

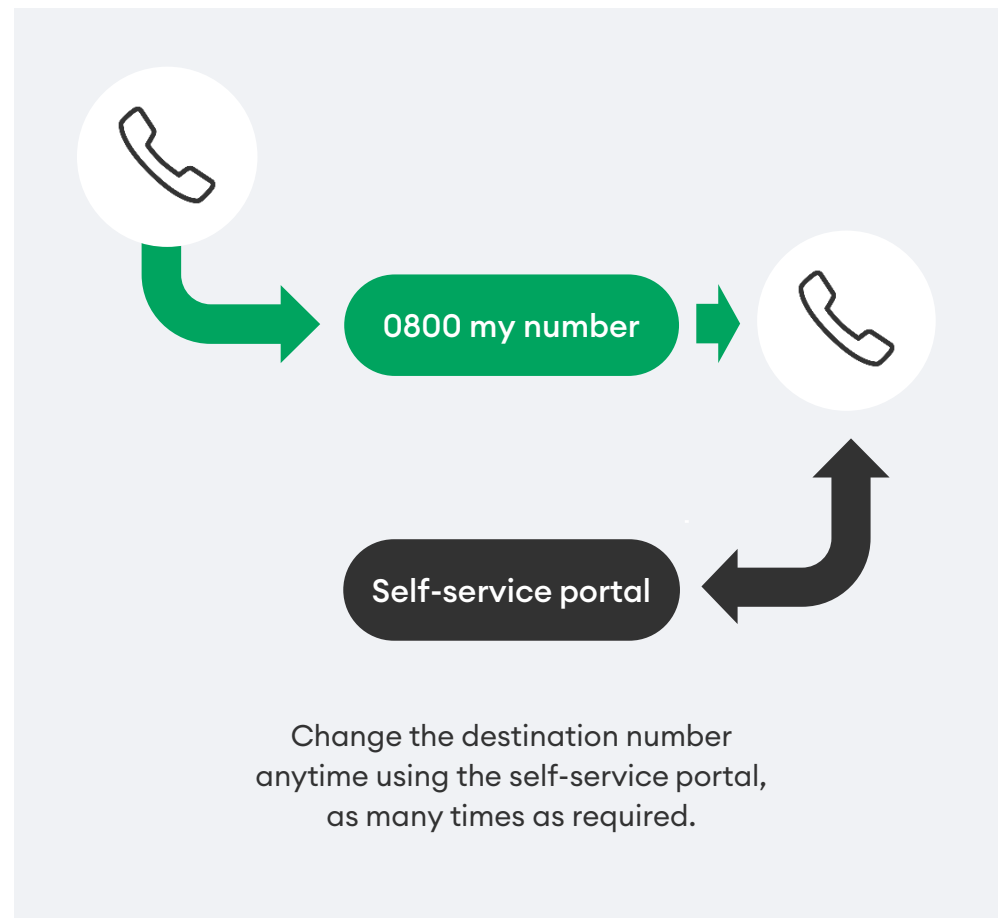
# Toll Free Plus

## Quick User Guide

# Toll Free Plus – Quick User Guide

## Introduction

Get toll free working for your business the quick and easy way. An 0800 or 0508 number means your NZ customers can contact you from almost anywhere in NZ without them having to worry about call costs.



## Logging into the self-service portal

Go to [onenz.xport.one.nz](https://onenz.xport.one.nz)

1. Administrators will have received a welcome email that contains their credentials and initial password at the time of set-up. portal login

The screenshot shows a login interface with a dark green background featuring a pattern of small white dots. At the top, the text "Please log in" is displayed. Below this, there are two white input fields: "Username\*" and "Password\*", each with a red asterisk indicating a required field. A green "Login" button is positioned below the password field. At the bottom of the form, the text "Forgot password?" is followed by a green link labeled "Recover Password".

