

VIRTUAL RECEPTIONIST

Critical Information Summary



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

INFORMATION ABOUT THIS SERVICE

Description

Alltel Virtual Receptionist is a comprehensive live answering service where live operators check your availability before connecting the call to you. It also manages all your calls; and works as an overflow, after-hours, or emergency answering service by redirecting your calls to our Australian-based call centre whenever you need it. Professional live operators answer calls for you if you are unavailable, take messages, and forward messages to you via email and even SMS if required.

Virtual Receptionist also includes diary management (appointment bookings and scheduling), facilitating orders and reservations, custom web forms, questions and responses, and complex scripts. It comes with a client portal and mobile application.

Minimum term

This service has a minimum term of 30 days.

Cancellations

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

Inclusions

We allocate a unique local phone number (DID) for each service which can be used to forward your existing landline or mobile calls; or can be used as an answer point for 1300/1800 numbers. This is an internal system number which is subject to change & remains the property of Alltel. We strongly recommend that you do not advertise or publish your live answering DID number.

Qualifications

To receive SMS and email notifications you will need an active mobile number and email address.

INFORMATION ABOUT PRICING

All prices exclude GST.

Minimum monthly charge

Minimum monthly charges vary, depending on the selected plan.

PLAN	MINIMUM MONTHLY CHARGE
RECEPTIONIST GO	\$30
RECEPTIONIST 100	\$210
RECEPTIONIST 500	\$950

Included messages and setup charges

PLAN	SETUP FEE	MONTHLY FEE	INCLUDED MINUTES	PER MINUTE RATE	EXCESS*
RECEPTIONIST GO	\$90	\$30	0	\$2.50	-
RECEPTIONIST 100		\$210	100	\$2.10	\$2.50
RECEPTIONIST 500		\$950	500	\$1.90	\$2.50

* Setup cost of \$90 can vary up to \$190 depending on complexity

Charging of call minutes

Alltel Virtual Receptionist is a time-based service. Call minutes and excess call rates are charged at 30 second intervals (e.g. \$1.25 per 30 seconds / \$2.50 per 1 minute for RECEPTIONIST GO).

Additional email

Forward copies of your messages to multiple recipients free of charge.

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Early termination charge

No early termination charges apply to this service, but we require 30 days advance written notice of cancellation.

Changes

Changes to existing services (e.g. changing SMS numbers) may attract additional charges.

Plan upgrades and downgrades

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

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

Mobile roaming charges may be charged by your mobile provider for messages received 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](#).

Telecommunications Industry Ombudsman ("TIO")

This service does not qualify among 'telecommunications services' covered in the Telco Act. As such, this service is not regulated. This means that the TIO has no jurisdiction over the performance of this service and the TIO is not available as a resource for any complaints related to this service.