

See full product details at www.alltel.com.au/voice2email

INFORMATION ABOUT THIS SERVICE

Description

Alltel Voice2Email is a virtual voicemail service that allows you to access voice messages through your email. Voice messages are emailed to you in WAV format (sound file).

A V2E service can be added to any 13, 1300, and 1800 number. Simply use the provided dedicated local number as a redirection point for your service.

Minimum term

There is no minimum contract term for this service.

Cancellations

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

Inclusions

Dedicated local number

We allocate a unique local phone number for each service which can be used as an answerpoint for a 13, 1300 or 1800 phone number. This is an internal system number which is subject to change and remains the property of Alltel.

Exclusions

Pre-recorded greeting

A custom pre-recorded greeting is played at the start of every call to thank callers and ask them to leave a message. You can provide your own recording or Alltel's professional voiceover talents record can one for you (costs start at \$49).

INFORMATION ABOUT PRICING

All prices exclude GST.

Minimum monthly charge

Minimum monthly charges vary, depending on the selected plan.

PLAN	MINIMUM MONTHLY CHARGE
VOICE GROW	\$10
VOICE PRO	\$29

Early termination charge

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

Included minutes and setup charges

PLAN	INCLUDED MINUTES	EXCESS*	ONE-TIME SETUP CHARGE
VOICE GROW	1000 per month	15c	\$10
VOICE PRO	5000 per month	15c	\$10

*Messages received that exceed the number of minutes included in the plan are quoted on a per-minute rate and charged pro-rata in 1-second increments.

Plan upgrades and downgrades

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

Changes

Changes to existing services (e.g. changing an email address) may attract additional charges.

Re-sending a message

Charges apply when re-sending a message.

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")

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.