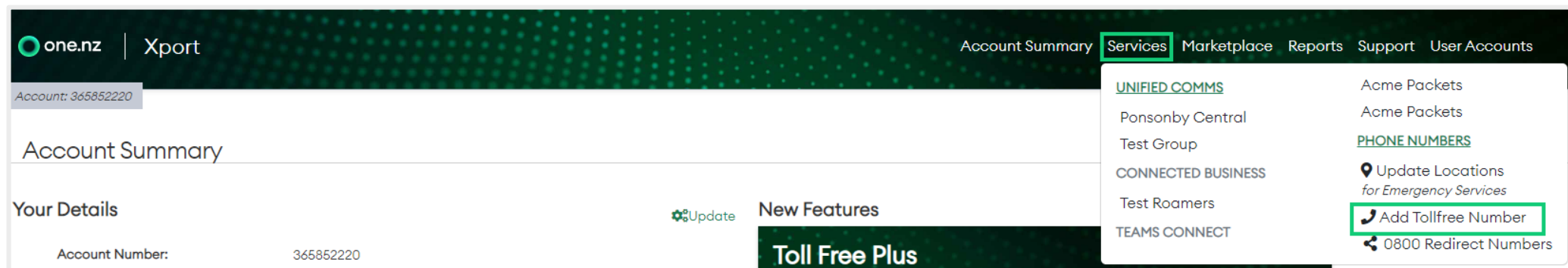
2. When logging into the self-service portal for the first time, users are prompted to enter their **Username** and **Password**. They are then asked to create a password of their own choosing.

**Note** - If users or administrators forget their passwords there is a **Recover your password** link on the login page.

# Toll Free Plus – Quick User Guide

## Add a new Toll Free Plus number

- From the main page, administrators select the **Services** tab, then scroll down to **Add Toll Free Number**.



To order a Toll Free **without** additional features do not select any features. This section is not mandatory. Please go to the following step, 4.

To add features, simply click on feature or features required. In this example Hunt Group or Time of Day. (Note page 8 onwards for Feature set up).

### Add Toll Free Number

#### Select Toll Free Feature

Add tollfree plus features

☐ Hunt Group

☐ Time of day

- Specify toll free number** – administrators have 3 options to choose from:

- Allocate a new toll free number.** This is the easiest option that lets the system choose the next available number. Select this option then go to step 8, page 6.
- Let me choose a new toll free number.** This is the best option if you want to choose a specific toll free number or pick a number from the available list. Select this option then go to step 5 or 6, page 4.
- I have my own toll free number.** This is the best option if you have your own toll free number. Select this option then go to step 7, page 5.

### Specify Toll Free Number

How would you like your tollfree number?\*

☐ 1. Allocate me a new tollfree number **Easiest**

☐ 2. Let me choose a new tollfree number

☐ 3. I have my own tollfree number I'd like to bring across.

# Toll Free Plus – Quick User Guide

## Choose a new toll free number

5. Choose a specific number:

- **Availability.** Select Enter a number.
- Select **0508** or **0800** prefix.
- **Enter a number**  
Note: for 'word' numbers, you can specify 6 or more numbers.
- Click **Check Availability.**
- The system will return a confirmation or rejection message.

⛔ Sorry **080098989** isn't available, please try a different number.

- Proceed to step 8, page 6.

The screenshot shows a web interface for selecting a toll-free number. At the top, there is a section titled "Search for number" with a text input field and a dropdown menu. The dropdown menu is open, showing three options: "0800", "0800", and "0508". The first "0800" option is highlighted in blue. To the right of the dropdown, there is a label "enter numt". Below the search section, there is a section titled "Enter Redirect/Destination Number" with a text input field. Below the input field, there is a note: "Enter number want the toll free number redirected to\*". At the bottom of this section, there is an example: "E.g. NZ mobile number 021XXXXXX or national geographic number 03XXXXXXX".

↻ Check Availability

# Toll Free Plus – Quick User Guide

## Add an existing toll free number

6. Enter number porting details, including:
- **Existing Toll Free number.**
  - **Existing Toll Free number provider**  
(choose from the drop down list).
  - **Name on account**  
(the name on your account with your current toll free provider).
  - **Account number**  
(your account number with your current toll free provider).
  - **Date and preferred time of day for porting**  
(note – this can be no earlier than 3 business days).

Note - if any of the above information is incorrect the order will not be provisioned within standard lead times.

