 'Review order', and 'Checkout and pay'. Each step has a brief description and a 'Click here to get started!' link. To the right, there's a 'Registered customers' login section with fields for 'Username' and 'Password', a 'Login' button, and links for 'Forgot username?' and 'Forgot password?'. The footer contains links for 'About smartnumbers®', 'Cost', 'FAQs', 'Glossary', 'Terms & conditions', 'Privacy', 'Accessibility', 'Contact us', 'About us', and 'Site map'. It also features the Australian Communications and Media Authority logo with the tagline 'communicating facilitating regulating'.

2. Login with your username and password in the **Registered customers** box. The smartnumbers Dashboard will display.



3. Select the **Account** tab. The 'Account details' page will display.



4. Update your physical address and/or postal address details.
5. From the **Preferred details** dropdown menu, select the details to be displayed on the register of smartnumbers — either **Full contact details** or **Account name and ABN**.
6. If you selected **Full contact details**, then you must select the primary contact from the **Primary contact** dropdown menu.

7. Click **Save**. Your account details will be updated.

✓ Account details have been updated successfully.

### Account details

Required fields are marked with an asterisk (\*).

Account name:

SMARTNUM

Industry type:

Person

Industry classification:

IT & Telecommunications

ABN:

ACN or AREIN:

Trading name:

### Physical address

Street address: \*

10 queens rd

Suburb: \*

melbourne

Country: \*

Australia

State: \*

VIC

Postcode: \*

3000

### Postal address

Postal delivery/street address: \*

10 queens rd

Suburb: \*

melbourne

Country: \*

Australia

State: \*

VIC

Postcode: \*

3000

☐ Postal address is the same as physical address

### Details displayed on the register of smartnumbers:

Preferred details:

Account name and ABN

Primary contact:

Reset

Save



## Update your own user details

1. Select the **smartnumbers** tab in the Numbering system.

The screenshot shows the 'theNumberingSystem' website. At the top, there's a navigation bar with 'smartnumbers', 'CSPs', and 'Search for any number'. Below this, a section titled 'Buy a smartnumber' features a four-step process: 1. Search and select (Search for available 13, 1300 and 1800 smartnumbers and add them to your cart. OR Skip through to set up your smartnumbers account. Click here to get started!), 2. Register (Set up your smartnumbers account. A one-time registration charge of \$19.50 applies.), 3. Review order (Review your order and agree to the terms and conditions.), and 4. Checkout and pay (Pay by credit card to immediately secure your numbers. EFT and BPAY takes longer to process. Numbers remain available to others until payment is received.). To the right of this process is a 'Registered customers' login box with fields for 'Username' and 'Password', a 'Login' button, and links for 'Forgot username?' and 'Forgot password?'. The footer contains links for 'About smartnumbers', 'Cost', 'FAQs', 'Glossary', 'Terms & conditions', 'Privacy', 'Accessibility', 'Contact us', 'About us', 'Site map', and the 'Australian Communications and Media Authority' logo.

2. Login with your username and password in the **Registered customers** box. The 'Dashboard' page will display.

The screenshot shows the 'Dashboard' page of the theNumberingSystem. The top navigation bar includes 'Account', 'smartnumbers', 'Finance', 'Register of numbers', and 'Register of smartnumbers'. The left sidebar contains links for 'Buy smartnumber', 'Trade smartnumber', 'Return smartnumber', and 'EROU expiry report'. The main content area is titled 'Welcome to the Numbering System' and includes sections for 'Need help?' (with links to the User Guide, Business Rules, FAQs, and Service Desk), 'Account tab' (with links to update account details and create new users), 'Finance tab' (with a link to view invoices), 'Trading your smartnumber/s' (with a link to the Trade smartnumber tab), 'Three-year rule' (with a link to the smartnumber remains yours unless the number is inactive), 'View and download numbering information' (with links to the Register of smartnumbers and the Register of Numbers), and 'Important news and messages' (with a link to the Latest updates from the Numbering System). A purple box at the bottom contains a message about ensuring the email address is up to date to receive automated reminders.

3. Select the **Account** tab. The 'Account details' page will display.

4. Select the **My user details** tab. The 'My user details' page will display.

## Contact details

5. If applicable, type a new contact email address in the **Email address** box and an alternative in the **Alternative email address** box.
6. If applicable, type a new contact phone number in the **Phone number** box and an alternative in the **Alternative phone number** box.
7. Click **Save**. Your user details will be updated.

## Change password

8. Select the **Change password** tab.

### My user details

Username: SMITB0436

[Contact details](#) **[Change password](#)** [Secret question and answer](#) [Permissions](#)

Required fields are marked with an asterisk ( \* ).

The new password must comply with the following criteria:

- a minimum length of ten characters, consisting of at least three of the following character sets:
  - lowercase alphabetic characters (a-z)
  - uppercase alphabetic characters (A-Z)
  - numeric characters (0-9)
  - special characters (!@#%&'&\*)
- a maximum length of 50 characters
- does not allow a password to be reused within eight password changes
- does not permit sequential passwords (eg. password1, password2, etc.)

You can only change your password once per calendar day.

Current password \*

New password \*

Confirm new password \*

[Save](#)

9. Type your current password in the **Current password** box.
10. Type your new password in the **New password** box.
11. Type your new password in the **Confirm new password** box.
12. Click **Save**. Your password will be changed.

## Change secret question and answer

13. Select the **Secret question and answer** tab.

### My user details

Username: SMITB0436

[Contact details](#) [Change password](#) **[Secret question and answer](#)** [Permissions](#)

Required fields are marked with an asterisk ( \* ).

Current password \*

New secret question: \*

New secret answer: \*

[Save](#)

14. Type your password in the **Current password** box.
15. Type you new question in the **New secret question** box.
16. Type your answer in the **New secret answer** box.
17. Click **Save**. Your secret question and answer will be changed.

## Permissions

**Note:** You cannot change your own permissions unless you are an account administrator. If you registered the account and are the only user, you are an account administrator by default.

18. Select the **Permissions** tab.

My user details

Username: SMTB0436

Contact details Change password Secret question and answer Permissions

Account administration Finance

☒ Account administration ☒ Finance

smartnumbers

☒ Buy smartnumber  
☒ EROU expiry report  
☒ Return smartnumber  
☒ Trade smartnumber

Reset Save

19. Tick or untick checkboxes as preferred.

**Note:** If you are the only account administrator, the **Account administration** checkbox must be ticked. If you untick it, you will not be able to save your changes because you are the only account administrator.

20. Click on **Save**. The selected permissions will be applied for your own account.

# Manage smartnumbers Account Users

This topic describes how to:

- Manage users in your account as account administrator.

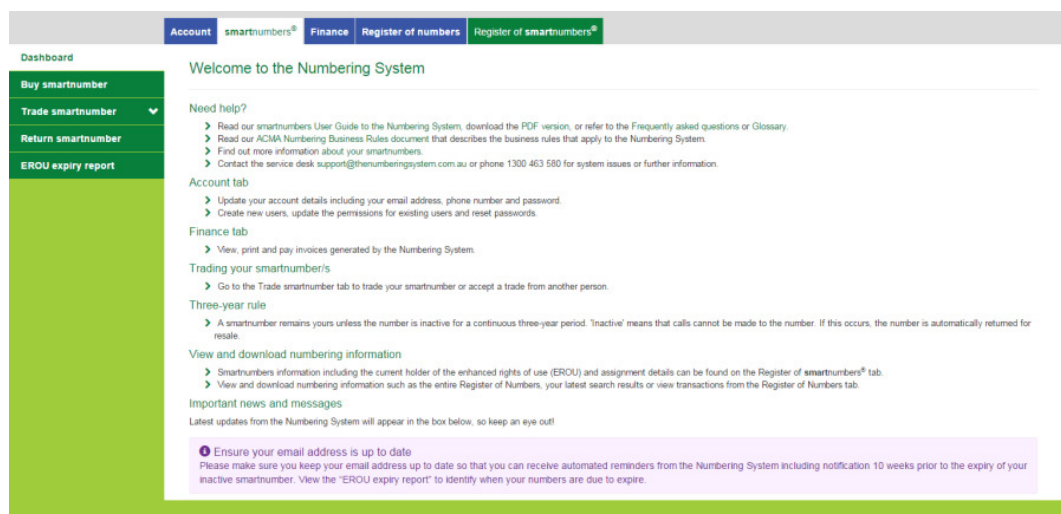
You will need to login as an account administrator to be able to manage any users.

If you registered the account and are the only user you are an account administrator by default.

1. Select the **smartnumbers** tab in the Numbering system.

The screenshot displays the 'theNumberingSystem' website. At the top, there's a navigation bar with 'smartnumbers', 'CSPs', and a search bar. Below this, a section titled 'Buy a smartnumber' features a four-step process: 'Search and select', 'Register', 'Review order', and 'Checkout and pay'. Each step includes a brief description of the action and a 'Click here to get started' link. To the right of this process is a 'Registered customers' login section with fields for 'Username' and 'Password', a 'Login' button, and links for 'Forgot username?' and 'Forgot password?'. The footer contains links for 'About smartnumbers', 'Cost', 'FAQs', and 'Glossary', as well as 'Terms & conditions', 'Privacy', 'Accessibility', 'Contact us', 'About us', and 'Site map'. The Australian Communications and Media Authority logo is also present.

2. Login with your username and password in the **Registered customers** box. The smartnumbers Dashboard will display.



You can perform the following on being logged in as account administrator:

- [Create a user](#)
- [Update a user's details](#)
- [Reset a user's password](#)
- [Remove a user](#)

## Create a user

1. Select the **Account** tab. The 'Account details' page will display.

The screenshot shows the 'Account details' page. At the top, there is a navigation bar with tabs: 'Account' (selected), 'smartnumbers', 'Finance', 'Register of numbers', and 'Register of smartnumbers'. On the left, a sidebar contains links: 'Account details', 'My user details', 'Search users', and 'Create user'. The main content area is titled 'Account details' and includes a note: 'Required fields are marked with an asterisk (\*)'. The form contains the following fields: 'Account name' (with value 'SMARTNUM'), 'Industry type' (with value 'Person'), 'Industry classification' (with value 'IT & Telecommunications'), 'ABN', 'ACN or ARBN', and 'Trading name'. Below these are two sections: 'Physical address' and 'Postal address'. Each section has fields for 'Street address', 'Suburb', 'Country', 'State', and 'Postcode'. The 'Physical address' section has a checkbox 'Postal address is the same as physical address'. At the bottom, there is a section 'Details displayed on the register of smartnumbers:' with a dropdown for 'Preferred details' (set to 'Account name and ABN') and a dropdown for 'Primary contact'. 'Reset' and 'Save' buttons are at the bottom right.

2. Select the **Create user** tab. The 'Create user page' will display.

The screenshot shows the 'Create user' page. The sidebar is the same as in the previous screenshot, but the 'Create user' link is now selected. The main content area is titled 'Create user' and includes a note: 'Required fields are marked with an asterisk (\*)'. The form contains the following fields: 'Title', 'First name', 'Surname', 'Email address', 'Alternative email address', 'Phone number', and 'Alternative phone number'. A 'Create' button is located at the bottom right.

3. Enter the user's title, names, email address and phone number.
4. Click **Create**. The user will be created.

## Update a user's details

1. Select the **Account** tab. The 'Account details' page will display.

The screenshot shows the 'Account details' page. At the top, there are tabs: 'Account' (selected), 'smartnumbers®', 'Finance', 'Register of numbers', and 'Register of smartnumbers®'. On the left sidebar, there are links: 'Account details', 'My user details', 'Search users', and 'Create user'. The main content area is titled 'Account details' and includes a note: 'Required fields are marked with an asterisk (\*)'. The form contains several fields: 'Account name' (with value 'SMARTNUM'), 'Industry type' (Person), 'Industry classification' (IT & Telecommunications), 'ABN', 'ACN or ARBN', 'Trading name', 'Physical address' (with fields for Street address, Suburb, State, and Postcode), and 'Postal address' (with fields for Postal delivery/street address, Suburb, State, and Postcode). There is a checkbox 'Postal address is the same as physical address'. Below the address fields, there is a section 'Details displayed on the register of smartnumbers:' with 'Preferred details' (Account name and ABN) and 'Primary contact'. At the bottom right, there are 'Reset' and 'Save' buttons.

2. Select the **Search users** tab. The 'Search users' page will display.

The screenshot shows the 'Search users' page. On the left sidebar, the 'Search users' link is highlighted. The main content area is titled 'Search users' and includes a note: 'Fields that support wildcards are marked with a lightbulb (💡). To perform a wildcard search, use the asterisk (\*) character at the start and/or end of your search string.' The form contains three input fields: 'Username: 💡', 'Surname: 💡', and 'Email address: 💡'. There is a checkbox 'Include removed users'. At the bottom right, there are 'Clear' and 'Search' buttons.

3. Tick **Include removed users** to include removed users in your search.
4. Enter a username, surname or email address to search or leave blank to search for all users.



- Click **Search**. The search results will display showing account users.

### Search users

Fields that support wildcards are marked with a lightbulb (💡). To perform a wildcard search, use the asterisk (\*) character at the start and/or end of your search string.

Username: 💡  Surname: 💡  Email address: 💡

☐ Include removed users

★ denotes a user who is an account administrator

Username	First name	Surname	Email address	Phone number	XML user	Status	Action
SMITB0436 ★	bill	smith	dan.lee@zoak.solutions	1234567890	No	Active	
TESTT0590	test1	test1	test1@numbering.test	1234567890	No	Active	<input type="button" value="Update"/>
TESTT0735	test2	test2	test2@numbering.test	1234567890	No	Active	<input type="button" value="Update"/>
TESTT0860	test3	test3	test3@numbering.test	1234567890	No	Active	<input type="button" value="Update"/>

Rows per page:

Showing 1 to 4 of 4 entries

**Note:** An administrator is denoted with a star.

**Note:** If multiple rows are displayed, click on **Next** to navigate through them. You can also change the number of rows displayed per page to **25**, **50** or **100**. You can also sort by column headers.

**Note:** You can click **Clear** to redo your search.

- For the user you want to update, click **Update** in the **Action** column. The 'Account user details' page will display.

### Account user details

Username: TESTT0590

Required fields are marked with an asterisk (\*)

Title:  
mr

First name:  
test1

Last name:  
test1

Email address: \*

Alternative email address:

Phone number: \*

Alternative phone number:

- If applicable, type a new contact email address in the **Email address** box and an alternative in the **Alternative email address** box.
- If applicable, type a new contact phone number in the **Phone number** box and an alternative in the **Alternative phone number** box.
- Click **Save**. The user's details will be updated.

