

Analytix call tracking & management

Critical Information Summary



This is a summary. See full product details at <https://www.alltel.com.au/call-tracking>

INFORMATION ABOUT THIS SERVICE

Description

Analytix is a call tracking & management suite that lets users manage & access valuable call data.

All Analytix plans come with a selection of toll-free, local, and mobile virtual 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

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

Cancellations or transfers require 30 days advance written notice. Early cancellations or transfers within the first 12 months will incur charges.

Inclusion

Call tracking, call recording, call intelligence & reporting, free number selection, and complex routing features are available for you to access through the Analytix web portal at no additional charge.

Exclusions

Any phone calls received on your Analytix toll-free, local, or mobile numbers, as well as any outbound SMS messages will be charged at the applicable rate.

INFORMATION ABOUT PRICING

All prices exclude GST.

Minimum monthly charge

Minimum monthly charges vary, depending on the selected plan.

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

If you have an existing virtual inbound number, or wish to purchase a memorable Premium number from the Alltel store, you may link it to your Analytix account. Applicable port-over or setup charges apply.

Smartnumbers 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.

| PREMIUM NUMBER | SETUP CHARGE |
|------------------|------------------|
| Gold numbers | \$59 once-off |
| Platinum numbers | \$99 once-off |
| Smartnumbers | Starts 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 | ANALYTIX PRO | MARKETING SUITE | CORPORATE SUITE |
|----------------------------|-------------------------------------|--|--|
| Numbers | | | |
| Included numbers | 1 | 5 | 10 |
| Cost per additional number | \$20 | | |
| Standard number selection | Toll-free, local landline, & mobile | | |
| Rates | | | |
| Monthly plan rate | \$49 per month | \$99 per month | \$149 per month |
| Setup cost | \$50 once-off | \$100 once-off | \$150 once-off |
| Calls to Fixed | 8.9c per min | 7.9c per min | 6.9c per min |
| Calls to mobile | 19.9c per min | 16.9c per min | 14.9c per min |
| Plan-specific inclusions | | | |
| SMS management | 10c per msg | 200 SMS incl. / mo. 10c Per additional msg | 400 SMS incl. / mo. 10c Per additional msg |
| Call intelligence | 8c per min | 8c per min | 300 min incl. / mo. 8c per additional msg |

Plan upgrades and downgrades

Switching from one Analytix plan to another (i.e. Marketing Suite to Corporate Suite Marketing Suite to Call Tracking Plus) do not incur any processing fees. Upgrades and downgrade requests are processed at the beginning of the next calendar month.

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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, any time to view your services, track your usage, or access your bills.

Log in to analytix.alltel.com.au to manage your inbound numbers, set up call tracking, view reports, review recordings, send SMS texts and more.

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.

| ALLTEL CONTACT DETAILS | |
|------------------------|---|
| Phone | 1300 255 835 (Option 2) |
| Email | customercare@alltel.com.au / complaints@alltel.com.au |
| LiveChat | 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 misdialled 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. Notethat 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 |