The screenshot shows a web form titled "Specify Toll Free Number". It has three radio button options for how to get a toll-free number. The third option, "I have my own tollfree number I'd like to bring across.", is selected. Below this is a section titled "Enter Number Porting Details" which contains several input fields and a date picker. The fields are: "Existing Toll Free number", "Existing Toll Free number provider" (a dropdown menu), "Name on account", "Account number", "Choose date you would like the number to port" (with a calendar icon), and "Select preferred time of day" (a dropdown menu). There are also small instructional text lines for the date and time fields.

**Specify Toll Free Number**

How would you like your tollfree number?\*

☐ 1. Allocate me a new tollfree number **Easiest**

☐ 2. Let me choose a new tollfree number

☒ 3. I have my own tollfree number I'd like to bring across.

**Enter Number Porting Details**

Existing Toll Free number

Existing Toll Free number provider

-- Choose --

Name on account

Account number

The name on your account with your current phonenumber provider

Your account number with your current phonenumber provider

Choose date you would like the number to port

Select preferred time of day

Morning

Date can be no earlier than 3 business days from today

Select preferred time of day, morning or afternoon

# Toll Free Plus – Quick User Guide

## Completing your new Toll Free Plus order

- For all options, enter the **Redirect/Destination Number**. This can be a NZ or Australian number (Redirect Country).

onenz.xport.co.nz says

By allowing international termination numbers to be entered into the Xport self-service portal you are responsible for any associated charges, including any numbers entered by mistake or without your authorisation (other than by our error).

You will need to take care that any international numbers entered into the portal are correct and approved by you. Please maintain strong passwords for your Xport self-service portal.

OK

Cancel

- Enter an **email address** and **mobile number** for status updates.
- Accept terms and conditions and applicable charges, by **checking the box** 'I have the necessary authority to purchase this product, and agree to the One NZ's business terms and conditions, Toll Free Plus terms and conditions and applicable charges as displayed on this page.'
- Place order** to complete the order.
- Status emails and an SMS will be sent once the number is running on the One NZ Network and when all carriers have enabled the number.

### Add Toll Free Number

#### Select Toll Free Feature

Add tollfree plus features

☐ Hunt Group

☐ Time of day

#### Specify Toll Free Number

How would you like your tollfree number?\*

☐ 1. Allocate me a new tollfree number **Selected**

☐ 2. Let me choose a new tollfree number

☐ 3. I have my own tollfree number I'd like to bring across.

#### Enter Redirect/Destination Number

Enter number want the toll free number redirected to\*

E.g. NZ mobile number 021XXXXXXX or national geographic number 03XXXXXXX.

Redirect country

NZ

#### Status Updates

It can take time for the NZ telephony carriers to enable the number on their networks, so to keep up-to-date on the status of your number we will send updates using the following contact details below.

Email address\*

Mobile number\*

☐ I have the necessary authority to purchase this product, and agree to the terms and conditions for [One NZ Business](#) and [Toll Free Plus](#). As well as all applicable charges displayed on this page

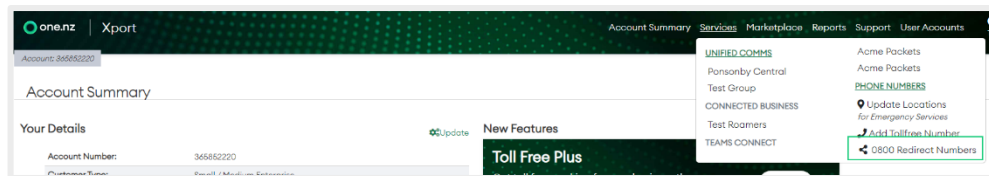
Place Order

# Toll Free Plus – Quick User Guide

## Managing your destination number

The destination number (redirect or follow me number) can be easily changed at any time by the administrator. Changes take effect in near-real time.

- Administrators need to login to the portal and then select **0800 Redirect Number** from the services tab.

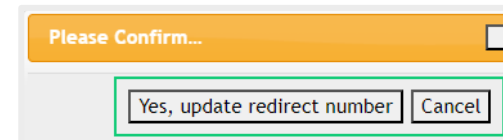


- Enter the new **Redirect/Destination Number**. This can be a NZ or Australian number (Redirect Country.)

