

## Call Forwarding Menus (IVR)

This is a summary only. See full product details at [www.1800numbersaustralia.com.au/call-forwarding-menus](http://www.1800numbersaustralia.com.au/call-forwarding-menus)

### Information About This Service

For Sales, press 1; For Support, press 2; ...  
An IVR (Interactive Voice Response) call forwarding menu provides a convenient and efficient way to direct incoming calls to the correct person or department within your company. Call Forwarding (IVR) menus are available for the following services:

- 13, 1300 and 1800 Numbers (optional add-on service)
- Hosted Phone System (included as standard at no additional cost)

Calls can be directed to any extension within your phone system, and also to external landlines and mobile phones.

### Live Answering and Voice2Email

You can set up IVR selections to direct callers to your Alltel Live Answering or Voice2Email services. For example, "to speak to an operator, please press 5; to leave a message, please press 6."

### Ideal for Small Business

An IVR menu not only ensures that all calls are answered professionally and consistently, it can also make your business look larger than it is. No one ever needs to know that you're answering both the sales and support calls!

### Distributed Offices

Start-ups and small businesses often have staff working in remote locations (for example, in home offices or even interstate).

An IVR menu can direct calls to external landlines and mobile-phones, which means you can provide a single phone number for your business. Incoming calls can then be forwarded to the correct employee—no matter where they're physically located.

### Minimum Term

Unless otherwise stated, there are NO term contracts.

13, 1300, 1800 Numbers	
Monthly fee	\$10
Set up fee (1-5 IVR menu options)	\$100
Each additional sub menu (1-3 IVR menu options)	\$30
Additional monthly fee per sub menu	\$7.50

13/1300/1800 Numbers: These fees apply in addition to regular monthly fees and charges.

Hosted Phone System: Call Forwarding IVR Menus are a standard feature of this service—no additional fees or charges apply.

### What's Included

- There are no additional charges for flagfall or call connection.
- When IVR Menus are included as part of Alltel's Hosted Phone System, you have access to a web-based self management portal, through which you can manage your menu recordings and options.

### What's Not

- For 13, 1300 and 1800 Numbers:
  - Call Forwarding IVR Menu monthly costs are in addition to your 13, 1300 or 1800 Number monthly plans.
  - A one-time set up fee of \$100 applies.
  - Fees also apply for adding sub-menus and for making changes to your IVR menu recordings and options.
- Fees apply for the professional recording of IVR menus (if required).
- Dishonour and Overdue Account Administration fees may also apply if bills are not paid on time.
- Monthly fee per sub-menu: \$7.50
- "To hear these options again, press 0" function may incur additional fees (to be quoted).

## Professional Voice Talent

If you want to get your IVR menu professionally recorded, Alltel offers a variety of both male and female voice-over professionals.

Go to [www.1800numbersaustralia.com.au/call-forwarding-menus](http://www.1800numbersaustralia.com.au/call-forwarding-menus) to select the voice that best represents your business.

Prices for voice recording vary depending on the length of your message. Prices start from \$85. Contact Alltel on 1300 255 835 for a detailed quote.

## Cancellation

We require one calendar month's written notice to cancel your service or change provider.

## Total Minimum Cost

The total minimum amount that you'll pay for an IVR Menu addon service for your 13, 1300 or 1800 number is the set up fee + one month service fee:

- \$110 (excluding any professional recording costs)

Note that this amount is payable in addition to your normal 13, 1300 or 1800 Number monthly fee.

There is NO additional fee for using IVR Menus with your Alltel Hosted Phone System.

## Other Information

### 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 ([my.alltel.com.au](http://my.alltel.com.au)) to view your current month's usage for all of your Alltel services.

## Use Outside Australia

Be aware that mobile/roaming charges may apply (from your mobile provider) for any IVR Menu calls that are answered outside Australia.

## Contact Details

If you have any questions, please contact us:

- (p) 1800 50 10 50
- (f) 1800 799 948
- [support@1800numbersaustralia.com.au](mailto:support@1800numbersaustralia.com.au) / [complaints@1800numbersaustralia.com.au](mailto:complaints@1800numbersaustralia.com.au)
- [www.1800numbersaustralia.com.au](http://www.1800numbersaustralia.com.au)

If you wish to make a complaint, please contact us using the details shown above. Refer to our [complaint handling policy](#) for full details.

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
- [tio@tio.com.au](mailto:tio@tio.com.au)
- PO Box 276, Collins Street West, VIC 8007