

See full product details at www.alltel.com.au/13-numbers

INFORMATION ABOUT THIS SERVICE

Description

Alltel 13 numbers are 6 digit virtual business numbers that can be called for as low as the cost of a local call. These numbers receive incoming calls and redirect them to an existing phone line (“answerpoint”) such as a mobile or landline.

Minimum term

There is no minimum contract term, but termination and/or transfer charges apply if the service is cancelled within the first 12 months.

Cancellations and port-aways

We require 30 days advance written notice to cancel this service or port away to another provider. Without written instructions from you, we will not approve port out requests from another carrier.

Inclusions

Basic Australia-wide, State-based, and standard time-based routing are provided with your 13 number at no additional charge.

Exclusions

Any phone calls received on your 13 number will be charged at the applicable call rate.

Qualifications

An existing phone service is required as an answerpoint for this service. Calls can be answered on landlines, mobiles, and VoIP phones.

INFORMATION ABOUT PRICING

All prices exclude GST.

Minimum monthly charge

Minimum monthly charges vary, depending on the selected plan.

PLAN	MINIMUM MONTHLY CHARGE
13 NUMBER	\$795

Buying a 13 number

The rights of use to 13 numbers must be purchased directly from www.thenumberingsystem.com.au. Prices start from \$400.

Annual Government surcharge

Due to their valuable memorability, 13 numbers attract an annual Government surcharge of \$7980. The cost of the surcharge is included in the cost of the plan and Alltel will pay the Government on your behalf.

Early termination charge

Cancellations or transfers within the first 12 months incur charges.

EARLY TERMINATION CHARGES	
Cancellation	\$25 (Plus any remaining portion of the annual Government surcharge)
Transfer/port away	\$75

Setup charges & call rates

Call rates are quoted per minute and billed pro-rata in 1 second increments. No flagfall or call connection charge.

13 NUMBER	COSTS
Monthly charge	\$795
One-time setup charge	\$50
Calls answered on a landline*	
From local landlines	5.7c
From national landlines	5.7c
Calls answered on a mobile	
From mobiles	6.7c
All calls	16.9c

*Landlines are any fixed line service, including VoIP

Complex redirection schemes

Region-based, area-based, exchange-based, and barring configurations typically incur additional set-up and monthly charges.

Changes

Changes to answerpoints and routing for existing services may attract additional charges.

Additional charges may apply

Additional fees and charges may apply, refer to our [Fees and Charges](#) schedule.

OTHER INFORMATION

Managing your service, including usage information

Log in to Alltel's customer portal at any time to view your services, track your usage, access reports, and access your bills.

Roaming

13 numbers may be compatible with international telephone networks (e.g. US, UK, and China) but there is no guarantee of a successful connection. Mobile roaming charges may be charged by your mobile provider for 13 number calls answered outside of Australia.

Enquiries, feedback, technical support, and complaints

Our expert Support team is here to help.

ALLTEL CONTACT DETAILS	
Phone	1300 255 835 (Option 2)
Email	support@alltel.com.au / complaints@alltel.com.au
Live chat	Start a session directly from www.alltel.com.au
Fax	1300 255 855

Please refer to our [Complaint Handling Policy](#).

Telecommunications Industry Ombudsman ("TIO")

You should always contact us first if you experience any problem or are unhappy with our service. We'll do our best to solve your problem during our first contact with you. Note that the services of the TIO are free of charge

TIO CONTACT DETAILS	
Phone	1800 062 058
Fax	1800 630 614
Online	http://www.tio.com.au/making-a-complaint