

BUSINESS LINES (PSTN)

Critical Information Summary



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

INFORMATION ABOUT THIS SERVICE

Description

Alltel Business Lines (PSTN) is an enterprise-grade landline service that delivers wider coverage and better quality calls on a business network.

Bundling

PSTN landlines are available as either a standalone service or as part of the Alltel ADSL + PSTN Bundle.

Hardware

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

This service is available in a month-to-month or 12 month term.

PLAN	CONTRACT TERM
PSTN VOICE	Month-to-month
PSTN VOICE PRO	12 months

When your contract expires, your service will automatically roll-over to a month-to-month basis.

Cancellations

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

Inclusion

A single phone line with a dedicated number is included for each service.

Exclusion

Add-ons

Additional charges apply for add-on services such as call queuing and message bank.

Cabling

The supply and cost of any cabling required beyond the network boundary is not included.

Incorrect call out

Additional charges may apply if a Telstra technician is deployed to your premises for issues not caused by the Telstra network (e.g. faults due to equipment or cabling).

Qualification

Alltel PSTN is delivered over Telstra's wholesale network.

INFORMATION ABOUT PRICING

All prices exclude GST.

Minimum monthly charge

Minimum monthly charges vary, depending on the selected plan.

PLAN	MINIMUM MONTHLY CHARGE
PSTN Voice	\$35
PSTN Voice Pro	\$65

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

Plan upgrades and downgrades

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 'ETC'

Cancellations made before the end of a PSTN VOICE PRO contract term incur a \$75 cancellation charge.

Temporary connection charge

A \$100 charge applies if your phone service is connected for 3 months or less.

Call rates

Domestic

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

PLAN	PSTN VOICE	PSTN VOICE PRO
Untimed domestic call rates (per call)		
Local	13.64c	FREE
13/1300	30c	30c
Timed domestic call rates (per minute)		
Mobile	18c	200 minutes included then 25c
National	11.82c	FREE

*Included calls 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](#).

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Service charges

Setup charges vary depending on the type of service you require.

SERVICE TYPE	SETUP CHARGE	
Transfer existing service to Alltel	FREE	
	SETUP CHARGE	
No technician visit or cabling work required	\$59	\$59
Technician visit required; no cabling work required	\$129	\$79
Technician visit and cabling work required	\$299	\$179

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](#).

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