

See full product details at www.alltel.com.au/call-forwarding-menus-ivr

INFORMATION ABOUT THIS SERVICE

Description

Alltel Voice Prompt Menu is an interactive voice response (“IVR”) system that allows callers to self-direct to the correct person or department by selecting a menu option on their keypad.

Minimum term

There is no minimum contract term, but we require 30 days advance written notice to cancel this service.

Cancellations

We require 30 days advance written notice to cancel this service.

Inclusions

Flagfall costs

No additional call connection or flagfall costs.

Exclusions

Repeating IVR options

“To hear these options again, press 0” function incurs additional charges.

Professional voice talent

If required, Alltel has a wide range of male and female voice talents who can professionally record your IVR menu (prices start at \$85).

ALLTEL SERVICE	VOICE PROMPT MENU AVAILABILITY
13 / 1300 / 1800 number	Optional add-on (charges apply)

INFORMATION ABOUT PRICING

All prices exclude GST.

Minimum monthly charge

Minimum monthly charges vary, depending on the selected configuration.

The linked Alltel service (13 / 1300 / 1800 number) incurs separate minimum monthly charges - the below noted minimum monthly charge refers only to Alltel’s Voice Prompt Menu service.

NUMBER IVR MENU OPTIONS	MINIMUM MONTHLY CHARGE*
Standard IVR (1-5 options)	\$10
Additional sub-menu (1-3 options)	\$15

*Excludes one-time setup fees

Setup fees

NUMBER IVR MENU OPTIONS	SETUP CHARGE
Standard IVR (1-5 options)	\$100
Additional sub-menu (1-3 options)	\$30

Plan upgrades and downgrades

Switch plans for the exact same service anytime for free. Upgrades and downgrades will be processed at the beginning of the next calendar month.

Early termination charge

No early termination charges apply to this service, but we require 30 days advance written notice of cancellation

Changes

Changes to existing services (e.g. changing an email address) 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.

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")

This service does not qualify among 'telecommunications services' covered in the Telco Act. As such, this service is not regulated. This means that the TIO has no jurisdiction over the performance of this service and the TIO is not available as a resource for any complaints related to this service.