## Reset a user's password

1. Select the **Account** tab. The 'Account details' page will display.

The screenshot shows the 'Account details' page. At the top, there are tabs: 'Account' (selected), 'smartnumbers®', 'Finance', 'Register of numbers', and 'Register of smartnumbers®'. On the left sidebar, there are links: 'Account details', 'My user details', 'Search users', and 'Create user'. The main content area is titled 'Account details' and includes a note: 'Required fields are marked with an asterisk (\*)'. The form contains several fields: 'Account name' (with value 'SMARTNUM'), 'Industry type' (Person), 'Industry classification' (IT & Telecommunications), 'ABN', 'ACN or ARBN', 'Trading name', 'Physical address' (with fields for Street address, Suburb, State, and Postcode), and 'Postal address' (with fields for Postal delivery/street address, Suburb, State, and Postcode). There is a checkbox 'Postal address is the same as physical address'. Below the address fields, there is a section 'Details displayed on the register of smartnumbers:' with 'Preferred details' (Account name and ABN) and 'Primary contact'. At the bottom right, there are 'Reset' and 'Save' buttons.

2. Select the **Search users** tab. The 'Search users' page will display.

The screenshot shows the 'Search users' page. On the left sidebar, the 'Search users' link is highlighted. The main content area is titled 'Search users' and includes a note: 'Fields that support wildcards are marked with a lightbulb (💡). To perform a wildcard search, use the asterisk (\*) character at the start and/or end of your search string.' The form contains three input fields: 'Username: 💡', 'Surname: 💡', and 'Email address: 💡'. There is a checkbox 'Include removed users'. At the bottom right, there are 'Clear' and 'Search' buttons.

3. Enter a username, surname or email address to search or leave blank to search for all users.

- Click **Search**. The search results will display showing account users.

#### Search users

Fields that support wildcards are marked with a lightbulb (💡). To perform a wildcard search, use the asterisk (\*) character at the start and/or end of your search string.

Username: 💡  Surname: 💡  Email address: 💡

☐ Include removed users

★ denotes a user who is an account administrator

Username	First name	Surname	Email address	Phone number	XML user	Status	Action
SMITB0436 ★	bill	smith	dan.lee@zoak.solutions	1234567890	No	Active	
TESTT0590	test1	test1	test1@numbering.test	1234567890	No	Active	<input type="button" value="Update"/>
TESTT0735	test2	test2	test2@numbering.test	1234567890	No	Active	<input type="button" value="Update"/>
TESTT0860	test3	test3	test3@numbering.test	1234567890	No	Active	<input type="button" value="Update"/>

Rows per page:

Showing 1 to 4 of 4 entries

**Note:** An administrator is denoted with a star.

**Note:** If multiple rows are displayed, click on **Next** to navigate through them. You can also change the number of rows displayed per page to **25**, **50** or **100**. You can also sort by column headers.

**Note:** You can click **Clear** to redo your search.

- For the user you want to reset the password for, select **Reset password** from the **Update** dropdown menu in the **Action** column. The 'Reset password' dialog box will display.

#### Reset password

You are about to reset password for user TESTT0590. The user will receive an email containing a temporary password. Are you sure you want to continue to reset password for user TESTT0590?

- Click **Reset password**. The user's password will be reset.

## Remove a user

1. Select the **Account** tab. The 'Account details' page will display.

The screenshot shows the 'Account details' page. At the top, there is a navigation bar with tabs: 'Account' (selected), 'smartnumbers®', 'Finance', 'Register of numbers', and 'Register of smartnumbers®'. On the left, a sidebar contains links: 'Account details', 'My user details', 'Search users', and 'Create user'. The main content area is titled 'Account details' and includes a note: 'Required fields are marked with an asterisk (\*)'. The form contains several fields: 'Account name' (with value 'SMARTNUM'), 'Industry type' (Person), 'Industry classification' (IT & Telecommunications), 'ABN', 'ACN or ARBN', 'Trading name', 'Physical address' (with fields for Street address, Suburb, State, and Postcode), and 'Postal address' (with fields for Postal delivery/street address, Suburb, State, and Postcode). There is a checkbox for 'Postal address is the same as physical address'. Below the address fields, there is a section 'Details displayed on the register of smartnumbers:' with a dropdown for 'Preferred details' (set to 'Account name and ABN') and a dropdown for 'Primary contact'. At the bottom right, there are 'Reset' and 'Save' buttons.

2. Select the **Search users** tab. The 'Search users' page will display.

The screenshot shows the 'Search users' page. The navigation bar and sidebar are the same as in the previous screenshot. The main content area is titled 'Search users' and includes a note: 'Fields that support wildcards are marked with a lightbulb (💡). To perform a wildcard search, use the asterisk (\*) character at the start and/or end of your search string.' The form contains three input fields: 'Username: 💡', 'Surname: 💡', and 'Email address: 💡'. There is a checkbox for 'Include removed users'. At the bottom right, there are 'Clear' and 'Search' buttons.

3. Enter a username, surname or email address to search or leave blank to search for all users.

4. Click **Search**. The search results will display showing account users.

#### Search users

Fields that support wildcards are marked with a lightbulb (💡). To perform a wildcard search, use the asterisk (\*) character at the start and/or end of your search string.

Username: 💡  Surname: 💡  Email address: 💡

☐ Include removed users

★ denotes a user who is an account administrator

Username	First name	Surname	Email address	Phone number	XML user	Status	Action
SMITB0436 ★	bill	smith	dan.lee@zoak.solutions	1234567890	No	Active	
TESTT0590	test1	test1	test1@numbering.test	1234567890	No	Active	<input type="button" value="Update"/>
TESTT0735	test2	test2	test2@numbering.test	1234567890	No	Active	<input type="button" value="Update"/>
TESTT0660	test3	test3	test3@numbering.test	1234567890	No	Active	<input type="button" value="Update"/>

Rows per page:

Showing 1 to 4 of 4 entries

**Note:** An administrator is denoted with a star.

**Note:** If multiple rows are displayed, click on **Next** to navigate through them. You can also change the number of rows displayed per page to **25**, **50** or **100**. You can also sort by column headers.

**Note:** You can click **Clear** to redo your search.

5. For the user you want to remove, select **Remove** from the **Update** dropdown menu in the **Action** column. The 'Remove user' dialog box will display.

Remove user

ⓧ

ⓘ You are about to remove user TESTT0590. This operation cannot be undone. A removed user will not be able to log in to or receive any notifications from Numbering system.

Are you sure you want to continue to remove user TESTT0590?

6. Click **Remove**. The user will be removed.

# Manage smartnumbers Account User Permissions

This topic describes how to:

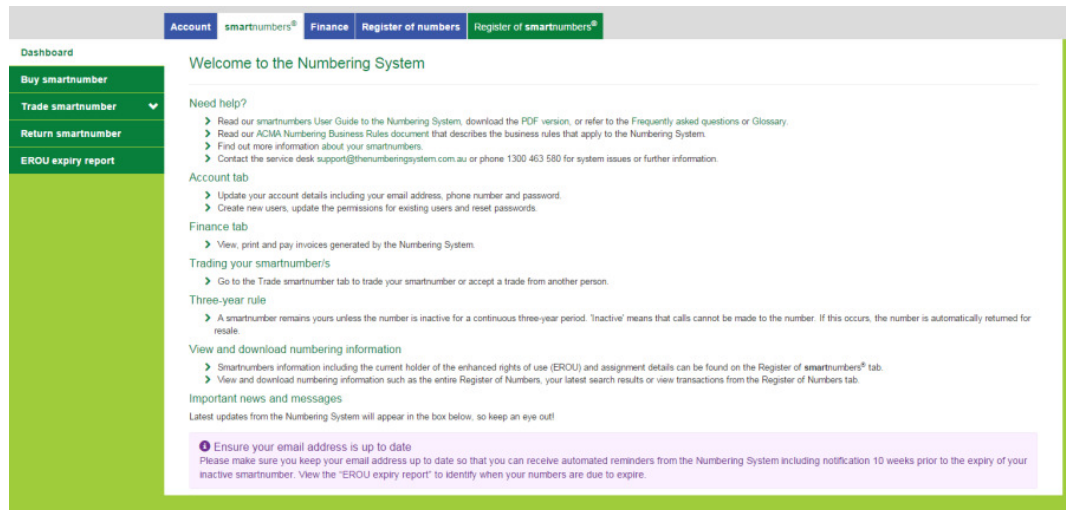
- Manage permissions of users in your account as account administrator.

You will need to login as an account administrator to be able to manage any permissions. If you registered the account and are the only user, you are an account administrator by default.

1. Select the **smartnumbers** tab in the Numbering system.

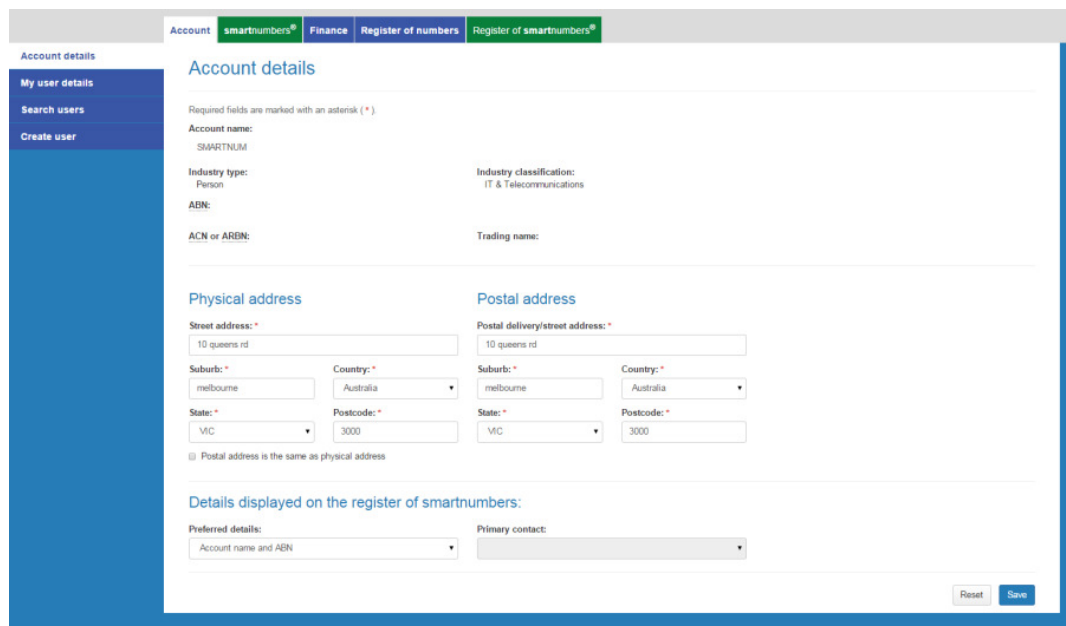
The screenshot displays the 'theNumberingSystem' website. At the top, there's a navigation bar with 'smartnumbers', 'CSPs', and a search bar. Below this, a section titled 'Buy a smartnumber' outlines a four-step process: 1. Search and select (finding 13, 1300, or 1800 numbers), 2. Register (setting up an account with a \$19.50 fee), 3. Review order (agreeing to terms), and 4. Checkout and pay (paying by credit card or EFT/EPAY). To the right of this process is a 'Registered customers' login area with fields for Username and Password, a 'Login' button, and links for 'Forgot username?' and 'Forgot password?'. The footer contains links for 'About smartnumbers', 'Cost', 'FAQs', and 'Glossary', as well as 'Terms & conditions', 'Privacy', 'Accessibility', 'Contact us', 'About us', and 'Site map'. The Australian Communications and Media Authority logo is also present.

2. Login with your username and password in the **Registered customers** box. The smartnumbers Dashboard will display.



The screenshot shows the smartnumbers Dashboard. At the top, there is a navigation bar with tabs: Account, smartnumbers®, Finance, Register of numbers, and Register of smartnumbers®. The Account tab is selected. On the left, there is a sidebar with links: Buy smartnumber, Trade smartnumber (with a dropdown arrow), Return smartnumber, and EROU expiry report. The main content area is titled 'Welcome to the Numbering System'. It includes a 'Need help?' section with links to the User Guide, Business Rules, and support contact. Below this are sections for 'Account tab' (update details, create users), 'Finance tab' (view invoices), 'Trading your smartnumbers' (go to trade tab), 'Three-year rule' (inactive numbers), and 'View and download numbering information' (EROU details, search results). At the bottom, there is a 'Important news and messages' section with a note about keeping email addresses up to date.

3. Select the **Account** tab. The 'Account details' page will display.



The screenshot shows the 'Account details' page. The navigation bar is the same as the dashboard. The left sidebar now shows 'Account details' as the active section, with sub-links: My user details, Search users, and Create user. The main content area is titled 'Account details'. It includes a note about required fields marked with an asterisk (\*). The form fields are: Account name (SMARTNUM), Industry type (Person), Industry classification (IT & Telecommunications), ABN, ACN or ARBN, and Trading name. Below these are two sections: 'Physical address' and 'Postal address'. Each section has fields for Street address, Suburb, Country, State, and Postcode. The Physical address fields are filled with '10 queens rd', 'melbourne', 'Australia', 'VIC', and '3000'. The Postal address fields are also filled with the same information. There is a checkbox labeled 'Postal address is the same as physical address'. At the bottom, there is a section 'Details displayed on the register of smartnumbers:' with two dropdown menus: 'Preferred details:' (set to 'Account name and ABN') and 'Primary contact:'. At the bottom right, there are 'Reset' and 'Save' buttons.

4. Select the **Search users** tab. The 'Search users' page will display.

Account details  
My user details  
Search users  
Create user

### Search users

Fields that support wildcards are marked with a lightbulb (💡). To perform a wildcard search, use the asterisk (\*) character at the start and/or end of your search string.

Username:  Surname:  Email address:

☐ Include removed users

Clear Search

5. Tick **Include removed users** to include removed users in your search.
6. Enter a username, surname or email address to search or leave blank to search for all users.
7. Click **Search**. The search results will display showing account users.

### Search users

Fields that support wildcards are marked with a lightbulb (💡). To perform a wildcard search, use the asterisk (\*) character at the start and/or end of your search string.

Username:  Surname:  Email address:

☐ Include removed users

Clear Search

★ denotes a user who is an account administrator

Username	First name	Surname	Email address	Phone number	XML user	Status	Action
SMITB0436 ★	bill	smith	dan.lee@zoak.solutions	1234567890	No	Active	
TESTT0590	test1	test1	test1@numbering.test	1234567890	No	Active	<a href="#">Update</a>
TESTT0735	test2	test2	test2@numbering.test	1234567890	No	Active	<a href="#">Update</a>
TESTT0860	test3	test3	test3@numbering.test	1234567890	No	Active	<a href="#">Update</a>

First Previous Next Last

Rows per page: 10 25 50 100

Showing 1 to 4 of 4 entries

**Note:** An administrator is denoted with a star.

**Note:** If multiple rows are displayed, click on **Next** to navigate through them. You can also change the number of rows displayed per page to **25**, **50** or **100**. You can also sort by column headers.

**Note:** You can click **Clear** to redo your search.



- For the user you want to change permissions for, click **Update** in the **Action** column. The 'Account user details' page will display.

