IVR (Voice Prompt Menu)

This is a summary only. See full product details at https://www.1800numbersaustralia.com.au/call-forwarding-menu.

INFORMATION ABOUT THIS SERVICE

Description
Alltel Voice Prompt Menu is an interactive voice response ("IVR") system that allows callers to self-direct to the correct person or department by selecting a menu option on their keypad.

Minimum term
There is a one-month minimum term for this service and we require 30 days advance written notice of cancellation.

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

Inclusion
Flagfall costs
No additional call connection or flag fall costs.

Exclusions
Repeating IVR options
"To hear these options again, press 0" function incurs additional charges.

Professional voice talent
If required, Alltel has a wide range of male and female voice talents who can professionally record your IVR menu (prices start at $95).

Qualification
Voice Prompt Menu is not a standalone Alltel service and is only available as either an optional add-on to, or as a standard feature of another service.

ALLTEL SERVICE	VOICE PROMPT MENU AVAILABILITY
13 / 1300 / 1800 number	Optional add-on (charges apply)

INFORMATION ABOUT PRICING

All prices exclude GST.

Minimum monthly charge
Minimum monthly charges vary, depending on the selected configuration.

The linked Alltel service (13 / 1300 / 1800 number) incurs separate minimum monthly charges - the below noted minimum monthly charge refers only to Alltel's Voice Prompt Menu service.

NUMBER OF IVR MENU OPTIONS	MINIMUM MONTHLY CHARGE
Standard (1-5 options)	$15
Additional sub-menu (1-3 options)	$15

*Excludes one-time setup fees

Setup fees
Call rates are quoted per minute and billed pro-rata in 1 second increments. No flag fall or call connection charge.

NUMBER OF IVR MENU OPTIONS	ONCE-OFF CHARGE
Standard (1-5 options)	$100
Additional sub-menu (1-3 options)	$30

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
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 an email address) 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, my.alltel.com.au, at any time to view your services, track your usage, access reports, and access your bills.

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	support@1300numbersaustralia.com.au complaints@1300numbersaustralia.com.au
Live chat	https://www.1300numbersaustralia.com.au/
Fax	1300 255 855

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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	https://www.tio.com.au/complaints

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