- Click the save icon.

| Phone Number  | Redirect Number                         |
|---|---|
| 0800107169  | <input type="text" value="0211038014"/> |
| <div><input type="button" value="x"/> <input type="button" value="Save"/></div> |   |

- Then click either Yes, update redirect number or Cancel in the pop-up window.



### Need more help or information?

Please visit our [website](#), or contact your One NZ Account Manager.

# Toll Free Plus – Quick User Guide

## Features – Call Forward

- F1: If you have a Toll Free Plus feature enabled, such as a Time of Day or Hunt Group, follow these instructions to manage the feature.
- F2: The foundation of all features is **Call Forward**. From the toll Free Number Management screen, click on Select Feature, Call Forward then Add.
- F3: Add the Call Forward rule:
- Name of the rule.
  - Add the redirect number. This can be a NZ geographic, NZ mobile number, or international number. Administrators will be prompted to accept and agree that international rates apply.
- F4: Once the system has processed the Call Forward feature, it can now be found within the list.
- F5: By selecting the primary radio button, this feature will become the primary feature of the hierarchy if multiple features are applied. Please note slide 12 for a visual view of a multiple features hierarchy.
- F6: To edit the rule, click on the pen icon and follow steps F3.

one.nz | Xport Account Summary Services Marketplace Reports Support User Accounts John Jones TEST PRACTICE GROUP, WEB AN...

Account: 305852200 Home > Services > Enhanced TollFree

Enhanced Toll Free Number Management  
0800600207

| Description    | Feature Type | Primary                             | Action |
|----------------|--------------|-------------------------------------|--------|
|                | CallForward  | <input checked="" type="checkbox"/> |        |
| business hours | Time of Day  | <input type="checkbox"/>            |        |

Add call forward rule

|                 |                              |
|-----------------|------------------------------|
| Name            | Redirect Type<br>New Zealand |
| Redirect Number |                              |

Enhanced Toll Free Number Management  
0800600207

| Description    | Feature Type | Primary                             |
|----------------|--------------|-------------------------------------|
|                | CallForward  | <input checked="" type="checkbox"/> |
| business hours | Time of Day  | <input type="checkbox"/>            |



# Toll Free Plus – Quick User Guide

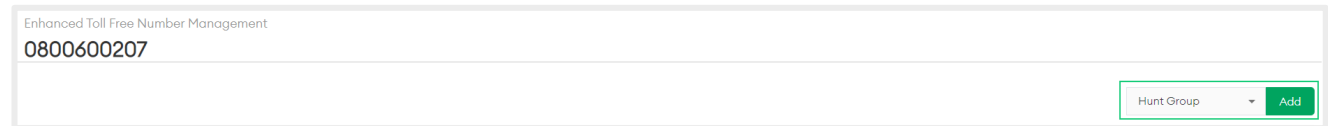
## Features – Hunt Group

F7. From the Toll Free Number Management screen, click on Hunt Group, then Add.

F8. Add the Hunt Group rule:

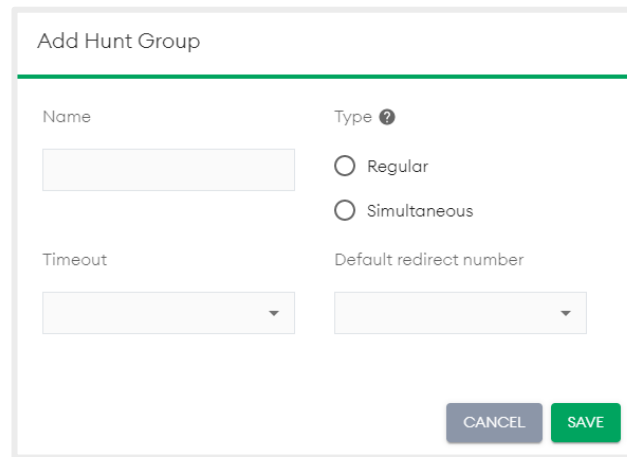
- Name.
- Select the Type:
  - Regular - routes the order of the users, always starting with the user on the top of the list.
  - Simultaneous – ring all user’s phones at the same time.
- Timeout – time to skip to the next number
  - Short (9 seconds).
  - Medium (15 seconds).
  - Long (30 seconds).
- Default redirect number which will be a Call Forward number previously set up in steps F1-F6. Save.