#### Account user details

Username: TESTT0590

**Contact details** **Permissions**

Required fields are marked with an asterisk (\*).

Title:  
mr

First name:  
test1

Last name:  
test1

Email address: \*  
test1@numbering.test

Alternative email address:

Phone number: \*  
1234567890

Alternative phone number:

- Click the **Permissions** tab.

#### Account user details

Username: TESTT0590

**Contact details** **Permissions**

**Account administration** **Finance**

☐ Account administration ☐ Finance

**smartnumbers**

☐ Buy smartnumber  
☐ EROU expiry report  
☐ Return smartnumber  
☐ Trade smartnumber

- Tick or untick checkboxes as required.
- Click on **Save**. The permissions will be applied for the selected user.

# Manage smartnumbers Finance Invoices

This topic describes how to:

- Managing your smartnumber account invoices received from the ACMA

1. Select the **smartnumbers** tab in the Numbering system.

The screenshot shows the 'theNumberingSystem' website. At the top, there's a navigation bar with 'smartnumbers', 'CSPs', and 'Search for any number'. Below this, a section titled 'Buy a smartnumber' outlines a four-step process: 1. Search and select (searching for 13, 1300 or 1800 numbers), 2. Register (setting up an account with a \$19.50 charge), 3. Review order (reviewing terms and conditions), and 4. Checkout and pay (paying by credit card or EFT/EPAY). To the right of this process is a 'Registered customers' login box with fields for 'Username' and 'Password', a 'Login' button, and links for 'Forgot username?' and 'Forgot password?'. At the bottom, there are links for 'About smartnumbers', 'Cost', 'FAQs', and 'Glossary', along with 'Terms & conditions', 'Privacy', 'Accessibility', 'Contact us', 'About us', and 'Site map'. The footer identifies the 'Australian Communications and Media Authority' with its role in 'communicating, facilitating, regulating'.

2. Login with your username and password in the **Registered customers** box. The smartnumbers Dashboard will display.

The screenshot shows the 'smartnumbers' Dashboard. The top navigation bar includes 'Account', 'smartnumbers', 'Finance', 'Register of numbers', and 'Register of smartnumbers'. The 'smartnumbers' tab is active. On the left is a sidebar with 'Dashboard', 'Buy smartnumber', 'Trade smartnumber' (with a dropdown arrow), 'Return smartnumber', and 'EROU expiry report'. The main content area is titled 'Welcome to the Numbering System' and contains several sections: 'Need help?' with links to the User Guide, Business Rules, FAQs, and support; 'Account tab' with links to update details and create new users; 'Finance tab' with a link to view invoices; 'Trading your smartnumber/s' with a link to trade; 'Three-year rule' with a link to understand the rule; 'View and download numbering information' with links to the Register of smartnumbers and the Register of Numbers; and 'Important news and messages' with a link to the latest updates. A purple banner at the bottom reminds users to ensure their email address is up to date to receive reminders.

3. Select the **Finance** tab. The 'Invoices' page will display.

4. Use any combination of the following to search for an invoice:
  - To search by invoice number (or part thereof): type the invoice number in the **Invoice number** box.
  - To search by the status of invoices (cancelled, paid, partially paid, overpaid or pending payment): select a status from the **Invoice status** dropdown menu.
  - To search by fee type associated with invoices: select a fee type from the **Associated fee type** dropdown menu.
  - To search by a date range within which invoices were created: enter the date range using the **Created date from** calendar and **Created date to** calendar.
5. Click on **Search**. The search results display the invoices with their details including payment status, due date and amount.

**Invoices**

Fields that support wildcards are marked with a lightbulb (💡). To perform a wildcard search, use the asterisk (\*) character at the start and/or end of your search string.

Invoice number:

Invoice status:

Associated fee type:

Created date from:

Created date to:

Payment received date from:

Payment received date to:

[Clear](#) [Search](#)

Number	Fee types	Status	Created date	Due date	Overdue	Total amount	Outstanding amount	Payment methods	Refund amount	Action
30000018447	Application for smartnumber EROU	Pending payment	29/10/2015	29/11/2015	No	\$4,900.00	\$4,900.00		\$0.00	<a href="#">View</a> <a href="#">Credit card payment</a>
30000018439	Application for smartnumber EROU	Pending payment	29/10/2015	29/11/2015	No	\$400.00	\$400.00		\$0.00	<a href="#">View</a> <a href="#">Credit card payment</a>
30000018421	Application for smartnumber EROU, Smartnumber account registration	Paid	29/10/2015	29/11/2015	No	\$419.50	\$0.00	BPAY	\$0.00	<a href="#">View</a>

Rows per page:

[First](#) [Previous](#) [Next](#) [Last](#)

Showing 1 to 3 of 3 entries

[Download](#)

**Note:** If multiple rows are displayed, click on **Next** to navigate through them. You can also change the number of rows displayed per page to **25**, **50** or **100**. You can also sort by column headers.

## View an invoice

6. View an invoice by clicking on **View** in the **Action** column. The invoice will display in the invoice viewer window.



7. Click on **Back** to return to the search results.

## Pay an invoice

8. Click on **Credit card payment** in the **Action** column. The 'Pay invoice' page will display.

### Pay invoice

**Payment details**

Payment reference: 30000018439  
Payment amount: \$400.00 AUD


**Payment options**

Credit card payments via ANZ eGate™ (recommended)

Paying by credit card immediately secures the numbers you have selected and prevents the risk of another party obtaining those numbers.

The ACMA utilises the secure online credit card processing facility ANZ eGate™, which is operated by the ANZ bank. The ACMA does not collect or hold any of your credit card details. Credit card details are only provided to ANZ eGate™. The ACMA will redirect you to the ANZ eGate™ site so you can make a payment by credit card. Once the payment has been made, ANZ eGate will redirect you back to the ACMA site to confirm the status of your payment.

Credit card payments will only be accepted using MasterCard®, or Visa®.



**Experiencing difficulties?**

If you are experiencing difficulties making a credit card payment, please check that our credit card details are correct.

Note: To ensure that you are only charged once for each invoice, the system will block you from making a second attempt to pay the same invoice again for 15 minutes, or until we receive a transaction failed or transaction cancelled response from the bank, whichever is sooner. If you make a mistake and want to start the transaction again, always click Cancel to ensure that you do not need to wait for the transaction to time out.

If you continue to experience difficulties using ANZ eGate™, please contact the ZOAK service desk on 1300 463 580.

[Pay by credit card](#)

**Internet or phone banking via BPAY®**

Processed within 5 business days

Bill Code: 241000  
Ref: 30000018439

Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More info: [www.bpay.com.au](http://www.bpay.com.au).

**Electronic Funds Transfer**

Processed within 5 business days

Use the following bank account information to make a direct Electronic Funds Transfer to the ACMA.

BSB: 012-951  
Account number: 8365-93627  
Payment reference: 30000018439

Back

- Click on **Back** to cancel paying, or click **Pay by credit card** to proceed. The ANZ eGate payment gateway will display.

ANZ eGate™

Merchant name: AUSTRALIAN COMMUNICATIONS & MEDIA AUTHOR

TEST MODE

How would you like to pay?

Pay securely by clicking on the card logo below:

VISA MasterCard

Your details will be sent to and processed by ANZ eGate.

[Cancel](#)

© Copyright Australia and New Zealand Banking Group Limited (ANZ)  
100 Queen Street, Melbourne 3000, ABN 11 005 357 522, 1996 - 2004

- Click on the appropriate credit card logo (VISA or Mastercard).

ANZ eGate™

Merchant name: AUSTRALIAN COMMUNICATIONS & MEDIA AUTHOR

TEST MODE

Enter your card details

**MasterCard** You have chosen **MasterCard** as your method of payment. Please enter your card details into the form below and click 'enter payment' to complete your purchase.

Card Number:

Expiry Date:  /  month/year

Security Code:  The 3 digits after the card number on the signature panel of your card.

Purchase Amount: AUD \$19.50

[Cancel payment](#) [Cancel](#)

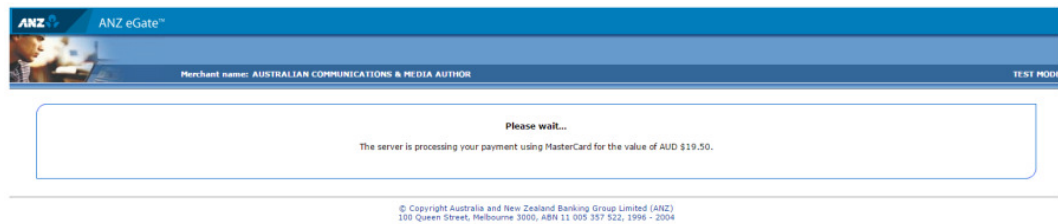
Your details will be sent to and processed by ANZ eGate.

© Copyright Australia and New Zealand Banking Group Limited (ANZ)  
100 Queen Street, Melbourne 3000, ABN 11 005 357 522, 1996 - 2004

- Enter your credit card number, expiry date and security code.
- Review your purchase amount.

**Note:** Click on **Cancel** if you want to cancel the credit card payment — you will be redirected from the ANZ eGate to the Numbering system.

13. Click on **Enter payment**. The ANZ eGate will process the payment.



Upon payment approval, you are redirected from the ANZ eGate to the Numbering system. Your invoice will be marked as paid.

# Buy smartnumbers

This topic describes how to:

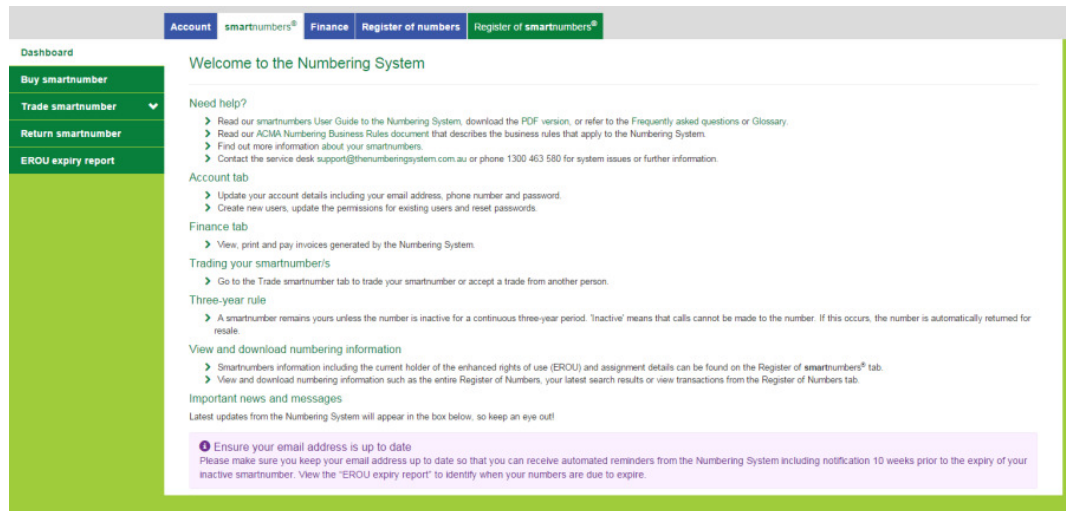
- Buy smartnumbers if you have a registered smartnumbers account.

If you have not registered yet, refer to [Buy smartnumbers and Register a smartnumbers account](#) to register and buy smartnumbers.

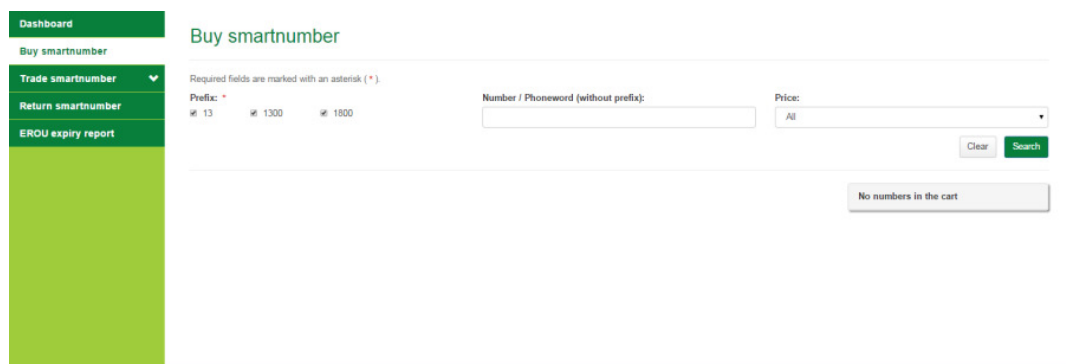
1. Select the **smartnumbers** tab in the Numbering system.

The screenshot shows the 'theNumberingSystem' website. At the top, there's a navigation bar with 'smartnumbers', 'CSPs', and a search bar. Below this, a section titled 'Buy a smartnumber' features a four-step process: 1. Search and select (search for 13, 1300, or 1500 smartnumbers and add to cart), 2. Register (set up a smartnumbers account with a one-time registration charge of \$19.50), 3. Review order (review order and agree to terms), and 4. Checkout and pay (pay by credit card to secure numbers immediately). To the right of this process is a 'Registered customers' login section with fields for Username and Password, a Login button, and links for 'Forgot username?' and 'Forgot password?'. The footer contains links for 'About smartnumbers', 'Cost', 'FAQs', 'Glossary', 'Terms & conditions', 'Privacy', 'Accessibility', 'Contact us', 'About us', and 'Site map'. It also includes the Australian Communications and Media Authority logo and the text 'communicating facilitating regulating'.

2. Login with your username and password in the **Registered customers** box. The smartnumbers Dashboard will display.



3. Select the **Buy smartnumber** tab. The 'Buy smartnumber' page will display.



4. Tick the **Prefix** checkboxes for the numbers you want to find:
  - **13** for numbers that have call costs shared by the caller and the business
  - **1300** for numbers that have call costs shared by the caller and the business
  - **1800** for numbers that have calls paid for by the business owner of the number.
5. Filter search results by price by selecting a price range from the **Price** dropdown menu.



- To find all available smartnumbers within the filter criteria click on **Search**. You can also type a number or phoneword (or part thereof) in the **Number / Phoneword (without prefix)** box and click on **Search**. The search results will display the price of the available numbers or will show 'no records found' if there are no matches.

### Buy smartnumber

Required fields are marked with an asterisk (\*).

