

See full product details at www.alltel.com.au/unified-communications

INFORMATION ABOUT THIS SERVICE

Description

Alltel SmartConnect® UC is a unified communications system that extends access to enterprise-grade communications from desk phones, to computers and mobile devices.

Choose a plan which allow you to make unlimited calls to local, national and mobile numbers in Australia. All users on an account must be on the same plan (either standard or unlimited). All unlimited plans are subject to our [Acceptable Use policy](#).

Hardware

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 no minimum contract term.

Inclusions

Along with basic telephony, your hosted phone solution comes with a set of features. These may vary, depending on the plan selected.

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.

Simultaneous ring

Configure a second number (such as your mobile) to ring simultaneously with your desk phone.

Call forward selective

Allow a user to forward selected callers to a particular number.

N-way calling

Add up to 15 participants to a single call.

Exclusions

Professionally-recorded greeting

Greet callers with a professionally-recorded message before the call is connected to you. Pricing starts at \$49 (for up to 20 words).

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.

INFORMATION ABOUT PRICING

All prices exclude GST

Minimum monthly charge

Your minimum monthly charge depends on the plan you choose.

PLAN	MONTHLY FEE (PER ACCOUNT)	SUBSCRIPTION COST (PER USER)	MINIMUM MONTHLY CHARGE*
SMARTCONNECT® UC	\$20	\$25	\$45
SMARTCONNECT® UC UNLIMITED		\$45	\$65

*Minimum monthly charge is calculated based on 1 account with 1 user

Upgrades and downgrades

Switch plans anytime for free

Upgrade

Changes come into effect on the next business day.

Downgrade

Changes come into effect at the beginning of the next calendar month.

Early termination charge ("ETC")

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

Setup charges and call rates

Domestic

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

PLAN	SMARTCONNECT® UC	SMARTCONNECT® UC UNLIMITED
Setup charge	\$155	\$155
Untimed domestic call rates (per call)		
Local / National	\$0.09	FREE
13 / 1300	\$0.30	\$0.30
Alltel to Alltel calls (on the same account)	FREE	FREE
Timed domestic call rates (per minute)		
Mobile	\$0.15	FREE

*Unlimited calls apply to local, national, and mobile calls only. All unlimited plans are subject to our [Acceptable Use policy](#).

International

Call rates are quoted and billed in per second. Calls to international numbers are billed a 15c flagfall cost. Please refer to the [international call rates](#).

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