F9. Once the system has processed the named Hunt Group feature, a detailed screen will appear. From this screen existing Hunt Group rules can be edited and deleted.



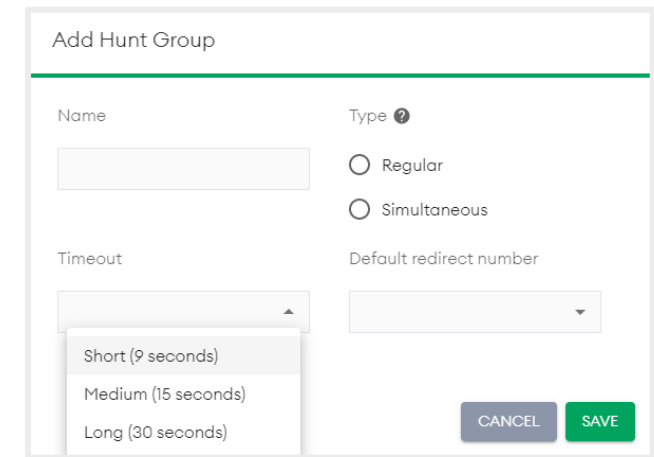
Enhanced Toll Free Number Management  
0800600207

Hunt Group ▼ Add



Add Hunt Group

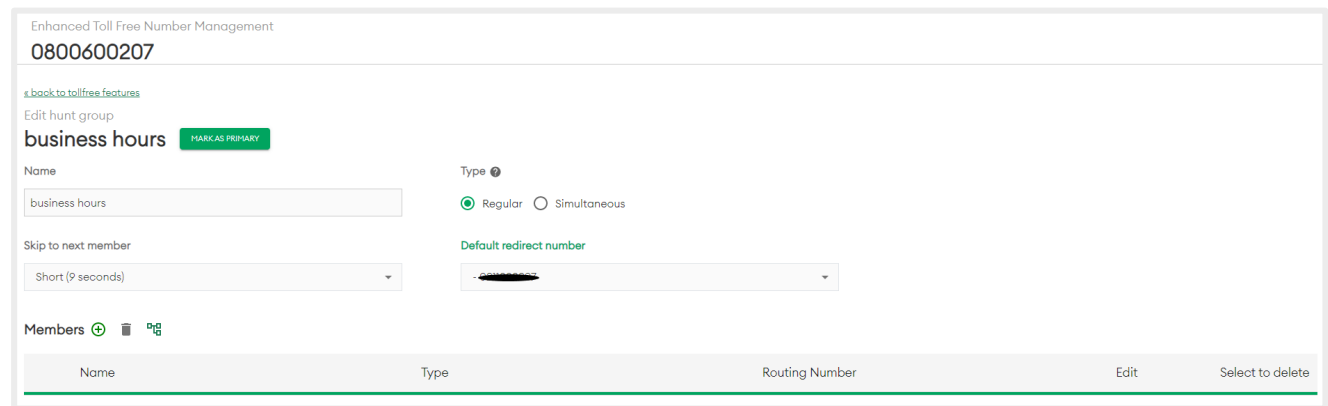
Name  
Type ?  
Regular  
Simultaneous  
Timeout  
Default redirect number  
CANCEL SAVE



Add Hunt Group

Name  
Type ?  
Regular  
Simultaneous  
Timeout  
Default redirect number  
CANCEL SAVE

Short (9 seconds)  
Medium (15 seconds)  
Long (30 seconds)



Enhanced Toll Free Number Management  
0800600207

[Back to tollfree features](#)  
Edit hunt group  
business hours MANAGE PRIMARY

Name  
Type ?  
Regular ☒ Simultaneous  
Skip to next member  
Default redirect number  
Members + - 👤  
Name Type Routing Number Edit Select to delete

# Toll Free Plus – Quick User Guide

## Features – Hunt Group continued

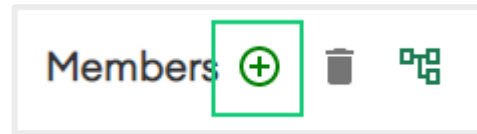
F10. Click the Members + icon.

