

See full product details at www.alltel.com.au/1800-numbers

INFORMATION ABOUT THIS SERVICE

Description

Alltel 1800 numbers are virtual business numbers that can be called for free. These numbers receive incoming calls and redirect them to an existing phone line (“answerpoint”) such as a mobile or landline.

Smartnumbers are distinctive phone numbers that are considered ‘the best’ 13, 1300, and 1800 numbers available. These inbound numbers come in the form of phone words which spell out your business name or service e.g. 1300 ALLTEL (1300 255 835), and numbers that come in repeating or sequenced numerical patterns e.g. 1300 50 10 50.

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 1800 number at no additional charge.

Exclusions

Any phone calls received on your 1800 number will be charged at the applicable call rate.

INFORMATION ABOUT PRICING

All prices exclude GST.

Minimum monthly charge

Minimum monthly charges vary, depending on the selected plan.

| PLAN | MINIMUM MONTHLY CHARGE |
|--------------|------------------------|
| 1800 MICRO | \$14 |
| 1800 STARTER | \$19 |
| 1800 GROW | \$29 |
| 1800 ADVANCE | \$39 |

Early termination charge

Cancellations or transfers within the first 12 months incur charges.

| EARLY TERMINATION CHARGE | |
|--------------------------|------|
| Cancellation | \$25 |
| Transfer/port away | \$75 |

Premium 1800 numbers

A one-time charge applies to premium 1800 numbers.

| PREMIUM NUMBER | SETUP CHARGE |
|----------------|--------------|
| GOLD | \$59 |
| PLATINUM | \$99 |

Costs for Smartnumbers are determined by the Commonwealth (via www.acma.gov.au) and start at \$250.

Setup charges & call rates

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

| PLAN | 1800 MICRO | 1800 STARTER | 1800 GROW | 1800 ADVANCE |
|-------------------------------|------------|--------------|-----------|--------------|
| Monthly charge | \$14 | \$19 | \$29 | \$39 |
| One-time setup charge | \$30 | \$30 | \$30 | \$50 |
| Calls answered on a landline* | | | | |
| From local landlines | 10.7c | 9.7c | 5.7c | 9.7c |
| From national landlines | 10.7c | 9.7c | 5.7c | 9.7c |
| From mobiles | 16.7c | 10.7c | 6.7c | 10.7c |
| Calls answered on a mobile | | | | |
| All calls | 29.9c | 23.9c | 16.9c | 23.9c |

*Landlines are any fixed line service, including VoIP

Plan upgrades and downgrades

Plan changes for MICRO, STARTER, & GROW plans are free. Switching to or from ADVANCE plans incurs a \$50 charge ex GST.

Upgrades and downgrades are processed at the beginning of the next calendar month, except for upgrades to ADVANCE plans, which will take effect after approximately 10 business days.

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

1800 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 1800 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 |