Prefix: \* ☐ 13 ☐ 1300 ☐ 1800

Number / Phoneword (without prefix):

Price:

Number	Service type	Status	Price	Action
13 1048	Local rate	Available smartnumber	\$400.00	<input type="button" value="Apply"/>
13 1049	Local rate	Available smartnumber	\$400.00	<input type="button" value="Apply"/>
13 1051	Local rate	Available smartnumber	\$400.00	<input type="button" value="Apply"/>
13 1052	Local rate	Available smartnumber	\$400.00	<input type="button" value="Apply"/>
13 1053	Local rate	Available smartnumber	\$400.00	<input type="button" value="Apply"/>
13 1057	Local rate	Available smartnumber	\$400.00	<input type="button" value="Apply"/>
13 1059	Local rate	Available smartnumber	\$400.00	<input type="button" value="Apply"/>
13 1061	Local rate	Available smartnumber	\$400.00	<input type="button" value="Apply"/>
13 1062	Local rate	Available smartnumber	\$400.00	<input type="button" value="Apply"/>
13 1063	Local rate	Available smartnumber	\$400.00	<input type="button" value="Apply"/>

Rows per page:

Showing 11 to 20 of 1608321 entries

No numbers in the cart

**Note:** If multiple rows are displayed, click on **Next** to navigate through them. You can also change the number of rows displayed per page to **25, 50** or **100**. You can also sort by column headers.

**Note:** If your preferred smartnumber does not display, you can adjust the status filter and select **All** from the **Status** dropdown menu to expand your search to all smartnumbers. Only available smartnumbers can be purchased. Smartnumbers that are assigned or allocated are not available for purchase as the enhanced rights of use (EROU) to these numbers are already held. If your preferred number does not display at all, it may not be a smartnumber. Please select the **Search for any number** tab to search all numbers.

- Click on **Apply** in the **Action** column for each number you want to buy. Selected numbers will display in the cart.

### Buy smarnumber

Required fields are marked with an asterisk (\*).

Prefix: \*  
☐ 13 ☐ 1300 ☐ 1800

Number / Phoneword (without prefix):

Price:

Number	Service type	Status	Price	Action
13 1048	Local rate	Available smarnumber	\$400.00	<input type="button" value="Apply"/>
13 1049	Local rate	Available smarnumber	\$400.00	<input type="button" value="Apply"/>
13 1051	Local rate	Available smarnumber	\$400.00	<input type="button" value="Apply"/>
13 1052	Local rate	Available smarnumber	\$400.00	<input type="button" value="Apply"/>
13 1053	Local rate	Available smarnumber	\$400.00	<input type="button" value="Apply"/>
13 1057	Local rate	Available smarnumber	\$400.00	<input type="button" value="Apply"/>
13 1059	Local rate	Available smarnumber	\$400.00	<input type="button" value="Apply"/>
13 1061	Local rate	Available smarnumber	\$400.00	<input type="button" value="Apply"/>
13 1062	Local rate	Available smarnumber	\$400.00	<input type="button" value="Apply"/>
13 1063	Local rate	Available smarnumber	\$400.00	<input type="button" value="Apply"/>

Rows per page:

Showing 11 to 20 of 1608321 entries

In cart: 2 Total: \$800.00

Filter

<input type="button" value="Apply"/>	13 1052	\$400.00	<input type="button" value="X"/>
<input type="button" value="Apply"/>	13 1059	\$400.00	<input type="button" value="X"/>

**Note:** To remove all numbers in the cart, click on **Empty cart**. To remove a specific number from the cart, click on **X** next to the number.

- Click on **Next**. The 'Buy smarnumber review' page will display.

### Buy smarnumber review

Required fields are marked with an asterisk (\*).

Date:  
29/10/2015

Total:  
\$800.00

Total numbers:  
2

Action	Number	Price
<input type="button" value="Apply"/>	13 1052	\$400.00
<input type="button" value="Apply"/>	13 1059	\$400.00

### Acknowledgements

The applicant understands that there are ongoing charges associated with holding a smarnumber including the payment of an annual numbering charge to your telecommunications provider (up to \$6,500 per annum for a six digit 13 number). For further information check [Costs and fees](#).

The applicant must apply for a smarnumber with a joint registered CSP applicant. The applicant agrees that they will be assigned a registered CSP to act as joint applicant in the processing of their application.

The applicant agrees to pay any applicable application charge fixed by a determination under section 60 of the *Australian Communications and Media Authority Act 2005* and any amount imposed on the allocation of a number by Part 2 of the *Telecommunications (Numbering Charges) Act 1997* on behalf of the joint CSP applicant. The applicant acknowledges that this application is not complete and will not be processed until payment of the applicable charges is received in full.

This application is being made for the assignment of a smarnumber to a smarnumber client (enhanced rights of use holder). Following assignment of the smarnumber, the enhanced rights of use holder will be able to ask a registered CSP to apply for the smarnumber under the standard allocation procedures.

The applicant understands that it is a serious criminal offence to give false or misleading information to a Commonwealth entity under section 137.1 of the *Criminal Code*. The statements and information made in this document are true in every particular.

The applicant has read and accepts the [general terms and conditions](#) of the ACMA's numbering system and the [smarnumber specific terms and conditions](#).

☐ I declare that I have read and accept all of the acknowledgements listed above. \*

- Review your order, including numbers selected and the total price.

**Note:** If you need to alter details, click on **Back** and make changes as required.

- You are required to read and accept the terms and conditions under **Acknowledgements** by ticking the checkbox.

11. Click **Submit**. The 'Buy smartnumber confirmation' page will display.

✓ The request was processed: 2 successful actions.

### Buy smartnumber confirmation

Action	Number	Result
Buy smartnumber	13 1052	Pending payment
Buy smartnumber	13 1059	Pending payment

### How to pay

You can pay your invoice now by following the instructions below, or you can return later to pay by visiting the Finance tab at the top of the page, searching for the invoice, and clicking on the Pay button next to the invoice.

### Payment details

Payment reference: 30000018454  
Payment amount: \$800.00 AUD


### Payment options

#### Credit card payments via ANZ eGate™ (recommended)

Paying by credit card immediately secures the numbers you have selected and prevents the risk of another party obtaining those numbers.

The ACMA utilises the secure online credit card processing facility ANZ eGate™, which is operated by the ANZ bank. The ACMA does not collect or hold any of your credit card details. Credit card details are only provided to ANZ eGate™. The ACMA will redirect you to the ANZ eGate™ site so you can make a payment by credit card. Once the payment has been made, ANZ eGate will redirect you back to the ACMA site to confirm the status of your payment.

Credit card payments will only be accepted using MasterCard®, or Visa®.



#### Experiencing difficulties?

If you are experiencing difficulties making a credit card payment, please check that our credit card details are correct.


Note: To ensure that you are only charged once for each invoice, the system will block you from making a second attempt to pay the same invoice again for 15 minutes, or until we receive a transaction failed or transaction cancelled response from the bank, whichever is sooner. If you make a mistake and want to start the transaction again, always click Cancel to ensure that you do not need to wait for the transaction to time out.

If you continue to experience difficulties using ANZ eGate™, please contact the ZOAK service desk on 1300 463 580.

[Pay by credit card](#)

#### Internet or phone banking via BPay®

Processed within 5 business days

 Biller Code: 241000  
Ref: 30000018454

Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More info: [www.bpay.com.au](http://www.bpay.com.au)

#### Electronic Funds Transfer

Processed within 5 business days

Use the following bank account information to make a direct Electronic Funds Transfer to the ACMA.

BSB: 012-951  
Account number: 8365-93627  
Payment reference: 30000018454

The 'Buy smartnumber confirmation' page provides the details for paying by BPay or Electronic Funds Transfer — these are also provided on your invoice.

You can also click on **Pay by credit card** if you wish to secure your smartnumber immediately (refer to [Pay now](#) below).

**Note:** The numbers you have selected will be available for other parties to purchase until full payment is received. Only upon full payment are numbers allocated.

## Pay now

1. Click on **Back** to cancel paying, or click **Pay by credit card** to proceed. The ANZ eGate payment gateway will display.

The screenshot shows the ANZ eGate payment gateway interface. At the top, there is a blue header with the ANZ logo and 'ANZ eGate™'. Below the header, a dark blue bar displays the merchant name 'AUSTRALIAN COMMUNICATIONS & MEDIA AUTHOR' and 'TEST MODE' on the right. The main content area is titled 'How would you like to pay?'. Below this title, a box contains the text 'Pay securely by clicking on the card logo below:'. In the center of this box are the VISA and MasterCard logos. Below the logos, it says 'Your details will be sent to and processed by ANZ eGate.' and a small 'Cancel' link is visible. At the bottom of the page, there is a small copyright notice: '© Copyright Australia and New Zealand Banking Group Limited (ANZ) 100 Queen Street, Melbourne 3000, ABN 11 005 357 522, 1996 - 2004'.

2. Click on the appropriate credit card logo (VISA or Mastercard).

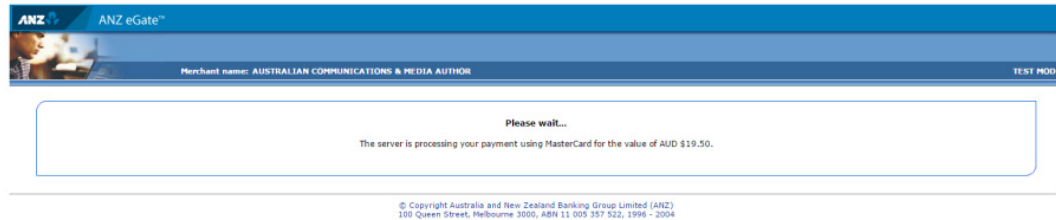
The screenshot shows the ANZ eGate payment gateway interface for entering card details. The header and merchant information are the same as in the previous screenshot. The main content area is titled 'Enter your card details'. Below this title, a box contains the MasterCard logo and the text 'You have chosen MasterCard as your method of payment. Please enter your card details into the form below and click "enter payment" to complete your purchase.' The form has three input fields: 'Card Number:', 'Expiry Date:' (with a dropdown for month/year), and 'Security Code:'. Below these fields is a small image of a MasterCard with a red box highlighting the security code area. The 'Purchase Amount:' is displayed as 'AUD \$19.50'. At the bottom of the form, there is a green 'Enter Payment' button and a blue 'Cancel' button. Below the form, it says 'Your details will be sent to and processed by ANZ eGate.' and the same copyright notice is at the bottom.

3. Enter your credit card number, expiry date and security code.
4. Review your purchase amount.

**Note:** If you want to cancel the credit card payment, click on **Cancel** — you will be redirected from the ANZ eGate to the Numbering system. Login and select the **Finance** tab to access your invoice so that you can access the payment options again.

**Note:** Any numbers you have selected will be available for other parties to purchase until full payment is received. Numbers are allocated only after full payment is made.

5. Click on **Enter payment**. The ANZ eGate will process the payment.



Upon payment approval you are redirected from the ANZ eGate to the Numbering system.

# Trade smartnumbers

This topic describes how to:

- [Create an outgoing trade offer of smartnumbers](#)
- [Cancel outgoing trade offer smartnumbers](#)
- [Accept and/or reject incoming trade offer smartnumbers](#)

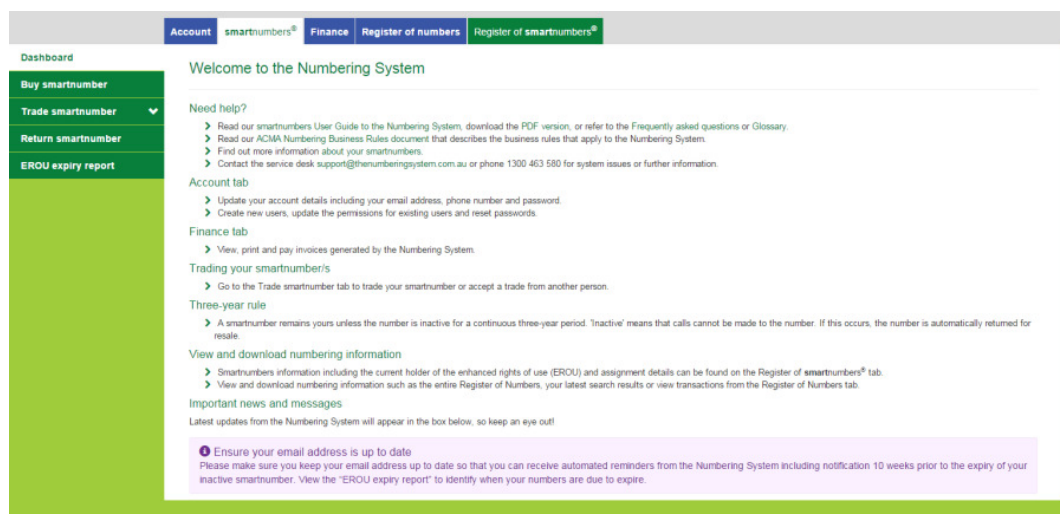
## Create an outgoing trade offer of smartnumbers

The following describes how to create a trade offer to trade selected smartnumbers to a nominated receiving EROU holder.

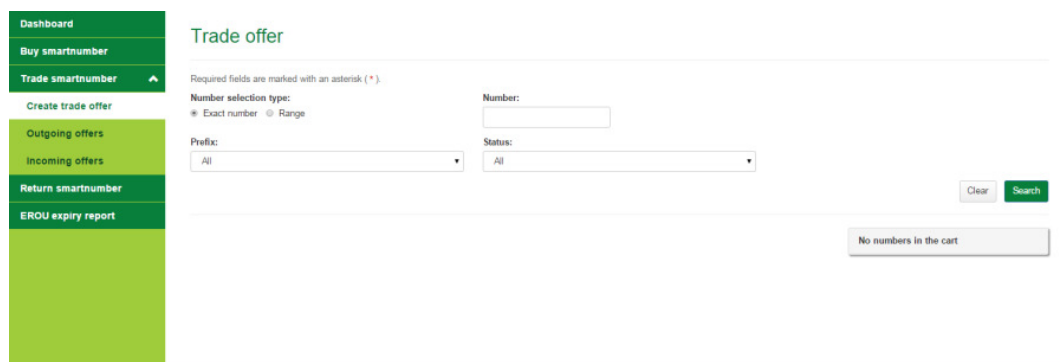
1. Select the **smartnumbers** tab in the Numbering system.

The screenshot shows the 'theNumberingSystem' website. At the top, there's a navigation bar with 'smartnumbers', 'CSPs', and 'Search for any number'. Below this, a section titled 'Buy a smartnumber' features a four-step process: 1. Search and select (Search for available 13, 1300 and 1800 smartnumbers and add them to your cart. OR Skip through to set up your smartnumbers account. Click here to get started!), 2. Register (Set up your smartnumbers account. A one-time registration charge of \$19.50 applies.), 3. Review order (Review your order and agree to the terms and conditions.), and 4. Checkout and pay (Pay by credit card to immediately secure your numbers. EFT and BPAY takes longer to process. Numbers remain available to others until payment is received.). To the right of the process steps is a 'Registered customers' login section with fields for Username and Password, a Login button, and links for 'Forgot username?' and 'Forgot password?'. The footer contains links for 'About smartnumbers', 'Cost', 'FAQs', 'Glossary', 'Terms & conditions', 'Privacy', 'Accessibility', 'Contact us', 'About us', and 'Site map'. It also includes the Australian Communications and Media Authority logo and the text 'Communicating facilitating regulating'.

