

CRITICAL INFORMATION SUMMARY 1800 NUMBERS

This is a summary only. For full product details visit:

www.1800numbersaustralia-alltel.com.au/1800-numbers.html

INFORMATION ABOUT THIS SERVICE

A 1800 Number is a powerful way to increase sales and a professional way to present your business to customers.

1800 Numbers are for receiving incoming calls only—you still use your regular phone to make outgoing calls. These computerised numbers can be directed to any phone you choose including landline, mobile and VoIP. There's no need to install new phone lines: you simply answer the calls on your existing phones.

1800 Numbers are available from Alltel as a stand-alone service. They can also be included in bundles (e.g. Virtual Office Services).

Minimum Term

Unless otherwise stated, there are NO term contracts.

What Your Customers Pay

Calls are FREE when dialled from any Australian landline (including VoIP).

When dialled from a mobile phone, call charges are charged at a cost determined by the caller's mobile carrier.

INFORMATION ABOUT PRICING

All prices exclude GST.

1800-14: \$14 per Month	
Calls Answered on Landline	
Calls from Local Landlines	4.5¢ per minute
Calls from National Landlines	10.7¢ per minute
Calls from Mobiles	16.7¢ per minute
Calls Answered on Mobile	
ALL Calls	29.9¢ per minute

1800-19: \$19 per Month	
Calls Answered on Landline	
Calls from Local Landlines	4.4¢ per minute
Calls from National Landlines	9.7¢ per minute
Calls from Mobiles	10.7¢ per minute
Calls Answered on Mobile	
ALL Calls	23.9¢ per minute

1800-29: \$29 per Month	
Calls Answered on Landline	
Calls from Local Landlines	4.4¢ per minute
Calls from National Landlines	5.7¢ per minute
Calls from Mobiles	6.7¢ per minute
Calls Answered on Mobile	
ALL Calls	16.9¢ per minute

Your Call Charges

Call rates are quoted per minute. Calls are billed pro-rata in 1 second increments. A minimum charge of 15¢ per call applies to all calls.

What's Included

- Popular routing options including Australia-wide, State-based and standard Time-based routing are provided at NO additional charge.
- NO charge for call connection.
- NO minimum monthly call spend.

What's Not

- A one-time set up fee of \$19 applies.
- A one-time charge applies if you select from Alltel's premium 1800 Numbers: GOLD numbers (\$49), PLATINUM numbers (\$99), PHONE/FAX pairs (\$49).
- Complex routing/barring configurations including Region-based, Area-based and Exchange-based typically incur additional set up and monthly fees.
- Fees also apply when making changes to answering points and routing for existing services.
- Dishonour and Late Payment Administration fees may also apply if bills are not paid on time.

Cancellation

We require one calendar month written notice to cancel your service or change provider. Note that if you cancel or transfer your service within the first 12 months:

- a \$25 cancellation fee may apply
- a \$75 transfer fee may apply

Total Minimum Cost

The total minimum amount that you'll pay for a 1800 Number is the \$19 set up fee + one month service fee. (Note that cancellation fees may also apply.)

- \$33 on the 1800-14 plan
- \$38 on the 1800-19 plan
- \$48 on the 1800-29 plan

OTHER INFORMATION

Changing Plans

You can upgrade or downgrade your plan at any time for free. Changes come into effect at the beginning of the next billing cycle.

Billing

Our billing cycle is each calendar month. Bills are produced during the first few days of the month, at which time you will receive email and SMS notification. You will not receive a paper bill: instead, you can view all billing information through Alltel's customer portal. Direct Debits are typically processed on the 12th of the month.

Your first bill includes set up fees, pro-rata monthly plan fees for the remaining days of the month on which your service commenced, next month's plan fees in advance, plus calls and any other charges incurred during the month.

Keeping an Eye on Usage

Log in to Alltel's customer portal at any time (<https://my.alltel.com.au/>) to view your current month's usage for all of your Alltel services.

Use Outside Australia

1800 numbers may be compatible with the telephone networks in many other countries

(e.g. US, UK and China), but there is NO guarantee for successful connections.

We strongly recommend that you advertise a local landline for your overseas callers. And if your business is located outside Australia, we recommend you have all calls answered by an Alltel Australian-based Live Answering service.

Also be aware that mobile roaming charges may apply (from your mobile provider) for 1800 Number calls answered outside Australia.

CONTACT DETAILS

If you have any questions, please contact Alltel:

- (p) 1300 255 835
- (f) 1300 255 855
- (e) support@alltel.com.au
- (w) www.alltel.com.au

If you wish to make a complaint, please contact Alltel using the details shown above. Refer to www.alltel.com.au/images/docs/complaint-policy.pdf for full details of our complaint handling policy.

If you are not satisfied with the resolution of a complaint, you may wish to contact the **TIO (Telecommunications Industry Ombudsman)** for independent dispute resolution:

- (p) 1800 062 058
- (f) 1800 630 614
- (e) tio@tio.com.au
- PO Box 276, Collins Street West, VIC 8007