

See full product details at [www.alltel.com.au/local-numbers](http://www.alltel.com.au/local-numbers)

## INFORMATION ABOUT THIS SERVICE

### Description

Alltel Local Connect is an inbound number service that uses virtual numbers with local area codes (02 / 03 / 04 / 07 or 08) to 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 we require 30 days advance written notice to cancel this service.

### 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

#### Simultaneous ring

Ring multiple phones at the same time. Once the max number of simultaneous calls is reached, additional callers will hear a busy signal.

#### Single call forward

Unanswered calls can be redirected to a 2nd number

#### Missed call notifications

Receive email notifications for each missed call, either a voice message or the caller’s phone number (if Caller ID is not blocked).

#### Voice2Email (“V2E”)

Receive sound files of your voicemails via email.

#### Call Recording

A call recording feature is included as a standard feature of the Local Connect PRO plan.

#### Business Intro

Greet callers with a professionally-recorded message before the call is connected to you.

### Exclusions

#### Phone calls

Any phone calls received on your Local Connect service will be charged at the applicable call rate.

#### Business Intro

Professional recording; pricing starts at \$49 (for up to 20 words).

### 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
LOCAL CONNECT	\$15
LOCAL CONNECT PRO	\$20

### Early termination charge

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

## 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	LOCAL CONNECT	LOCAL CONNECT PRO
One-time setup charge	\$10	\$10
Calls answered on a landline*		
From local landlines (e.g. caller rings an 03 number and you answer in Melbourne)	4.6c	4.6c
From national landlines (e.g. caller rings an 03 number and you answer in Sydney)	10.6c	10.6c
From mobiles	21c	21c
Calls answered on a mobile		
All calls	21c	21c

\*Landlines are any fixed line service, including VoIP

## Plan upgrades and downgrades

Switch plans for the same exact service, anytime for free. Upgrades are estimated to take effect on the next business day, and downgrades at the beginning of the next calendar month.

## 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

Local Connect 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 Local Connect 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	<a href="mailto:support@alltel.com.au">support@alltel.com.au</a> / <a href="mailto:complaints@alltel.com.au">complaints@alltel.com.au</a>
Live chat	Start a session directly from <a href="http://www.alltel.com.au">www.alltel.com.au</a>
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	<a href="http://www.tio.com.au/making-a-complaint">http://www.tio.com.au/making-a-complaint</a>