2. Login with your username and password in the **Registered customers** box. The smartnumbers Dashboard will display.



3. From the **Trade smartnumber** tab select **Create trade offer**. The 'Trade offer' page will display.



4. Select a **Number selection type** option — either **Exact number** or **Range**.
  - Exact number**
    - a. Type the smartnumber in the **Number** box.
    - b. Select the applicable prefix (**13**, **1300**, **1800** or **All**) from the **Prefix** dropdown menu.
    - c. Select a status (**Allocated**, **Assigned** or **All**) from the **Status** dropdown menu.
  - Range**
    - a. Type the start of the number range in the **Number from** box.
    - b. Type the end of the number range in the **Number to** box.
    - c. Select the applicable prefix (**13**, **1300**, **1800** or **All**) from the **Prefix** dropdown menu.
    - d. Select a status (**Allocated**, **Assigned** or **All**) from the **Status** dropdown menu.

5. Click **Search**. The search results will display.

**Trade offer**

Required fields are marked with an asterisk (\*).

Number selection type:  
\* Exact number    Range

Number:

Prefix:     Status:

Number	Service type	Status	EROU expiry date	Action
13 1002	Local rate	Assigned smartnumber	29/10/2018	<input type="button" value="Trade"/>

Rows per page:  25 50 100    Showing 1 to 1 of 1 entries

**Note:** If multiple rows are displayed, click on **Next** to navigate through them. You can also change the number of rows displayed per page to **25**, **50** or **100**. You can also sort by column headers.

**Note:** You can click **Clear** to redo your search.

6. Click on **Trade** in the **Action** column of a specific smartnumber to add it to the trade offer. The number is added to the cart as a Trade.

**Trade offer**

Required fields are marked with an asterisk (\*).

Number selection type:  
\* Exact number    Range

Number:

Prefix:     Status:

Number	Service type	Status	EROU expiry date	Action
13 1002	Local rate	Assigned smartnumber	29/10/2018	In the cart

Rows per page:  25 50 100    Showing 1 to 1 of 1 entries

In cart: 1

Filter

13 1002

**Note:** To add all numbers in the search results to the cart as Trade click on **Trade all**.

**Note:** To remove all numbers in the cart, click on **Empty cart**. To remove a specific number from the cart, click on **X** next to the number.



- Click on **Next**. The 'Trade offer review' page will display.

**Trade offer review**

Required fields are marked with an asterisk (\*).

Date:  
29/10/2015

Total numbers:  
1

Action	Number
Trade	13 1002

Receiving EROU holder: \*

**Acknowledgements**

The applicant understands that the offer to trade the enhanced rights of use must be accepted and agreed to by the receiving enhanced rights of use holder before the trade can take effect.

The applicant understands that the trade offer relates to all of the enhanced rights of use of the smartnumber. The applicant is not entitled to trade only some of the enhanced rights of use.

The applicant understands that it is a serious criminal offence to give false or misleading information to a Commonwealth entity under section 137.1 of the Criminal Code. The statements and information made in this document are true in every particular.

The applicant has read and accepts the general terms and conditions of the ACMA's numbering system and the smartnumber specific terms and conditions.

☐ I declare that I have read and accept all of the acknowledgements listed above. \*

[Back](#) [Submit](#)

- Review your trade offer smartnumbers.
- Note:** If you need to alter details, click on **Back** and make changes as required.
- Type the receiving enhanced rights of use (EROU) holder in the **Receiving EROU holder** box.
- You are required to read and accept the terms and conditions under **Acknowledgements** by ticking the checkbox.
- Click **Submit**. The 'Trade offer confirmation' page will display.

✓ The request was processed: 1 successful action.

**Trade offer confirmation**

Trade offer ID:  
43794

Receiving EROU holder:  
OPTRA

Action	Number	Result
Trade smartnumber	13 1002	Trade created successfully

The trade offer of the selected smartnumbers is created and its trade offer ID is displayed.

## Cancel outgoing trade offer smartnumbers

The following describes how to cancel smartnumbers in outgoing trade offers.

1. Select the **smartnumbers** tab in the Numbering system.

The screenshot shows the 'theNumberingSystem' website. At the top, there's a navigation bar with 'smartnumbers', 'CSPs', and 'Search for any number'. Below this, a section titled 'Buy a smartnumber' outlines a four-step process: 1. Search and select (search for available 13, 1300 and 1800 smartnumbers and add them to your cart), 2. Register (set up your smartnumbers account with a one-time registration charge of \$19.50), 3. Review order (review your order and agree to the terms and conditions), and 4. Checkout and pay (pay by credit card to immediately secure your numbers). To the right of this process is a 'Registered customers' login box with fields for Username and Password, a 'Login' button, and links for 'Forgot username?' and 'Forgot password?'. The footer includes links for 'About smartnumbers', 'Cost', 'FAQs', 'Glossary', 'Terms & conditions', 'Privacy', 'Accessibility', 'Contact us', 'About us', and 'Site map'. The Australian Communications and Media Authority logo is also present.

2. Login with your username and password in the **Registered customers** box. The smartnumbers Dashboard will display.

The screenshot shows the 'smartnumbers' Dashboard. At the top, there's a navigation bar with 'Account', 'smartnumbers', 'Finance', 'Register of numbers', and 'Register of smartnumbers'. The main content area is titled 'Welcome to the Numbering System' and includes a 'Need help?' section with links to the User Guide, Business Rules, and support contact information. Below this are sections for 'Account tab' (update account details, create new users), 'Finance tab' (view, print and pay invoices), 'Trading your smartnumbers' (go to the Trade smartnumber tab), 'Three-year rule' (smartnumber remains yours unless inactive for three years), 'View and download numbering information' (smartnumbers information, enhanced rights of use), and 'Important news and messages' (latest updates from the Numbering System). A purple box at the bottom contains a message about ensuring the email address is up to date to receive automated reminders.

3. From the **Trade smartnumber** tab select **Outgoing offers**. The 'Outgoing trade offers' page will display.

Outgoing trade offers

Required fields are marked with an asterisk (\*). Fields that support wildcards are marked with a lightbulb (💡). To perform a wildcard search, use the asterisk (\*) character at the start and/or end of your search string.

Number selection type:  
\* Exact number (selected) Range

Number:

Prefix:

Receiving EROU holder:

Trade offer ID:

Date offered from:

Date offered to:

Trade offer status:

Clear Search

No numbers in the cart

4. Search for smartnumbers in outgoing trade offers using search filters:
- To filter search results to a specific number: select **Exact number** in the **Number selection type** option and type a number (or part thereof) in the **Number** box.
  - To filter search results to a range of numbers: select **Range** in the **Number selection type** option and type the start of the number range in the **Number from** box and the end of the number range in the **Number to** box.
  - To filter search results to numbers in a specific trade offer ID: type the ID in the **Trade offer ID** box.
  - To filter search results to a number prefix: select the prefix from the **Prefix** dropdown menu.
  - To filter search results to a receiving EROU holder: type their name in the **Receiving EROU holder** box.
  - To filter search results to a date offered range: select the start date using the **Date offered from** dropdown calendar and select the end date using the **Date offered to** dropdown calendar.
  - To filter search results to a trade offer status: select a status from the **Trade offer status** dropdown menu.

5. Click **Search**. The search results will display.

### Outgoing trade offers

Required fields are marked with an asterisk (\*).  
Fields that support wildcards are marked with a lightbulb (💡). To perform a wildcard search, use the asterisk (\*) character at the start and/or end of your search string.

Number selection type:  
\* Exact number    Range

Number:

Trade offer ID:

Prefix:

Receiving EROU holder:

Date offered from:

Date offered to:

Trade offer status:

This action applies to results found in the most recent search.

Trade offer ID	Offer date	Number	Service type	Receiving EROU holder	EROU expiry date	Action date	Action
43794	29/10/2015	13 1002	Local rate	OPTRA	29/10/2018		<input type="button" value="Cancel"/>

Rows per page:

Showing 1 to 1 of 1 entries

**Note:** If multiple rows are displayed, click on **Next** to navigate through them. You can also change the number of rows displayed per page to **25**, **50** or **100**. You can also sort by column headers.

**Note:** You can click **Clear** to redo your search.

6. Click on **Cancel** in the **Action** column of a specific smartnumber to cancel it from an outgoing trade offer. The number is added to the cart as a Cancel.

### Outgoing trade offers

Required fields are marked with an asterisk (\*).  
Fields that support wildcards are marked with a lightbulb (💡). To perform a wildcard search, use the asterisk (\*) character at the start and/or end of your search string.

Number selection type:  
\* Exact number    Range

Number:

Trade offer ID:

Prefix:

Receiving EROU holder:

Date offered from:

Date offered to:

Trade offer status:

This action applies to results found in the most recent search.

Trade offer ID	Offer date	Number	Service type	Receiving EROU holder	EROU expiry date	Action date	Action
43794	29/10/2015	13 1002	Local rate	OPTRA	29/10/2018		In the cart

Rows per page:

Showing 1 to 1 of 1 entries

In cart: 1

Filter:

13 1002

**Note:** To add all numbers in the search results to the cart as Cancel, click on **Cancel all**.

**Note:** To remove all numbers in the cart, click on **Empty cart**. To remove a specific number from the cart, click on **X** next to the number.

- Click on **Next**. The 'Cancel outgoing trade offers review' page will display.

#### Cancel outgoing trade offers review

Date:  
29/10/2015  
Total numbers:  
1

Action	Number	Trade offer ID	Receiving EROU holder
<b>Cancel</b>	13 1002	43794	OPTRA

- Review your cancel trade offer smartnumbers.

**Note:** If you need to alter details, click on **Back** and make changes as required.

- Click **Submit**. The 'Cancel outgoing trade offers confirmation' page will display.

✓ The request was processed: 1 successful action.

#### Cancel outgoing trade offers confirmation

Action	Number	Trade offer ID	Receiving EROU holder	Result
<b>Cancel</b>	13 1002	43794	OPTRA	EROU trade cancelled successfully

The selected smartnumbers are cancelled from their outgoing trade offers.

## Accept and/or reject incoming trade offer smartnumbers

The following describes how to accept and/or reject smartnumbers in incoming trade offers.

1. Select the **smartnumbers** tab in the Numbering system.

The screenshot shows the 'theNumberingSystem' website. At the top, there's a navigation bar with 'smartnumbers', 'CSPs', and 'Search for any number'. Below this, a section titled 'Buy a smartnumber' features a four-step process: 1. Search and select (with a 'Click here to get started' button), 2. Register (with a 'Set up your smartnumbers' button), 3. Review order, and 4. Checkout and pay. To the right of this process is a 'Registered customers' login box with fields for 'Username' and 'Password', a 'Login' button, and links for 'Forgot username?' and 'Forgot password?'. The footer contains links for 'About smartnumbers', 'Cost', 'FAQs', 'Glossary', 'Terms & conditions', 'Privacy', 'Accessibility', 'Contact us', 'About us', and 'Site map'. The Australian Communications and Media Authority logo is also present.

2. Login with your username and password in the **Registered customers** box. The smartnumbers Dashboard will display.

The screenshot shows the 'smartnumbers' Dashboard. The top navigation bar includes 'Account', 'smartnumbers', 'Finance', 'Register of numbers', and 'Register of smartnumbers'. The left sidebar has links for 'Buy smartnumber', 'Trade smartnumber', 'Return smartnumber', and 'EROU expiry report'. The main content area is titled 'Welcome to the Numbering System' and includes sections for 'Need help?', 'Account tab', 'Finance tab', 'Trading your smartnumber/s', 'Three-year rule', 'View and download numbering information', 'Important news and messages', and a 'Latest updates' box. The 'Latest updates' box contains a message about ensuring the email address is up to date to receive automated reminders.

3. From the **Trade smartnumber** tab select **Incoming offers**. The 'Incoming trade offers' page will display.

Dashboard  
Buy smartnumber  
Trade smartnumber  
Create trade offer  
Outgoing offers  
Incoming offers  
Return smartnumber  
EROU expiry report

### Incoming trade offers

Required fields are marked with an asterisk (\*). Fields that support wildcards are marked with a lightbulb (💡). To perform a wildcard search, use the asterisk (\*) character at the start and/or end of your search string.

Number selection type:  
\* Exact number \* Range

Number:

Trade offer ID:

Prefix:

Offering EROU holder:

Date offered from:

Date offered to:

Trade offer status:

No numbers in the cart

4. Search for smartnumbers in incoming trade offers using search filters:
- To filter search results to a specific number: select **Exact number** in the **Number selection type** option and type a number (or part thereof) in the **Number** box.
  - To filter search results to a range of numbers: select **Range** in the **Number selection type** option and type the start of the number range in the **Number from** box and the end of the number range in the **Number to** box.
  - To filter search results to numbers in a specific trade offer ID: type the ID in the **Trade offer ID** box.
  - To filter search results to a number prefix: select the prefix from the **Prefix** dropdown menu.
  - To filter search results to an offering EROU holder: type their name in the **Offering EROU holder** box.
  - To filter search results to a date offered range: select the start date using the **Date offered from** dropdown calendar and select the end date using the **Date offered to** dropdown calendar.
  - To filter search results to a trade offer status: select a status from the **Trade offer status** dropdown menu.

5. Click **Search**. The search results will display.

### Incoming trade offers

Required fields are marked with an asterisk (\*).  
Fields that support wildcards are marked with a lightbulb (💡). To perform a wildcard search, use the asterisk (\*) character at the start and/or end of your search string.

Number selection type:  
\* Exact number    Range

Number:

Trade offer ID:

Prefix:

Offering EROU holder:

Date offered from:

Date offered to:

Trade offer status:

This action applies to results found in the most recent search.

Trade offer ID	Offer date	Number	Service type	Offering EROU holder	EROU expiry date	Action date	Action
43796	29/10/2015	13 1022	Local rate	OPTRA	28/10/2018		<input type="button" value="Accept"/>
43796	29/10/2015	13 1021	Local rate	OPTRA			<input type="button" value="Accept"/>
43796	29/10/2015	13 1018	Local rate	OPTRA	28/10/2018		<input type="button" value="Accept"/>

Rows per page:

Showing 1 to 3 of 3 entries

**Note:** If multiple rows are displayed, click on **Next** to navigate through them. You can also change the number of rows displayed per page to **25**, **50** or **100**. You can also sort by column headers.

**Note:** You can click **Clear** to redo your search.

6. Accept or reject smartnumbers in incoming trade offers:

### Accept

Click on **Accept** in the **Action** column of a specific smartnumber to accept it from its incoming trade offer. The number will be added to the cart as an Accept.

### Incoming trade offers

Required fields are marked with an asterisk (\*).  
Fields that support wildcards are marked with a lightbulb (💡). To perform a wildcard search, use the asterisk (\*) character at the start and/or end of your search string.

Number selection type:  
\* Exact number    Range

Number:

Trade offer ID:

Prefix:

Offering EROU holder:

Date offered from:

Date offered to:

Trade offer status:

This action applies to results found in the most recent search.

