

See full product details at www.alltel.com.au/virtual-office-services-bundle

INFORMATION ABOUT THIS SERVICE

Description

The Alltel Virtual Office Services Bundle is a complete business communications solution that requires no hardware. You have the convenience of exclusive phone and fax numbers, a virtual receptionist to answer incoming phone calls, and a virtual fax service through which you can send and receive faxes without the expense of owning a fax machine.

Bundling

These virtual services are offered as a bundle. Please refer to the Critical Information Summary for each individual service.

This bundle is based on the following Alltel services: 1300 STARTER or 1800 STARTER, RECEPTION CONNECT, and F2E.

Minimum term

There is a 1 month minimum contract term.

Cancellations

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

Inclusions

Alltel 1300 or 1800 number

You will receive 1 Alltel 1300 and 1800 number. These are virtual business numbers that can be called for free (1800 number) or for as low as the cost of a local call (1300 number). These numbers receive incoming calls and redirect them to an existing phone line ("answerpoint") such as a mobile or landline.

Reception Connect

Professional Australian-based virtual reception and message-taking solution. All calls are untimed.

Fax2Email

A virtual fax solution that allows you to receive documents without the need for a fax machine. Fax messages are emailed to you in PDF or TIFF file format.

1300 or 1800 fax number

Dedicated virtual fax numbers for your Alltel Fax2Email service.

Exclusions

Phone calls

Any phone calls received on your 1300 number will be charged at the applicable call rate.

Plan upgrades

Your existing Alltel 1300 / 1800 number and virtual reception plans may be upgraded; additional monthly fees will apply.

Qualifications

Phone service

An existing phone service is required as an answerpoint for this service. Calls can be answered on landlines, mobiles, and VoIP phones.

Bundling discounts

Cancelling any part of this bundled offer will render all bundle discounts void and you will be invoiced as per the remaining individual service plan pricing.

INFORMATION ABOUT PRICING

All prices exclude GST.

Minimum monthly charge

The minimum monthly charge is \$77.

Early termination charge 'ETC'

Cancellations made before the end of your contract term incur a cancellation charge equal to the balance of the remaining months left on your contract term, calculated as follows:

$$ETC = \text{remaining contract term (in months)} \times \text{monthly charges}$$

Call rates and setup charges

Call rates vary depending on whether you have a 1300 or 1800 number. Setup charges are a one-time cost of \$73. Rates are quoted per minute and billed pro-rata in 1 second increments. No flagfall or call connection charge.

	1300 NUMBER	1800 NUMBER
Monthly charge	\$77	
One-time setup charge	\$90	
Calls answered on a landline		
From local landlines	30 FREE minutes, then 9.7c	9.7c
From national landlines	9.7c	9.7c
From mobiles	10.7c	10.7c
Calls answered on a mobile*		
All calls	23.9c	23.9c

* Landlines are any fixed line service, including VoIP.

Included messages

MESSAGES PER MONTH	
INCLUDED	25
EXCESS*	\$2.50

* Calls that exceed the number of monthly messages included in the plan are charged on a per-message rate.

Included faxes

MESSAGES PER MONTH	
INCLUDED	100
EXCESS*	20c

* Transmissions received that exceed the number of minutes included in the plan are quoted on a per-minute rate and charged pro-rata in 1-second increments.

Plan changes

Your existing Alltel 1300 / 1800 number and virtual reception plans may be upgraded; additional monthly fees will apply. Downgrades do not apply for this service.

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 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