

1300 & 1800 ADVANCE

Critical Information Summary



This is a summary. See full product details at www.alltel.com.au/1300-numbers/plans-pricing or www.alltel.com.au/1800-numbers/plans-pricing

INFORMATION ABOUT THIS SERVICE

Description

Alltel 1300 & 1800 numbers are virtual business numbers. 1300 numbers can be called for as low as the cost of a local call, while 1800 numbers can be called for free. Both receive and redirect calls to an existing phone line ("answerpoint") such as a mobile or landline.

Smartnumbers are distinctive phone numbers that are considered 'the best' 1300 & 1800 numbers available. These inbound numbers may be phone words which spell out a business name or service e.g. 1300 ALLTEL (1300 255 835), or numbers with repeating or sequenced numerical patterns e.g. 1300 50 10 50.

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

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

Inclusions

Basic Australia-wide and standard time-based routing are provided with your 1300/1800 number at no additional charge. Compatible services and features are included with your ADVANCE plan as standard.

Business Intro

Play a recorded introduction at the start of every call. Professional recording (20 words) starts at \$49. Longer scripts to be quoted.

Voice2Email

Access your voice messages via email with an online voicemail service.

Voice Prompt Menu (IVR Menu)

Give callers the ability to route their own calls based on a keypad selection (ie. Press 1 for Sales...Press 2 for Support).

Call Whisper

Be notified by a pre-connection announcement of which calls come from your inbound number.

Call Recording

Record and listen back to calls anytime you need it. Read about the applicable legal requirements under the Other Information section.

Missed Call Alerts

Get instant email notifications for every missed call on your 1300/1800 number.

Date Exceptions

Redirect calls to alternate numbers or your Voice2Email service on public holidays or scheduled annual leaves.

Time Zones

Assign the appropriate time zone for your business to ensure that your time and day based configuration is accurate.

Advanced Call Routing

Simple, Simple & overflow, Time & day based, Pin code, and Area code routing are included in this plan for free.

Exclusions

Any phone calls received on your 1300/1800 number will be charged at the applicable call rate.

Qualifications

An existing phone service is required as an answerpoint for this service. Calls can be answered on landlines, mobiles, and VoIP phones.

INFORMATION ABOUT PRICING

All prices exclude GST.

Minimum monthly charge

Minimum monthly charges vary, depending on the selected plan.

PLAN	MINIMUM MONTHLY CHARGE
1300 ADVANCE	\$39
1800 ADVANCE	\$39

Early termination charge

Cancellations or transfers within the first 12 months incur charges.

PLAN	EARLY TERMINATION CHARGE
Cancellation	\$25
Transfer/port away	\$75

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Getting 1300 & 1800 numbers

Alltel has a selection of 1300 & 1800 numbers, free of charge. Costs for Smartnumbers are determined by the Commonwealth (via www.acma.gov.au) and start at \$250.

Setup charges & call rates

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

PLAN	1300 ADVANCE	1800 ADVANCE
Monthly charge	\$39	\$39
One-time setup charge	\$50	\$50
Calls answered on a landline*		
From local landlines	30 FREE minutes then 9.7c	9.7c
From national landlines	9.7c	9.7c
From mobiles	10.7c	10.7c
Calls answered on a mobile*		
All calls	23.9c	23.9c

*Landlines are any fixed line service, including VoIP

Plan upgrades and downgrades

Upgrades & downgrades are not available for this plan. Numbers may be ported to MICRO, STARTER, or GROW plans. Setup fees apply.

Changes

Changes made via online portal are free of charge & take effect in real-time. Change fees apply to requests sent to our Support Team.

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](#).

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 misdialed 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