Trade offer ID	Offer date	Number	Service type	Offering EROU holder	EROU expiry date	Action date	Action
43796	29/10/2015	13 1022	Local rate	OPTRA	28/10/2018		In the cart
43796	29/10/2015	13 1021	Local rate	OPTRA			In the cart
43796	29/10/2015	13 1018	Local rate	OPTRA	28/10/2018		In the cart

Rows per page:

Showing 1 to 3 of 3 entries

In cart: 3

Filter:

<input type="button" value="Accept"/>	13 1022	<input type="button" value="X"/>
<input type="button" value="Accept"/>	13 1021	<input type="button" value="X"/>
<input type="button" value="Reject"/>	13 1018	<input type="button" value="X"/>

**Note:** To add all numbers in the search results to the cart as Accept, click on **Accept all**.



## Reject

Select **Reject** from the **Accept** dropdown menu in the **Action** column of a specific smartnumber to reject it from its incoming trade offer. The number will be added to the cart as a Reject.

**Note:** To add all numbers in the search results to the cart as Reject, select **Reject all** from the **Accept all** dropdown menu.

**Note:** To remove all numbers in the cart, click on **Empty cart**. To remove a specific number from the cart, click on **X** next to the number.

7. Click on **Next**. The 'Assess incoming trade offers review' page will display.

### Assess incoming trade offers review

Required fields are marked with an asterisk (\*).

Date:  
29/10/2015  
Total numbers:  
3

You have chosen to accept the following trades:

Action	Number	Trade offer ID	Receiving EROU holder
Accept	13 1022	43796	SMARTNUM
Accept	13 1021	43796	SMARTNUM

### Acknowledgements

The applicant understands that it will become the enhanced rights of use holder of the smartnumber once the trade offer is accepted.

The applicant understands that the trade offer relates to all of the enhanced rights of use of the smartnumber.

The applicant understands that it must update the register of smartnumbers with the enhanced rights of use holder details, using the form made available by the ACMA, in accordance with subsection 78(4) of the Telecommunications Numbering Plan 2015.

The applicant may license another person to have an active service on the smartnumber.

The applicant understands that it is a serious criminal offence to give false or misleading information to a Commonwealth entity under section 137.1 of the Criminal Code. The statements and information made in this document are true in every particular.

The applicant has read and accepts the general terms and conditions of the ACMA's numbering system and the smartnumber specific terms and conditions.

☒ I declare that I have read and accept all of the acknowledgements listed above. \*

You have chosen to reject the following trades:

Action	Number	Trade offer ID	Receiving EROU holder
Reject	13 1018	43796	SMARTNUM


Back

Submit

8. Review your Accept and/or Reject smartnumbers.

**Note:** If you need to alter details, click on **Back** and make changes as required.

9. Click **Submit**. The 'Assess incoming trade offers confirmation' page will display.

 The request was processed: 3 successful actions.

Assess incoming trade offers confirmation

Action	Number	Result
Accept	13 1022	Trade accepted successfully
Accept	13 1021	Trade accepted successfully
Reject	13 1018	Trade rejected successfully

The selected Accept smartnumbers are accepted from their incoming trade offer and the selected Reject smartnumbers are rejected from their incoming trade offer.

# Return smartnumbers

This topic describes how to:

- Return smartnumbers.

1. Select the **smartnumbers** tab in the Numbering system.

The screenshot shows the 'theNumberingSystem' website. At the top, there's a navigation bar with 'smartnumbers', 'CSPs', and 'Search for any number'. Below this, a paragraph explains smartnumbers: 'Smartnumbers® are 13, 1300 or 1800 telephone numbers. Smartnumbers® include phonewords like 13 CATS (13 2267) and distinctive patterned numbers such as 1300 222 222. A smartnumber® can make it easier for people to remember your business, especially if your phonenumber complements your marketing strategy. Find out more about the benefits of smartnumbers®. Prices start from \$250 and if you pay with your credit card you'll get your chosen number immediately. Once you have your number, you can be connected by your preferred telephone company. Find out more about costs.' Below this is a 'Buy a smartnumber®' section with four steps: 1. Search and select (Search for available 13, 1300 and 1800 smartnumbers®, add them to your cart. OR Skip through to set up your smartnumbers® account. Click here to get started), 2. Register (Set up your smartnumbers® account. A one-time registration charge of \$19.50 applies), 3. Review order (Review your order and agree to the terms and conditions), and 4. Checkout and pay (Pay by credit card to immediately secure your numbers. EFT and BPAY® takes longer to process. Numbers remain available to others until payment is received). To the right of these steps is a 'Registered customers' login box with fields for Username and Password, a 'Login' button, and links for 'Forgot username?' and 'Forgot password?'. At the bottom, there's a footer with 'About smartnumbers® | Cost | FAQs | Glossary', 'Terms & conditions | Privacy | Accessibility | Contact us | About us | Site map', and the Australian Communications and Media Authority logo with the tagline 'communicating facilitating regulating'.

2. Login with your username and password in the **Registered customers** box. The smartnumbers Dashboard will display.

The screenshot shows the 'smartnumbers' Dashboard. At the top, there's a navigation bar with 'Account', 'smartnumbers', 'Finance', 'Register of numbers', and 'Register of smartnumbers'. Below this, the 'Dashboard' section is visible. On the left, there's a sidebar with links: 'Buy smartnumber', 'Trade smartnumber', 'Return smartnumber', and 'EROU expiry report'. The main content area is titled 'Welcome to the Numbering System' and contains several sections: 'Need help?' (with links to User Guide, Business Rules, and support), 'Account tab' (with links to update details and create new users), 'Finance tab' (with link to view/print invoices), 'Trading your smartnumber/s' (with link to go to the Trade smartnumber tab), 'Three-year rule' (with link to smartnumber remains yours), 'View and download numbering information' (with links to smartnumbers information and Register of Numbers), and 'Important news and messages' (with link to latest updates). At the bottom, there's a purple box with a warning: 'Ensure your email address is up to date. Please make sure you keep your email address up to date so that you can receive automated reminders from the Numbering System including notification 10 weeks prior to the expiry of your inactive smartnumber. View the "EROU expiry report" to identify when your numbers are due to expire.'

3. Select the **Return smartnumber** tab. The 'Return smartnumber application' page will display.

4. Select a **Number selection type** option — either **Exact number** or **Range**.

#### **Exact number**

- a. Type the number in the **Number** box.
- b. Select the applicable prefix (**13**, **1300**, **1800** or **All**) from the **Prefix** dropdown menu.

#### **Range**

- a. Type the start of the number range in the **Number from** box and the end of the number range in the **Number to** box.
  - b. Select the applicable prefix (**13**, **1300**, **1800** or **All**) from the **Prefix** dropdown menu.
5. Click **Search**. The search results will display.

Number	Service type	Status	EROU expiry date	Action
13 1002	Local rate	Assigned smartnumber	29/10/2018	<a href="#">Return</a>
13 1022	Local rate	Assigned smartnumber	28/10/2018	<a href="#">Return</a>

**Note:** If multiple rows are displayed, click on **Next** to navigate through them. You can also change the number of rows displayed per page to **25**, **50** or **100**. You can also sort by column headers.

**Note:** You can click **Clear** to redo your search.

- Click on **Return** in the **Action** column of a specific smartnumber to return. The number is added to the cart as a Return.

### Return smartnumber application

Required fields are marked with an asterisk (\*).

Number selection type:  
☒ Exact number ☐ Range

Number:

Prefix:  
 All

**i** To return a number because of nuisance calls, select "Return: Nuisance call" from the drop-down for individual numbers.

Number	Service type	Status	EROU expiry date	Action
13 1002	Local rate	Assigned smartnumber	29/10/2018	In the cart
13 1022	Local rate	Assigned smartnumber	28/10/2018	In the cart

Rows per page:

Showing 1 to 2 of 2 entries

In cart: 2

Filter

13 1002

13 1022

**Note:** If a number has been receiving nuisance calls, select **Return: Nuisance call** from its **Return** dropdown menu.

**Note:** To add all numbers in the search results to the cart as a Return, click on **Return all**.

**Note:** To remove all numbers in the cart, click on **Empty cart**. To remove a specific number from the cart, click on **X** next to the number.

- Click on **Next**. The 'Return smartnumber application review' page will display.

### Return smartnumber application review

Required fields are marked with an asterisk (\*).

Date:  
29/10/2015

Total numbers:  
2

Action	Number
<input type="button" value="Return"/>	13 1002
<input type="button" value="Return: Nuisance call"/>	13 1022

### Acknowledgements

The applicant understands that the application to waive the enhanced rights of use of the smartnumber takes effect when the ACMA receives notification of the waiver.

For applications to waive the enhanced rights of use of a smartnumber, the applicant understands that at the time the ACMA receives notification of the waiver the smartnumber becomes an unassigned unallocated smartnumber and the applicant ceases to be the enhanced rights of use holder for that smartnumber.

The applicant acknowledges that it is not entitled to a refund of any charges it has paid to the ACMA in respect of the smartnumber and that the number may be made available for sale to another person. For applications to waive the enhanced rights of use of an allocated smartnumber, the applicant understands that it needs to request that the carriage service provider surrenders the smartnumber first.

The applicant understands that it is a serious criminal offence to give false or misleading information to a Commonwealth entity under section 137.1 of the Criminal Code. The statements and information made in this document are true in every particular.

The applicant has read and accepts the general terms and conditions of the ACMA's online numbering system and the smartnumber specific terms and conditions.

☐ I declare that I have read and accept all of the acknowledgements listed above. \*

- Review your Return smartnumbers.

**Note:** If you need to alter details, click on **Back** and make changes as required.

- You are required to read and accept the terms and conditions under **Acknowledgements** by ticking the checkbox.

10. Click **Submit**. The 'Return smartnumber application confirmation' page will display.

✓ The request was processed. 2 successful actions.

Return smartnumber application confirmation

Action	Number	Result
Return	13 1002	Application successful
Return: Nuisance call	13 1022	Application successful

The selected smartnumbers are now returned.

# Search and View Register of Numbers

This topic describes how to:

- [Search for numbers](#)
- [Download the entire register of numbers](#)
- [Search for number transaction history](#)

## Search for numbers

1. Select the **smartnumbers** tab in the Numbering system.

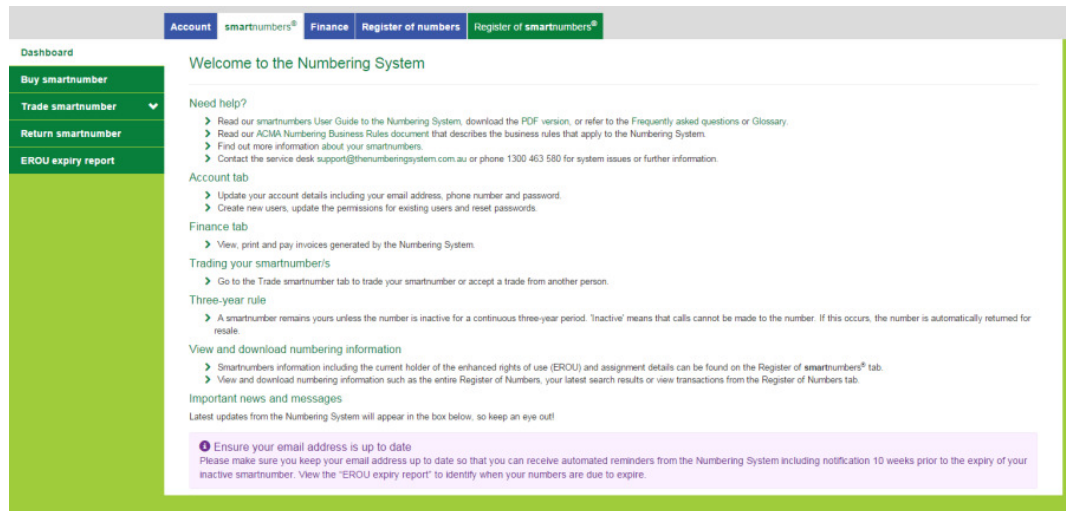
The screenshot shows the 'theNumberingSystem' website. At the top, there are logos for the Australian Government and acma. Below the header, there's a navigation bar with 'smartnumbers', 'CSPs', and 'Search for any number'. A paragraph explains that smartnumbers are 13, 1300 or 1800 telephone numbers, including phonewords like 13 CATS (13 2287) and distinctive patterned numbers such as 1300 222 222. It states that smartnumbers can make it easier for people to remember your business, especially if your phoneword complements your marketing strategy. Prices start from \$250 and if you pay with your credit card you'll get your chosen number immediately. Once you have your number, you can be connected by your preferred telephone company. Find out more about costs.

Below this, there's a section titled 'Buy a smartnumber®' with four steps: 'Search and select', 'Register', 'Review order', and 'Checkout and pay'. Each step has a brief description and a 'Click here to get started!' link. The 'Search and select' step describes searching for available 13, 1300 and 1800 smartnumbers® and adding them to your cart, or skipping through to set up your smartnumbers® account. The 'Register' step describes setting up your smartnumbers® account, with a one-time registration charge of \$19.50 applies. The 'Review order' step describes reviewing your order and agreeing to the terms and conditions. The 'Checkout and pay' step describes paying by credit card to immediately secure your numbers, noting that EFT and BPAY® takes longer to process and numbers remain available to others until payment is received.

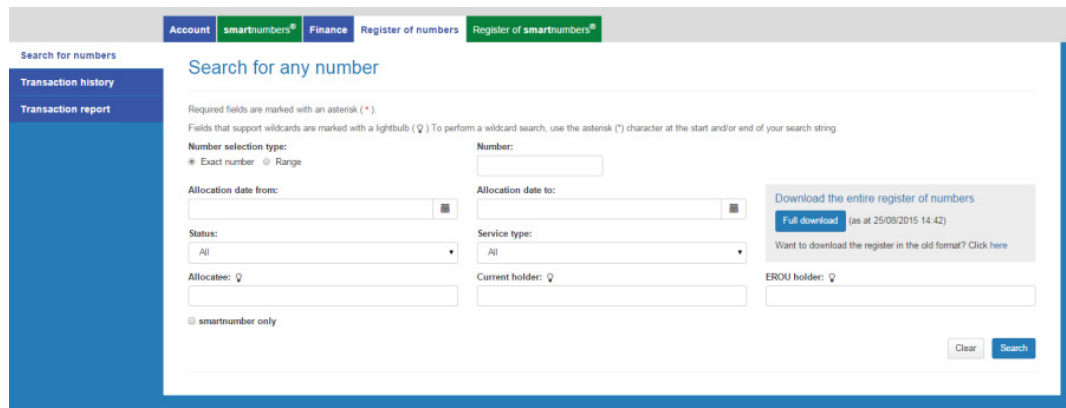
On the right side, there's a 'Registered customers' section with a login form. It includes fields for 'Username: \*' and 'Password: \*', a 'Login' button, and links for 'Forgot username?' and 'Forgot password?'. A note states 'Required fields are marked with an asterisk (\*)'.