- Use the drop-down to select the Call Forward number previously set up in steps F1-F6.
- Save.
- Repeat this step until all members are added.

Note: Some calls to Hunt Group numbers may not be complete, due to the destination number being 'out of reach' for reasons outside of One NZ's control.

Reasons for 'out of reach' can be but are not limited to; mobile coverage, lack of phone power, off-net carrier issues, and phone settings such as do not disturb, voicemail, and call forward not reachable.

F11. Once all members are added and saved, a table will appear with the Name, Type, Routing Number and options to edit or delete members. For a regular hunt group, you can reorder the sequence by dragging the 'ordered' list icon.

A screenshot of the 'Add member' form. The title 'Add member' is at the top. Below it is a label 'Call forward number' and a dropdown menu. The dropdown menu is open, showing two options: '- 0215999999' and 'Holiday - 0215554445'. At the bottom right of the form are two buttons: 'CANCEL' (grey) and 'SAVE' (green).A screenshot of the 'Members' table. The table has five columns: Name, Type, Routing Number, Edit, and Select to delete. There are two rows of data. The first row is for a regular call forward, and the second row is for a holiday call forward. At the bottom of the table are 'CANCEL' and 'SAVE' buttons.

| Name    | Type         | Routing Number | Edit | Select to delete         |
|---------|--------------|----------------|------|--------------------------|
|         | Call forward | 0215999999     |      | <input type="checkbox"/> |
| Holiday | Call forward | 0215554445     |      | <input type="checkbox"/> |

# Toll Free Plus – Quick User Guide

## Features – Time of Day

F12. From the Toll Free Number Management screen, click on Time of Day, then Add.

F13. Add the Time-of-day rule:

- Name of the rule.
- Select the Default Redirect rule which will be a Call Forward number or Hunt Group previously set up in steps above.
- Save.

F14. Once the system has processed the Time of Day feature, a detailed screen will appear. From this screen existing Time of Day rules can be edited and deleted.

F15. Click the Time entries add icon +.

- For the Add Time of Day rule, use the radio buttons to select applicable days.
- In the routing number rule, use the drop-down to select the Call Forward or Hunt Group number previously set up (as per instructions above.)
- Select start and Stop times.
- Save.

Enhanced Toll Free Number Management  
0800107169

| Description   | Feature Type | Primary                             | Action |
|---------------|--------------|-------------------------------------|--------|
|               | CallForward  | <input checked="" type="checkbox"/> |        |
| Holiday       | CallForward  | <input type="checkbox"/>            |        |
| Out of office | Hunt Group   | <input type="checkbox"/>            |        |

Select Feature dropdown menu:  
- Select Feature  
- Call Forward  
- Time-of-day  
- Hunt Group

Add button

Add Time-of-day

Name: Night time

Default redirect rule: Holiday - 0215554445

Dropdown menu:  
- Call Forwards  
- 0215999999  
- Holiday - 0215554445  
- Hunt Group  
- Out of office - HM\_1

SAVE button

Time entries

| Day                 | Start Time |
|---------------------|------------|
| No items to display |            |

CANCEL SAVE buttons

Add Time-of-day rule

Day:

Routing Number/Rule:

Start Time: 08:00 am

Stop Time: 05:00 pm

CANCEL SAVE buttons

Add Time-of-day rule

Day: Fri, Thu, Wed, Tue, Mon

Routing Number/Rule:

Start Time: 08:00 am

Stop Time: 05:00 pm

CHECKBOXES:  
☐ Sunday  
☒ Monday  
☒ Tuesday  
☒ Wednesday  
☒ Thursday  
☒ Friday  
☐ Saturday

