

RECEPTION CONNECT

Critical Information Summary



This is a summary. See full product details at <https://www.alltel.com.au/phone-answering-service>.

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 customized 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

This service has a minimum term of 30 days.

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.

INFORMATION ABOUT PRICING

All prices exclude GST.

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
RC CONNECT 2000	\$3,000

Included messages & setup charges

A setup charge of \$30 applies to all plans.

PLAN	MONTHLY CHARGE	INCLUDED MESSAGES	EXCESS*
RECEPTION GO	\$15	0	2.50
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	1.65
RC CONNECT 2000	\$3,000	2000	1.65

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

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Add-on features

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.

Plan 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, my.alltel.com.au, 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 Customer Care team is here to help.

ALLTEL CONTACT DETAILS	
Phone	1300 255 835 (Option 2)
Email	customercare@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](#).

Alltel is not responsible for any calls made to a customer's inbound / DID number and charges incurred because of the following:

- Your number is very similar to another company's phone number
- The caller misdialled the number and was after another company
- Call forwarding error made by another service provider to your DID number
- Number is incorrectly advertised by another business
- Telemarketing calls
- Excessive test calls

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