At the bottom, there's a footer with links for 'About smartnumbers®', 'Cost', 'FAQs', and 'Glossary'. Below that, there's a green bar with links for 'Terms & conditions', 'Privacy', 'Accessibility', 'Contact us', 'About us', and 'Site map'. On the right, there's a logo for the Australian Communications and Media Authority (ACMA) with the text 'communicating facilitating regulating'.

2. Login with your username and password in the **Registered customers** box. The smartnumbers Dashboard will display.



3. Select the **Register of numbers** tab. The 'Search for any number' page will display.



The 'Search for any number' page enables you to:

- [Search for a specific number](#)
- [Search for a range of numbers](#)
- [Search numbers using filters](#)



## Search for a specific number

1. Select the **Exact number** option for **Number selection type**.
2. Type the number in the **Number box**.
3. Click on **Search**. The search results will display showing the number along with its details.

### Search for any number

Required fields are marked with an asterisk (\*).  
Fields that support wildcards are marked with a lightbulb (💡). To perform a wildcard search, use the asterisk (\*) character at the start and/or end of your search string.

**Number selection type:**  
\* Exact number    Range

**Number:**  
1420

**Allocation date from:**

**Allocation date to:**

**Status:**  
All

**Service type:**  
All

**Allocatee:**

**Current holder:**

**EROU holder:**

☐ smartnumber only

[Download the entire register of numbers](#)  
[Full download](#) (as at 25/08/2015 14:42)  
[Want to download the register in the old format? Click here](#)

Service type	Prefix	Number length	From	To	Status	Quantity	Allocatee	Allocation date	Current holder	Latest transfer date	SZU	Current EROU holder	EROU assignment date
Interconnection and routing	142	4	1420	1421	Available	2							

Rows per page:

Showing 1 to 1 of 1 entries

**Note:** If multiple rows are displayed, click on **Next** to navigate through them. You can also change the number of rows displayed per page to **25**, **50** or **100**. You can also sort by column headers.

## Search for a range of numbers

1. Select the **Range** option for **Number selection type**.
2. Type the start of the number range in the **Number from** box and the end of the number range in the **Number to** box.

- Click on **Search**. The search results display showing the numbers in the range selected along with their details.

### Search for any number

Required fields are marked with an asterisk (\*)

Fields that support wildcards are marked with a lightbulb (💡). To perform a wildcard search, use the asterisk (\*) character at the start and/or end of your search string.

**Number selection type:**  
☐ Exact number ☒ Range

**Number from:**  **Number to:**

**Allocation date from:**  **Allocation date to:**

**Status:**  **Service type:**

**Allocatee:**  **Current holder:**  **EROU holder:**

☐ smartnumber only

[Download the entire register of numbers](#)  
[Full download](#) (as at 25/08/2015 14:42)  
 Want to download the register in the old format? [Click here](#)

Service type	Prefix	Number length	From	To	Status	Quantity	Allocatee	Allocation date	Current holder	Latest transfer date	Current EROU SZU holder	EROU assignment date
Interconnection and routing	142	4	1420	1421	Available	2						
Interconnection and routing	142	4	1422	1422	Allocated	1	PREMIER TECHNOLOGIES PTY LTD	03/02/2015	PREMIER TECHNOLOGIES PTY LTD			
Interconnection and routing	142	4	1423	1423	Allocated	1	IPTTEL PTY LIMITED	18/08/1999	SOUL PATTINSON TELECOMMUNICATIONS PTY LIMITED	19/12/2005		
Interconnection and routing	142	4	1424	1427	Available	4						
Interconnection and routing	142	4	1428	1428	Allocated	1	VERIZON AUSTRALIA PTY LIMITED	25/03/1998	VERIZON AUSTRALIA PTY LIMITED			
Interconnection and routing	142	4	1429	1429	Available	1						
Interconnection and routing	143	4	1430	1430	Available	1						
Interconnection and routing	143	4	1431	1431	Allocated	1	VODAFONE HUTCHISON AUSTRALIA PTY LIMITED	18/12/2001	VODAFONE HUTCHISON AUSTRALIA PTY LIMITED			
Interconnection and routing	143	4	1432	1433	Available	2						
Interconnection and routing	143	4	1434	1434	Allocated	1	PACIFIC GATEWAY EXCHANGE (AUSTRALIA) PTY LTD	21/05/1999	GOTALK LIMITED	08/04/2004		

Rows per page:

Showing 1 to 10 of 12 entries

**Note:** If multiple rows are displayed, click on **Next** to navigate through them. You can also change the number of rows displayed per page to **25**, **50** or **100**. You can also sort by column headers.

### Download search results

- To download your search results in an Excel spreadsheet, click on **Download**. Your browser's download dialog box will display.
- Click on **OK** or **Open** depending on your browser. The .csv file will save via your browser and can be opened in Excel.

## Search numbers using filters

1. Use any combination of filters for searching:
  - To filter by smartnumber only: tick the **smartnumber only** check box.
  - To filter by a date range within which a number was allocated: enter the date range using the **Allocation date from** calendar and **Allocation date to** calendar.
  - To filter by number status: select a number status from the **Status** dropdown menu, either **Spare**, **Allocated** or **All** by default.
  - To filter by service type: select the service type from the **Service type** dropdown menu. The menu contains a comprehensive list of services — select one to search for numbers within that service.
  - To filter by allocatee: type an allocatee name in the **Allocatee** box.
  - To filter by a current holder: type a holder name in the **Current holder** box.
  - To filter by EROU holder: type the EROU holder name in the **EROU holder** box.

**Note:** To display all numbers within the selected filtering leave the **Number box** blank.

2. Click on **Search**. The search results display the filtered numbers and their details.

### Search for any number

Required fields are marked with an asterisk (\*).

Fields that support wildcards are marked with a lightbulb (💡). To perform a wildcard search, use the asterisk (\*) character at the start and/or end of your search string.

Number selection type:  
☒ Exact number ☐ Range

Allocation date from:

Status:  
Available

Allocatee:

☐ smartnumber only

Number:

Allocation date to:

Service type:  
All

Current holder:

EROU holder:

**Download the entire register of numbers**  
 (as at 25/08/2015 14:42)  
Want to download the register in the old format? [Click here](#)

**ⓘ** Your search returned 100 or more rows, and so we cannot show you an accurate total number of rows. If you require this information, please supply additional search filters or download the entire Register of Numbers.

Service type	Prefix	Number length	From -	To	Status	Quantity	Allocatee	Allocation date	Current holder	Latest transfer date	SZU	Current EROU holder	EROU assignment date
International service	0010	4	0010	0010	Available	1							
International service	0013	5	00130	00139	Available	10							
International service	0017	5	00170	00179	Available	10							
International service	009	5	00900	00999	Available	100							
Community	119	4	1190	1193	Available	4							
Community	119	4	1195	1195	Available	1							
Community	119	4	1197	1199	Available	3							
Interconnection and routing	141	4	1415	1419	Available	4							
Interconnection and routing	142	4	1420	1421	Available	2							
Interconnection and routing	142	4	1424	1427	Available	4							

Rows per page:

Showing 1 to 10 of at least 100 entries

**Note:** If multiple rows are displayed, click on **Next** to navigate through them. You can also change the number of rows displayed per page to **25**, **50** or **100**. You can also sort by column headers.

## Download search results

3. To download your search results in an Excel spreadsheet, click on **Download**. Your browser's download dialog box will display.
4. Click on **OK** or **Open** depending on your browser. The .csv file will save via your browser and can be opened in Excel.

## Download the entire register of numbers

1. Select the **smartnumbers** tab in the Numbering system.

The screenshot displays the 'theNumberingSystem' website. At the top, there are logos for the Australian Communications and Media Authority (ACMA) and the 'theNumberingSystem' brand. Below the logos, a navigation bar includes 'smartnumbers', 'CSPs', and a search bar labeled 'Search for any number'. A descriptive paragraph explains that smartnumbers are 13, 1300, or 1800 telephone numbers, often including phonewords like 13 CATS. It also mentions that smartnumbers can make it easier for people to remember a business, especially if the phoneword complements the marketing strategy. Prices start from \$250, and users can get their chosen number immediately upon payment. Once a number is secured, users can be connected to their preferred telephone company.

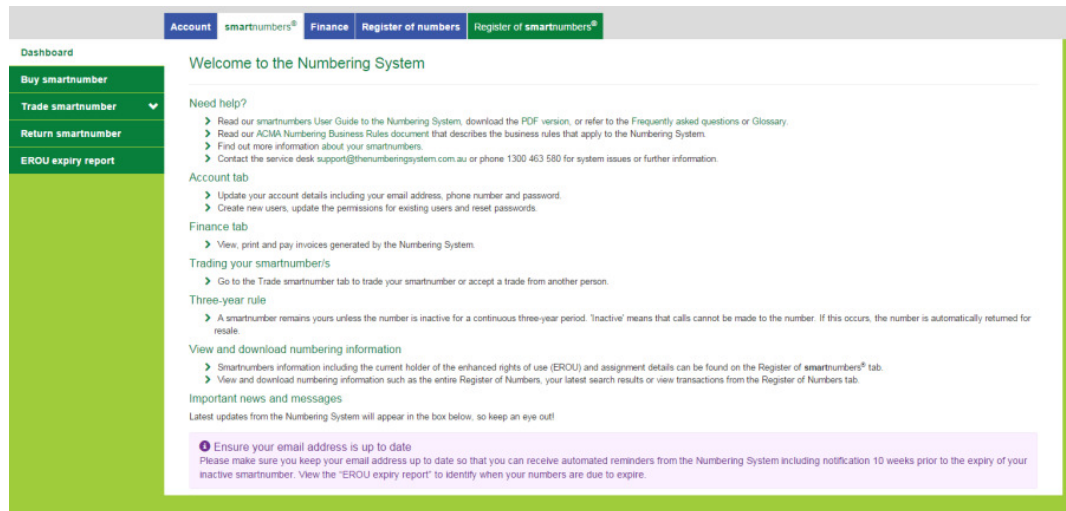
The main content area is titled 'Buy a smartnumber®' and features a four-step process:

- Search and select:** Search for available 13, 1300 and 1800 smartnumbers® and add them to your cart. OR Skip through to set up your smartnumbers® account. A 'Click here to get started' button is present.
- Register:** Set up your smartnumbers® account. A one-time registration charge of \$19.50 applies.
- Review order:** Review your order and agree to the terms and conditions.
- Checkout and pay:** Pay by credit card to immediately secure your numbers. EFT and BPAY® takes longer to process. Numbers remain available to others until payment is received.

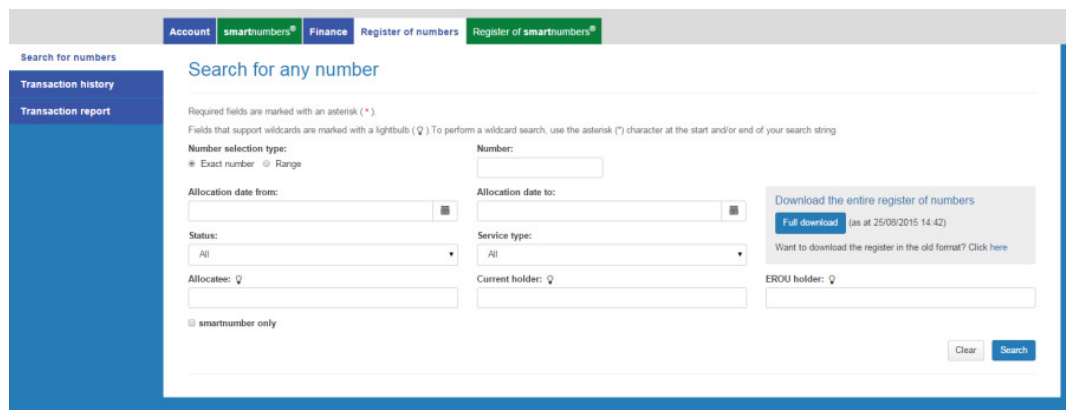
To the right of the process steps is a 'Registered customers' login section. It includes a note that required fields are marked with an asterisk (\*). There are input fields for 'Username: \*' and 'Password: \*', a 'Login' button, and links for 'Forgot username?' and 'Forgot password?'.

The footer contains links for 'About smartnumbers®', 'Cost', 'FAQs', and 'Glossary'. It also includes a list of links: 'Terms & conditions', 'Privacy', 'Accessibility', 'Contact us', 'About us', and 'Site map'. On the right side of the footer, the Australian Communications and Media Authority logo is displayed with the tagline 'communicating facilitating regulating'.

2. Login with your username and password in the **Registered customers** box. The 'Dashboard' page will display.



3. Select the **Register of numbers** tab. The 'Search for any number' page will display.



4. Click on **Full download**. Your browser's download dialog box will display.
5. Click on **OK** or **Open** depending on your browser. The .zip file will save via your browser and be unzipped and opened in Excel.

## Search for number transaction history

1. Select the **smartnumbers** tab in the Numbering system.

The screenshot shows the 'theNumberingSystem' website. At the top, there's a navigation bar with 'smartnumbers', 'CSPs', and 'Search for any number' tabs. Below this, a section titled 'Buy a smartnumber' outlines a four-step process: 1. Search and select (search for available 13, 1300 or 1800 smartnumbers and add them to your cart), 2. Register (set up your smartnumbers account), 3. Review order (review your order and agree to terms), and 4. Checkout and pay (pay by credit card). To the right of this process is a 'Registered customers' login box with fields for 'Username' and 'Password', a 'Login' button, and links for 'Forgot username?' and 'Forgot password?'. The footer contains links for 'About smartnumbers', 'Cost', 'FAQs', 'Glossary', 'Terms & conditions', 'Privacy', 'Accessibility', 'Contact us', 'About us', and 'Site map'. It also features the Australian Communications and Media Authority logo with the tagline 'communicating facilitating regulating'.

2. Login with your username and password in the **Registered customers** box. The 'Dashboard' page will display.

The screenshot shows the 'Dashboard' page of the theNumberingSystem. The top navigation bar includes 'Account', 'smartnumbers', 'Finance', 'Register of numbers', and 'Register of smartnumbers'. The left sidebar contains links for 'Buy smartnumber', 'Trade smartnumber', 'Return smartnumber', and 'EROU expiry report'. The main content area is titled 'Welcome to the Numbering System' and includes a 'Need help?' section with links to the User Guide, Business Rules, and service desk support. Below this are sections for 'Account tab', 'Finance tab', 'Trading your smartnumber/s', 'Three-year rule', 'View and download numbering information', and 'Important news and messages'. A prominent purple box at the bottom contains a message: 'Ensure your email address is up to date. Please make sure you keep your email address up to date so that you can receive automated reminders from the Numbering System including notification 10 weeks prior to the expiry of your inactive smartnumber. View the "EROU expiry report" to identify when your numbers are due to expire.'