SAVE button

Add Time-of-day rule

Day: Fri, Thu, Wed, Tue, Mon

Routing Number/Rule: - 0215999999

Start Time: 08:00 am

Stop Time: 05:00 pm

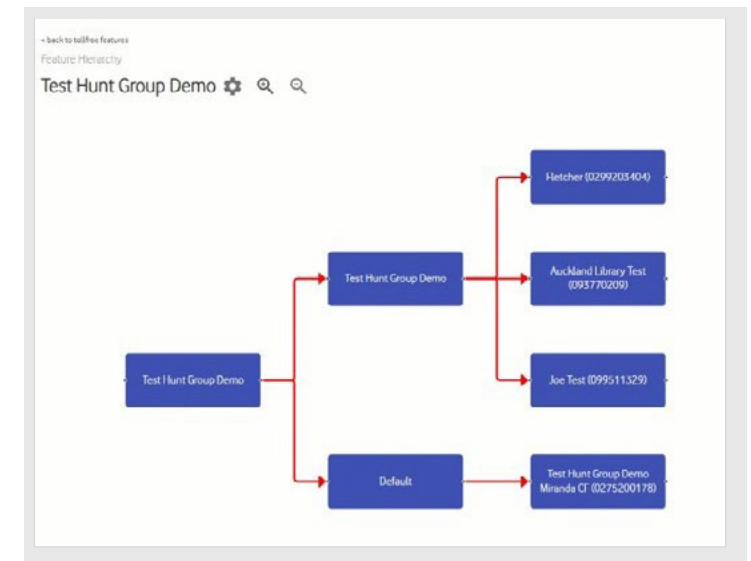
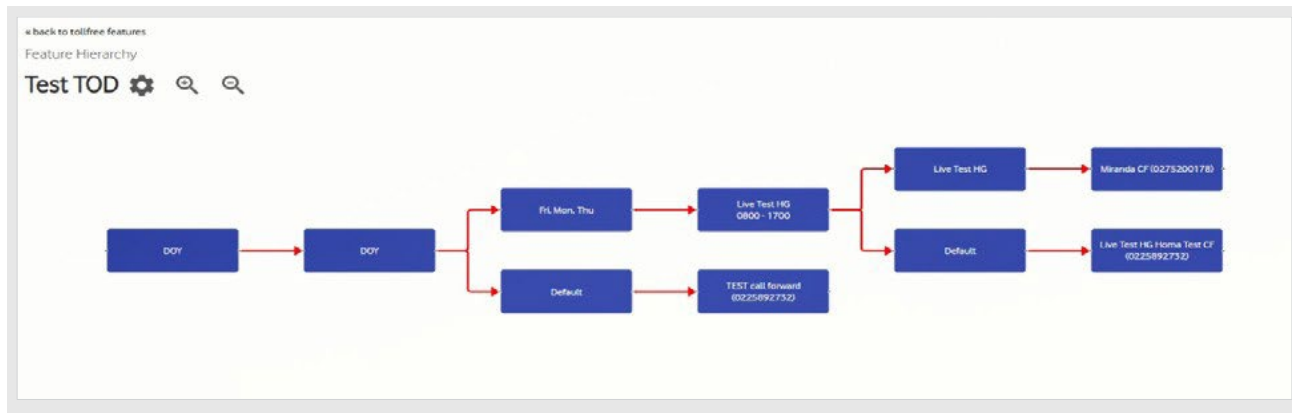
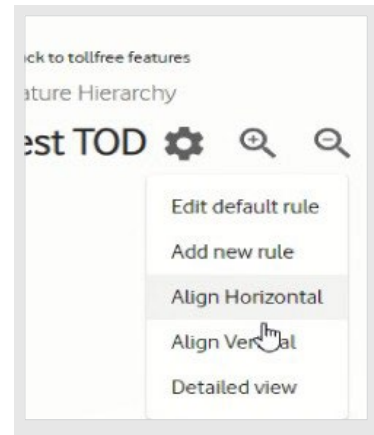
Time Picker:  
08 09 10  
00 01 02  
am pm

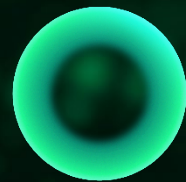
CANCEL SAVE buttons

# Toll Free Plus – Quick User Guide

## Features – Time of Day

- F16. Alongside each feature, you can make it Primary. This means that the feature becomes the entry point for toll free number. Also means, there is no need to go back to the landing page and set it as the primary feature.
- F17. By clicking on the Hierarchy icon, you can view (and zoom in and out) the call route based on the rules built.
- F18. By clicking on the settings wheel, you can change the view perspective to align horizontally or vertically. By clicking on Edit Default rule and Add a new rule, you can manage rules from this screen. By clicking on Detailed view you will be taken back to the detailed screens.





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