

See full product details at www.alltel.com.au/smart-business-bundle

INFORMATION ABOUT THIS SERVICE

Description

The Alltel Smart Business Bundle is a flexible office solution that gives businesses access to enterprise-grade communications at low operating costs. It supports collaborating on the go using multiple devices, redirecting business calls according to need & availability.

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:

- SMARTCONNECT® UC
- 1300 GROW
- MESSAGES STARTER

Hardware

Handsets are sold separately. We offer a range of telephone handsets for purchase that are not network locked. We do not provide support for hardware purchased from other vendors, and we cannot guarantee the operation and compatibility of phones not purchased through Alltel.

Minimum term

There is a 1 month minimum contract term and we require 30 days advance written notice of cancellation.

Inclusions

SmartConnect®UC User Licenses - 2 user licences included

A streamlined solution that extends access to enterprise-grade communications from desk phones, to computers and mobile devices. Combines voice, video, IM, file sharing and other collaboration tools in one application.

Alltel anywhere

Access your phone system from any computer or mobile phone. Features include presence, integrated chat, video call, and document sharing in 1 application.

1300 Number

Virtual business number that can be called for as low as the cost of a local call. These numbers are solely for receiving calls and redirecting them to existing landlines or mobiles.

Basic Australia-wide, state-based, and standard time-based routing are included at no additional charge.

Messages 24/7

Professional Australian-based operators answers your business calls and take messages that are forwarded to you via SMS and email. All calls are untimed.

Exclusions

Phone calls

Calls made from your phone user plan, and calls received on your 1300 number will be charged at the applicable rate.

Additional SMS recipients

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

Number transfers

Number porting charges may apply if you want to transfer existing phone numbers (regular landlines or VoIP) to your UC service.

Qualifications

Internet access

You will need a suitable high-speed internet connection capable of 100/100 Kbps throughput speeds per active call.

Emergency services

SmartConnect® may not be appropriate if you require uninterrupted access to 000 or other emergency services. The service will not function in the event of a power failure. Priority Assistance is also not available on this service.

Phone service

An existing phone service is required as an answerpoint for your 1300 number. 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 individual service plan pricing.

INFORMATION ABOUT PRICING

All prices exclude GST

Minimum monthly charge

The minimum monthly charge is \$99.

SMART BUSINESS BUNDLE	
Monthly charge	\$99

Early termination charge ("ETC")

There are no early termination charges, but we do require 30 days advance written notice of cancellation.

Call rates and setup charges

Setup charges are a one-time cost of \$199.

SETUP CHARGES	
SmartConnect®UC	\$155
1300 number	\$19
Messages 24/7	\$25
Total One-time Setup	\$199

Domestic call rates

Rates quoted per minute are billed pro-rata in 1 second increments.

OUTBOUND CALL CHARGES	
Untimed domestic call charges	
Local & National calls	9c per call
Calls to 13 & 1300 numbers	30c per call
Alltel to Alltel calls	FREE
Timed call charges	
Calls to mobiles	15c per minute
International calls	View rates

1300 CALL CHARGES	
Calls answered on a landline	
Local calls	30 FREE minutes, Then 4.4c per minute
National calls	9.7c per minute
Mobile calls	10.7c per minute
Calls answered on a mobile	
All calls	23.9c per minute

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

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

1300 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 1300 number 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	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