3. Select the **Register of numbers** tab. The 'Search for any number' page will display.

The screenshot shows the 'Search for any number' page. At the top, there is a navigation bar with tabs: 'Account', 'smartnumbers®', 'Finance', 'Register of numbers', and 'Register of smartnumbers®'. Below the navigation bar, on the left, is a sidebar with 'Search for numbers' (selected), 'Transaction history', and 'Transaction report'. The main content area is titled 'Search for any number'. It contains a search form with the following fields: 'Number' (text input), 'Allocation date from' (date picker), 'Allocation date to' (date picker), 'Status' (dropdown menu), 'Service type' (dropdown menu), 'Allocatee' (text input), 'Current holder' (text input), and 'EROU holder' (text input). There are also checkboxes for 'Exact number' (selected) and 'Range', and a checkbox for 'smartnumber only'. A 'Search' button is at the bottom right. On the right side of the form, there is a box titled 'Download the entire register of numbers' with a 'Full download' button (as at 25/08/2015 14:42) and a link 'Want to download the register in the old format? Click here'.

4. Select the **Transaction history** tab. The 'Transaction history' page will display.

The screenshot shows the 'Transaction history' page. At the top, there is a navigation bar with tabs: 'Account', 'smartnumbers®', 'Finance', 'Register of numbers', and 'Register of smartnumbers®'. Below the navigation bar, on the left, is a sidebar with 'Search for numbers', 'Transaction history' (selected), and 'Transaction report'. The main content area is titled 'Transaction history'. It contains a search form with the following fields: 'Number' (text input), 'Transaction type' (dropdown menu), 'Transaction date from' (date picker), 'Transaction date to' (date picker), 'EROU holder' (text input), and 'Fee' (text input). There are also checkboxes for 'Exact number' (selected) and 'Range', and a checkbox for 'Show transactions initiated by my account'. A 'Search' button is at the bottom right. On the right side of the form, there is a checkbox for 'Retrieve transaction fee information'.

The 'Transaction history' page enables you to:

- [Search for a specific number transaction history](#)
- [Search for a range of numbers transaction history](#)
- [Search numbers transaction history using filters](#)

## Search for a specific number transaction history

1. Select the **Exact number** option for **Number selection type**.
2. Type the number in the **Number box**.
3. Click on **Search**. The search results will display the number's transaction history details.

### Transaction history

Fields that support wildcards are marked with a lightbulb (💡). To perform a wildcard search, use the asterisk (\*) character at the start and/or end of your search string.

**Number selection type:**  
● Exact number ● Range

**Number:**  
1800 012 384

**Service type:**  
All

**Transaction type:**

**Transaction date from:**

**Transaction date to:**

**EROU holder:** 💡

**Fee:**

☐ Show transactions initiated by my account ☐ Retrieve transaction fee information

Clear Search

Date and time	Transaction	From	To	Quantity	Service type	Initiating account	Initiating user	Result status	Holder	EROU Holder	SZU
27/10/2015 17:06:03	Allocate without reservation	1800 012 384	1800 012 384	1	Freephone	TELSUS		Allocated	TELSUS		
15/10/2015 00:45:00	System withdraw	1800 012 384	1800 012 384	1	Freephone	ZOAK Solutions		Available			
09/07/2015 00:30:41	Allocate with reservation (reserved status)	1800 012 384	1800 012 384	1	Freephone	AAPT LIMITED		Reserved	AAPT LIMITED		
02/07/2015 05:41:38	Regulator move numbering pool	1800 012 384	1800 012 384	1	Freephone			Available			

Rows per page: 10 25 50 100

Showing 1 to 4 of 4 entries

Download contains additional fields Download

**Note:** If multiple rows are displayed, click on **Next** to navigate through them. You can also change the number of rows displayed per page to **25**, **50** or **100**. You can also sort by column headers.

### Download search results

4. To download your search results in an Excel spreadsheet, click on **Download**. Your browser's download dialog box will display.
5. Click on **OK** or **Open** depending on your browser. The .csv file will save via your browser and can be opened in Excel.

## Search for a range of numbers transaction history

1. Select the **Range** option for **Number selection type**.
2. Type the start of the number range in the **Number from** box and the end of the number range in the **Number to** box.



- Click on **Search**. The search results display the transaction history details of the numbers in the range selected.

### Transaction history

Fields that support wildcards are marked with a lightbulb (💡). To perform a wildcard search, use the asterisk (\*) character at the start and/or end of your search string.

**Number selection type:**  
☐ Exact number ☒ Range

**Number from:**  **Number to:**

**Service type:**  **Transaction type:**

**Transaction date from:**  **Transaction date to:**

**EROU holder:**

**Fee:**

☐ Show transactions initiated by my account ☐ Retrieve transaction fee information

Date and time	Transaction	From	To	Quantity	Service type	Initiating account	Initiating user	Result status	Holder	EROU Holder	SZU
27/10/2015 17:06:03	Allocate without reservation	1800 012 384	1800 012 384	1	Freephone	TELSUS		Allocated	TELSUS		
15/10/2015 00:45:00	System withdraw	1800 012 384	1800 012 384	1	Freephone	ZOAK Solutions		Available			
15/10/2015 00:32:04	Release from quarantine	1800 012 124	1800 012 124	1	Freephone	ZOAK Solutions		Available smartnumber			
26/08/2015 05:50:34	Allocate without reservation	1800 012 274	1800 012 274	1	Freephone	AAPT LIMITED		Allocated	AAPT LIMITED		
07/08/2015 07:10:46	Transfer	1800 012 036	1800 012 036	1	Freephone	SINGTEL OPTUS PTY LI MITED		Allocated	OPTUS NETWORKS PTY LI MITED		
07/08/2015 07:10:45	Transfer	1800 012 050	1800 012 050	1	Freephone	SINGTEL OPTUS PTY LI MITED		Allocated	OPTUS NETWORKS PTY LI MITED		
07/08/2015 07:10:45	Transfer	1800 012 080	1800 012 080	1	Freephone	SINGTEL OPTUS PTY LI MITED		Allocated	OPTUS NETWORKS PTY LI MITED		
07/08/2015 07:10:45	Transfer	1800 012 118	1800 012 118	1	Freephone	SINGTEL OPTUS PTY LI MITED		Allocated	OPTUS NETWORKS PTY LI MITED		
07/08/2015 07:10:44	Transfer	1800 012 123	1800 012 123	1	Freephone	SINGTEL OPTUS PTY LI MITED		Allocated	OPTUS NETWORKS PTY LI MITED		
07/08/2015 07:10:44	Transfer	1800 012 153	1800 012 153	1	Freephone	SINGTEL OPTUS PTY LI MITED		Allocated	OPTUS NETWORKS PTY LI MITED		

Rows per page:

Showing 1 to 10 of 1133 entries

Download contains additional fields

**Note:** If multiple rows are displayed, click on **Next** to navigate through them. You can also change the number of rows displayed per page to **25**, **50** or **100**. You can also sort by column headers.

### Download search results

- To download your search results in an Excel spreadsheet, click on **Download**. Your browser's download dialog box will display.
- Click on **OK** or **Open** depending on your browser. The .csv file will save via your browser and can be opened in Excel.

## Search numbers transaction history using filters

1. Use any combination of filters for searching:
  - To filter by smartnumber only: tick the **smartnumber only** check box.
  - To filter by a date range within which a number was allocated: enter the date range using the **Allocation date from** calendar and **Allocation date to** calendar.
  - To filter by number status: select a number status from the **Status** dropdown menu, either **Spare**, **Allocated** or **All** by default.
  - To filter by service type: select the service type from the **Service type** dropdown menu. The menu contains a comprehensive list of services — select one to search for numbers within that service.
  - To filter by allocatee: type an allocatee name in the **Allocatee** box.
  - To filter by a current holder: type a holder name in the **Current holder** box.
  - To filter by EROU holder: type the EROU holder name in the **EROU holder** box.

**Note:** To display all numbers within the selected filtering leave the **Number box** blank.

2. Click on **Search**. The search results display the filtered numbers and their details.

### Transaction history

Fields that support wildcards are marked with a lightbulb (💡). To perform a wildcard search, use the asterisk (\*) character at the start and/or end of your search string.

Number selection type:  
☒ Exact number ☐ Range

Service type:  
Freephone

Transaction type:  
Freephone

Transaction date from:  
Transaction date to:

EROU holder: 💡

Fee:

☐ Show transactions initiated by my account ☐ Retrieve transaction fee information

Clear Search

Date and time	Transaction	From	To	Quantity	Service type	Initiating account	Initiating user	Result status	Holder	EROU Holder	SZU
29/10/2015 00:30:06	Release from quarantine	1800 804 917	1800 804 917	1	Freephone	ZOAK Solutions		Available smartnumber			
29/10/2015 00:30:05	Release from quarantine	1800 795 861	1800 795 861	1	Freephone	ZOAK Solutions		Available smartnumber			
29/10/2015 00:30:05	Release from quarantine	1800 822 503	1800 822 503	1	Freephone	ZOAK Solutions		Available smartnumber			
29/10/2015 00:30:05	Release from quarantine	1800 814 088	1800 814 088	1	Freephone	ZOAK Solutions		Available smartnumber			
29/10/2015 00:30:05	Release from quarantine	1800 227 222	1800 227 222	1	Freephone	ZOAK Solutions		Available smartnumber			
29/10/2015 00:30:04	Release from quarantine	1800 073 681	1800 073 681	1	Freephone	ZOAK Solutions		Available smartnumber			
29/10/2015 00:30:04	Release from quarantine	1800 010 335	1800 010 335	1	Freephone	ZOAK Solutions		Available smartnumber			
29/10/2015 00:30:04	Release from quarantine	1800 195 582	1800 195 582	1	Freephone	ZOAK Solutions		Available smartnumber			
29/10/2015 00:30:02	Release from quarantine	1800 244 595	1800 244 595	1	Freephone	ZOAK Solutions		Available smartnumber			
29/10/2015 00:30:02	Release from quarantine	1800 228 603	1800 228 603	1	Freephone	ZOAK Solutions		Available smartnumber			

Rows per page: 10 25 50 100

Showing 1 to 10 of 908170 entries

Download contains additional fields. Download

**Note:** If multiple rows are displayed, click on **Next** to navigate through them. You can also change the number of rows displayed per page to **25**, **50** or **100**. You can also sort by column headers.

### Download search results

3. To download your search results in an Excel spreadsheet, click on **Download**. Your browser's search download dialog box will display.
4. Click on **OK** or **Open** depending on your browser. The .csv file will save via your browser and can be opened in Excel.

# Search and View Register of smartnumbers

This topic describes how to:

- Search the register of smartnumbers
- Download your search results

1. Select the **smartnumbers** tab in the Numbering system.

The screenshot shows the 'theNumberingSystem' website. At the top, there are logos for the Australian Communications and Media Authority (ACMA) and the system itself. Below the logos, there are tabs for 'smartnumbers', 'CSPs', and 'Search for any number'. The main content area is titled 'Buy a smartnumber' and is divided into four steps: 1. Search and select, 2. Register, 3. Review order, and 4. Checkout and pay. Each step has a brief description and a 'Click here to get started' button. To the right of these steps is a 'Registered customers' login box with fields for 'Username' and 'Password', a 'Login' button, and links for 'Forgot username?' and 'Forgot password?'. At the bottom of the page, there are links for 'About smartnumbers', 'Cost', 'FAQs', and 'Glossary', as well as 'Terms & conditions', 'Privacy', 'Accessibility', 'Contact us', 'About us', and 'Site map'. The footer also includes the Australian Communications and Media Authority logo and the text 'communicating facilitating regulating'.

2. Login with your username and password in the **Registered customers** box. The smartnumbers Dashboard will display.

The screenshot shows the 'smartnumbers' Dashboard. At the top, there are tabs for 'Account', 'smartnumbers', 'Finance', 'Register of numbers', and 'Register of smartnumbers'. The main content area is titled 'Welcome to the Numbering System' and contains a 'Need help?' section with links to the smartnumbers User Guide, ACMA Numbering Business Rules, and the service desk. Below this, there are sections for 'Account tab', 'Finance tab', 'Trading your smartnumber/s', 'Three-year rule', 'View and download numbering information', and 'Important news and messages'. The 'Important news and messages' section includes a reminder to ensure the email address is up to date to receive automated reminders. On the left side of the dashboard, there is a sidebar with links for 'Buy smartnumber', 'Trade smartnumber', 'Return smartnumber', and 'EROU expiry report'.

3. Select the **Register of smartnumbers** tab. The 'Search for smartnumbers' page will display.

Search

Search for smartnumbers®

Required fields are marked with an asterisk (\*)  
Fields that support wildcards are marked with a lightbulb (💡). To perform a wildcard search, use the asterisk (\*) character at the start and/or end of your search string.

Prefix: \*  
☐ 13   ☐ 1300   ☐ 1800

Number / Phoneword (without prefix):

EROU holder: 💡

Status:

Price:

4. Tick the **Prefix** checkboxes for the numbers you want to find:
  - **13** for numbers that have call costs shared by the caller and the business
  - **1300** for numbers that have call costs shared by the caller and the business
  - **1800** for numbers that have calls paid for by the business owner of the number.
5. Filter search results using any combination of the following search filters:
  - Filter by EROU holder: type an EROU holder name in the **EROU holder** box.
  - Filter by status: select a status from the **Status** dropdown menu.
  - Filter by price: select a price range from the **Price** dropdown menu.

6. To find all available smartnumbers within the filter criteria, click on **Search**. You can also type a number or phoneword (or part thereof) in the **Number/Phoneword (without prefix)** box and click on **Search**. The search results will display the numbers along with status, price, current EROU holder and EROU assignment date details, or will show 'no records found' if there are no matches.

**Search for smartnumbers®**

Required fields are marked with an asterisk (\*).  
Fields that support wildcards are marked with a lightbulb (💡). To perform a wildcard search, use the asterisk (\*) character at the start and/or end of your search string.

Prefix: \*  
☒ 13    ☒ 1300    ☒ 1800

Number / Phoneword (without prefix):

EROU holder:

Status:

Price:

Number	Status	Price	Current EROU holder	EROU assignment date
13 1002	Available smartnumber	\$400.00		
13 1007	Available smartnumber	\$400.00		
13 1016	Available smartnumber	\$400.00		
13 1019	Available smartnumber	\$400.00		
13 1028	Available smartnumber	\$400.00		
13 1029	Available smartnumber	\$400.00		
13 1036	Available smartnumber	\$400.00		
13 1041	Available smartnumber	\$400.00		
13 1042	Available smartnumber	\$400.00		
13 1044	Available smartnumber	\$400.00		

Rows per page:

Showing 1 to 10 of 1608322 entries

**Note:** If multiple rows are displayed, click on **Next** to navigate through them. You can also change the number of rows displayed per page to **25**, **50** or **100**. You can also sort by column headers.

**Note:** Click on **Clear** to perform a new search.

## Download search results

7. To download your search results in an Excel spreadsheet, click on **Download**. Your browser's download dialog box will display.
8. Click on **OK** or **Open** depending on your browser. The .csv file will save via your browser and can be opened in Excel.