

# Critical Information Summary: Twilio Phone Numbers

## Pay-as-you-go Phone Numbers

	Types of Phone Numbers	Descriptions
1	Local Numbers	8-digit phone numbers with geographic prefixes that are instantly provisioned via Twilio console or number provisioning API.
2	Mobile Numbers	10-digit phone numbers with mobile prefixes, validated as spam-free with a 120-day seven-point inspection.
3	Toll-Free Numbers	10-digit phone numbers starting with the 1800 prefix that allows your customers to call you toll-free from anywhere in Australia.

1. Charges for Local, Mobile and Toll-Free numbers are based on monthly pricing. The Usage page in Twilio Console allows customers to review their Twilio account usage and spend history. Twilio Console Usage page information is available at - [Getting started with the Twilio Console Usage page - Twilio Help Center](#).
2. Pricing information is available on our website at [SMS Pricing in Australia for Text Messaging | Twilio](#) (for SMS) and [Programmable Voice Pricing in Australia | Twilio](#) (for Voice).
3. Prices may change from time to time without notice. You are advised to check the prevailing rates at the website.
4. Phone Numbers are subject to certain requirements available at [Services Using Phone Numbers | Twilio](#).
5. Australian Phone Numbers are also subject to guidelines and country-specific terms available at [Australia: Regulatory Guidelines | Twilio](#) and [Australian Phone Numbers | Twilio](#).
6. More information is available at [Phone Numbers | Twilio](#).
7. Payments to Twilio will be via credit card or for customers who qualify for invoicing, then by inward bank transfer on invoices issued by Twilio.

## Do you need further support? Twilio can help

Visit [Help Center](#) for our support options. Call +61 7 4519 4014 to speak to someone about your plan or to obtain a copy of this Critical Information Summary in an alternative/accessible format.

In the event of a dispute, you can access our internal dispute resolution process using the details above. For external support, contact the Telecommunications Industry Ombudsman on +61 1800 062 058, or visit their [website](#) for information on how to contact them via email, post, fax or their online form.