

See full product details at <http://www.alltel.com.au/connect-bundle>

INFORMATION ABOUT THIS SERVICE

Description

The Alltel Connect Bundle creates a flexible call solution by combining a 1300 Number with a Reception Connect Virtual Reception Service. Through a single business number, calls can be routed and answered on fixed lines, mobiles, or redirected to a phone answering service.

Bundling

These services are offered as a bundle. Please refer to the Critical Information Summary for each individual service. This bundle is based on the following Alltel services: 1300 STARTER and RECEPTION CONNECT.

Minimum term

No minimum term applies to this bundle.

Inclusions

1300 number

Virtual business number that can be called for as low as the cost of a local call. These numbers receive incoming calls and redirect to existing phones such as mobiles or landlines. Basic Australia-wide, state-based, and standard time-based routing are included at no additional charge.

Reception Connect

Professional Australian-based virtual receptionist and message-taking solution. All calls are untimed.

Exclusions

Phone calls

Any phone calls received on your 1300 number will be charged at the applicable call rate.

Additional SMS recipients

Messages forwarded to more than 1 mobile number incur an additional charge.

Qualifications

Phone service

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

Bundling discounts

Cancelling any part of this bundled offer will render all bundle discounts void and you will be invoiced as per the remaining individual service plan pricing.

INFORMATION ABOUT PRICING

All prices exclude GST.

Minimum monthly charge

The minimum monthly charge is \$58.

Setup charges

Existing Alltel 1300 number customers

Setup charge of \$25 for the new virtual receptionist service is waived.

Existing Reception Connect customers

Setup charge of \$19 for the new 1300 number service is waived.

New customers

Setup charge of \$19 is waived for the 1300 number.
A \$25 setup charge applies for the virtual receptionist service.

Call rates

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

CONNECT BUNDLE	
Monthly charge	\$58
One-time setup charge	Refer to setup charges above
Calls answered on a landline	
From local landlines	30 FREE minutes, then 9.7c per minute
From national landlines	9.7c per minute
From mobiles	10.7c per minute
Calls answered on a mobile*	
All calls	23.9c per minute

* Landlines are any fixed line service, including VoIP.

Included messages

MESSAGES PER MONTH	
INCLUDED	25
EXCESS*	\$2.50

* Calls that exceed the number of monthly messages included in the plan are charged on a per-message rate.

Plan changes

Your existing Alltel 1300 plan may be upgraded; additional monthly fees will apply. Downgrades do not apply for this service.

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.

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