

13 NUMBERS

Critical Information Summary



This is a summary. See full product details at www.alltel.com.au/13-numbers

INFORMATION ABOUT THIS SERVICE

Description

Alltel 13 numbers are 6 digit virtual business numbers that can be called for as low as the cost of a local call. These numbers receive incoming calls and redirect them to an existing phone line ("answerpoint") such as a mobile or landline.

Minimum term

There is a one-month minimum term for this service and we require 30 days' advance written notice of cancellation. Termination and/or transfer charges apply if the service is cancelled within the first 12 months.

Cancellations and port-aways

We require 30 days advance written notice to cancel this service or port away to another provider. Without written instructions from you, we will not approve port out requests from another carrier.

Inclusions

Basic Australia-wide, State-based, and standard time-based routing are provided with your 13 number at no additional charge.

Exclusions

Any phone calls received on your 13 number will be charged at the applicable call rate.

INFORMATION ABOUT PRICING

All prices exclude GST.

Minimum monthly charge

Minimum monthly charges vary, depending on the selected plan.

PLAN	MINIMUM MONTHLY CHARGE
13 Number	\$795

Buying a 13 number

The rights of use to 13 numbers must be purchased directly from www.thenumberingsystem.com.au. Prices start from \$400.

Annual Government surcharge

Due to their valuable memorability, 13 numbers attract an annual Government surcharge of \$7980. The cost of the surcharge is included in the cost of the plan and Alltel will pay the Government on your behalf.

Early termination charge

Cancellations or transfers within the first 12 months incur charges.

EARLY TERMINATION CHARGE	
Cancellation	\$25 (Plus any remaining portion of the annual Government surcharge)
Transfer/port away	\$75

Setup charges & call rates

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

13 NUMBER	COSTS
Monthly charge	\$795
One-time setup charge	\$50
Calls answered on a landline*	
From local landlines	5.7c
From national landlines	5.7c
Calls answered on a mobile	
From mobiles	6.7c
All calls	16.9c

*Landlines are any fixed line service, including VoIP

**Audio playback used as an answerpoint incur the same charge for calls answered on a landline.

Complex redirection schemes

Region-based, area-based, exchange-based, and barring configurations typically incur additional set-up and monthly charges.

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 my.alltel.com.au at any time to view your services, track your usage, access reports, and access your bills

Roaming

13 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

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charges may be charged by your mobile provider for 13 number calls answered 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](#).

Note that Alltel is not responsible for any calls made to a customer's inbound/DID number nor for the corresponding charges. This includes calls made for the following reasons:

- Similarity between the customer's number and another entity's number
- Misdialing on the part of callers
- Call forwarding errors made by other service providers to the customer's DID number
- The customer's number was incorrectly and inadvertently advertised by another business as their own
- 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