

1800 NUMBERS

Critical Information Summary



This is a summary. See full product details at <http://www.alltel.com.au/1800-numbers>

INFORMATION ABOUT THIS SERVICE

Description

1800 numbers are virtual business numbers that can be called for free. 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

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 1800 number at no additional charge.

Exclusions

Any phone calls received on your 1800 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
1800 STARTER	\$19
1800 GROW	\$29
1800 PRO	\$49

Early termination charge

Cancellations or transfers within the first 12 months incur charges.

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

Premium 1800 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) 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	1800 STARTER	1800 GROW	1800 PRO
Monthly charge	\$19	\$29	\$49
One-time setup charge	\$30	\$30	\$50
Calls answered on a landline*			
From local landlines	9.7c	5.7c	8.9c
From national landlines	9.7c	5.7c	8.9c
From mobiles	10.7c	6.7c	8.9c
Calls answered on a mobile			
All calls	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 upgrades and downgrades

Plan changes for STARTER and GROW plans are free. Switching to or from ADVANCE plans incurs a \$50 charge ex GST.

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

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

1800 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 1800 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
- Misdialling 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