

## Critical Information Summary

This is a summary. See full product details at [www.alltel.com.au/business-voip](http://www.alltel.com.au/business-voip)

### INFORMATION ABOUT THIS SERVICE

#### Description

Alltel OneConnect® is a business VoIP service that allows calls to be made over the internet, instead of the switched network.

Choose a plan which allow you to make unlimited calls to local, national and mobile numbers in Australia. All users on an account must be on the same plan (either standard or unlimited). All unlimited plans are subject to our [Acceptable Use policy](#).

#### Hardware

We offer a range of telephone handsets for purchase that are not network locked. We do not provide support for hardware purchased from other vendors, and we cannot guarantee the operation and compatibility of phones not purchased through Alltel.

#### Minimum term

There is a one-month minimum term for this service and we require 30 days' advance written notice of cancellation.

#### Cancellations

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

#### Inclusions

Along with basic telephony, your hosted phone service comes with a set of features. These may vary, depending on the plan selected.

#### Direct In Dial Number ("DID")

Each service is assigned 1 DID that customers use to call your business. More DIDs can be purchased for \$2.50 each/pm ex GST.

#### Voice2Email ("V2E")

Receive sound files of your voicemails via email

#### Call forwarding

Redirect calls to an alternate number whenever you're unavailable (based on specific conditions).

#### Exclusions

##### Professionally-recorded greeting

Greet callers with a professionally-recorded message before the call is connected to you. Pricing starts at \$85 (for up to 20 words).

#### Number transfers

Number porting charges may apply to transfer existing phone numbers (regular landlines/VoIP) to your OneConnect® service

#### Qualifications

##### Existing phone numbers

We require the correct address & current phone bill of numbers you wish to transfer to us. New ones will be assigned if no numbers are elected.

##### Internet access

You will need a suitable high-speed internet connection capable of 100 / 100 Kbps throughput speeds per active call.

##### Emergency services

OneConnect® may not be appropriate if you require uninterrupted access to 000 or other emergency services. The service will not function in the event of a power failure. Priority Assistance is also not available on this service.

### PRICING

All prices exclude GST

#### Minimum monthly charge

Your minimum monthly charge depends on the plan you choose.

PLAN	MONTHLY FEE (PER ACCOUNT)	SUBSCRIPTION COST (PER USER)	MINIMUM MONTHLY CHARGE
ONECONNECT®	\$0	\$15	\$15
ONECONNECT® UNLIMITED		\$35	\$35

\*Minimum monthly charges are calculated based on 1 account with 1 user.

#### Plan upgrades anddowngrades

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

#### Early termination charge

There are no early termination charges for this service, but we do require 30 days advance written notice of cancellation.

## Critical Information Summary

### Setup charges & call rates

#### Domestic

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

PLAN	ONECONNECT®	ONECONNECT® UNLIMITED
Setup charge	\$55	\$55
Untimed domestic call rates (per call)		
Local/National	9c	FREE
13/1300	30c	30c
Alltel to Alltel calls (same account)	FREE	FREE
Timed domestic call rates (per minute)		
Calls to mobiles	15c	FREE

\*Unlimited calls apply to local, national, and mobile calls only. All unlimited plans are subject to our [Acceptable Use policy](#).

#### International

Call rates are quoted and billed in per second. Calls to international numbers are billed a 15c flagfall cost. Please refer to the [international call rates](#).

### Porting / transfer fees

The following number porting charges apply if you want to transfer existing phone numbers (regular landlines or VoIP) to Alltel.

CLASSIFICATION*	CHARGE**
CAT A	\$69
CAT C	\$399
Withdrawn port request	\$99

## OTHER INFORMATION

### Managing your service, including usage information

Log in to Alltel's customer portal, [my.alltel.com.au](http://my.alltel.com.au), at any time to view your services, track your usage, access reports, and access your bills

### 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	<a href="mailto:customercare@alltel.com.au">customercare@alltel.com.au</a> / <a href="mailto:complaints@alltel.com.au">complaints@alltel.com.au</a>
Live Chat	Start a session directly from <a href="http://www.alltel.com.au">www.alltel.com.au</a>
Fax	1300 255 855

Please refer to our [Complaint Handling Policy](#).

### 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>