

See full product details at <http://www.alltel.com.au/live-phone-answering>

## INFORMATION ABOUT THIS SERVICE

### Description

Alltel RECEPTION CONNECT is a live answering service that manages all your calls; and works as an overflow, after-hours, or emergency answering service by redirecting your calls to our Australian-based call centre whenever you need it. Professional live operators answer calls for you, take messages and forward messages to you via email and even SMS if required.

RECEPTION GO is a pay as you go service, while RECEPTION CONNECT and RC CONNECT have a set number of included messages. Booster features are not available on RECEPTION GO and can only be added to RECEPTION CONNECT and RC CONNECT for a fully customised solution.

All services listed in this Critical Information Summary are message-taking services only. Calls cannot be connected through to you, or otherwise redirected.

### Minimum term

There is a one-month minimum term for this service and we require 30 days advance written notice of cancellation.

### Cancellations

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

### Inclusions

We allocate a unique local phone number (DID) for each service which can be used to forward your existing landline or mobile calls; or can be used as an answer point for 1300/1800 numbers. This is an internal system number which is subject to change & remains the property of Alltel. We strongly recommend that you do not advertise or publish your live answering DID number.

### Qualifications

To receive SMS and email notifications you will need an active mobile number and email address.

### Minimum monthly charge

Minimum monthly charges vary, depending on the selected plan.

PLAN	MINIMUM MONTHLY CHARGE
RECEPTION GO	\$15
RECEPTION CONNECT	\$39
RC CONNECT 45	\$80
RC CONNECT 85	\$150
RC CONNECT 150	\$250
RC CONNECT 300	\$475
RC CONNECT 500	\$770
RC CONNECT 750	\$1,125

### Included messages and setup charges

PLAN	MONTHLY CHARGE	INCLUDED MESSAGES	EXCESS*	SETUP CHARGE
RECEPTION GO	\$15	0	2.50	\$30
RECEPTION CONNECT	\$39	25	2.50	
RC CONNECT 45	\$80	45	2.25	
RC CONNECT 85	\$150	85	2.00	
RC CONNECT 150	\$250	150	1.90	
RC CONNECT 300	\$475	300	1.75	
RC CONNECT 500	\$770	500	1.70	
RC CONNECT 750	\$1,125	750	2.60	

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

Add-on 'Booster' features can be bolted on to any RECEPTION CONNECT and RC CONNECT plan. These boosters cannot be added to RECEPTION GO plans.

#### Additional team

Extend your service to multiple individuals or departments by adding up to 20 additional teams at \$5 per team monthly. All additional teams after 20 will be free of charge.

#### Additional question

Add up to 3 additional questions at \$10 per question monthly.

#### Additional SMS

Forward copies of your messages to multiple recipients via SMS at \$10 per mobile number monthly.

#### Additional email

Forward copies of your messages to multiple recipients via email free of charge.

#### Personalised greeting

Customised welcome greeting to answer your calls at \$5 monthly.

#### Personalised sign-off

Customised closing script before ending every call at \$5 monthly.

#### SMS charges

The cost of 1 SMS (160 characters) per message is included in the minimum monthly charge. A charge of 10c per SMS over the 1 included message will be applied to messages in excess of 160 characters.

#### 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 SMS numbers) may attract additional charges.

#### Upgrades and Downgrades

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

#### 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

Mobile roaming charges may be charged by your mobile provider for messages received 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")

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.