

# 1300 NUMBERS

## Critical Information Summary



This is a summary. See full product details at <http://www.alltel.com.au/1300-numbers>

### INFORMATION ABOUT THIS SERVICE

#### Description

1300 numbers are 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.

Smart numbers are distinctive phone numbers that are considered 'the best' 13, 1300, and 1800 numbers available. These inbound numbers come in the form of phone words which spell out your business name or service e.g. 1300 PHONES (1300 746 637), and numbers that come in repeating or sequenced numerical patterns e.g. 1300 50 10 50.

#### Minimum term

This service has a minimum term of 30 days. In addition, 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.

#### Inclusion

Basic Australia-wide, State-based, and standard time based routing are provided with your 1300 number at no additional charge.

#### Exclusions

Any phone calls received on your 1300 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
1300 Go	\$0+
1300 Starter	\$19
1300 Grow	\$29
1300 Pro	\$49

\*\$9 per month after the first 6 months.

#### Early termination charge

Cancellations or transfers within the first 12 months incur charges.

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

#### Premium 1300 numbers

A one-time charge applies to premium 1300 numbers.

PREMIUM NUMBER	SETUP CHARGE
Gold	\$59
Platinum	\$99

Costs for Smartnumbers are determined by the Commonwealth (via [www.acma.gov.au](http://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 GO	1300 STARTER	1300 GROW	1300 PRO
Monthly Charge	\$0+	\$19	\$29	\$49
One-time setup charge	\$30	\$30	\$30	\$50
Calls answered on a landline*				
From local landlines	25c	30 FREE minutes per month then 9.7c	Unlimited FREE minutes	8.9c
From national landlines	25c	9.7c	5.7c	8.9c
From mobiles	25c	10.7c	6.7c	8.9c
Calls answered on a mobile				
All calls	45c	23.9c	16.9c	19.9c

\*Landlines are any fixed line service, including VoIP

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

+Plan reverts to \$9 after 6 months.

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### Plan upgrades and downgrades

Plan changes for GO, STARTER, & GROW plans are free. Switching to or from PRO plans incurs a \$50 charge ex GST.

Upgrades and downgrades are processed at the beginning of the next calendar month, except for upgrades to PRO plans, which will take effect after approximately 10 business days.

### Complex redirection schemes

C 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 at [my.alltel.com.au](http://my.alltel.com.au), 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 Customer Care team is here to help.

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	<a href="http://www.tio.com.au/making-a-complaint">http://www.tio.com.au/making-a-complaint</a>

ALLTEL CONTACT DETAILS	
Phone	1300 255 835 (Option 2)
Email	<a href="mailto:customercare@alltel.com.au">customercare@alltel.com.au</a> / <a href="mailto:complaints@alltel.com.au">complaints@alltel.com.au</a>
LiveChat	Start a session directly from <a href="http://www.alltel.com.au">www.alltel.com.au</a>
Fax	1300 255 855