BUSINESS INTRO

See full product details at https://www.1800numbersaustralia.com.au/1800-number-addons.

INFORMATION ABOUT THIS SERVICE

Description
Alltel Business Intro is a professional greeting service that plays a pre-recorded message at the start of every call.

Minimum term
There is no minimum contract term for this service.

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

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

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

Custom greetings
Additional words can be added to your professional voice talent recording - charges apply

Qualifications
Business Intro is not a standalone A ltel service and is only available as either an optional add-on to, or as a standard feature of another service. This service is included as a standard feature of 1300 PRO or 1800 PRO plans, free of charge.

PRODUCT	
1300 Numbers	Complete with Business Intro
1800 Numbers	
13 Numbers	
SmartConnect*	

INFORMATION ABOUT PRICING

All prices exclude GST.

Minimum monthly charge
The Business Intro service has a minimum monthly charge of $15, excluding one-time setup fees.

The linked Altel service (SmartConnect®, 13 / 1300 / 1800 number) incurs a separate minimum monthly charge.

Setup and professional recording charges

BUSINESS INTRO	ONCE-OFF CHARGE
Professional recording	Price starts at $95 Additional charges may apply
Setup charge	$50

Plan changes
Plan upgrades or downgrades are not available for this service.

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 introduction message) 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 your 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 Customer Care team is here to help.

1800 NUMBERS AUSTRALIA CONTACT DETAILS	
Phone	1300 255 835 (Option 2)
Email	support@1800numbersaustralia.com.au complaints@1800numbersaustralia.com.au
LiveChat	https://www.1800numbersaustralia.com.au/
Fax	1300 255 855

Please refer to our Complaint Handling Policy.

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BUSINESS INTRO

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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