

## Phone Answering Service

This is only a summary. See full product details at <https://www.alltel.com.au/phone-answering-service>.

### INFORMATION ABOUT THIS SERVICE

#### Description

Alltel 24/7 PHONE ANSWERING is a live answering service that 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, take messages and forward messages to you via email and even SMS if required.

PA and PA TRANSFER have a set number of included messages. All services listed in this Critical Information Summary are message taking services only. Calls cannot be connected through to you, or otherwise redirected.

All services listed in this Critical Information Summary are message-taking services only. Calls cannot be connected through to you, or otherwise redirected.

#### Minimum term

This service has a minimum term of 30 days.

#### Cancellations

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

#### Inclusion

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.

PLAN	MONTHLY CHARGE	INCLUDED MESSAGES	ADDITIONAL MESSAGE CHARGED*
PA 15	\$25	15	\$2.20
PA 30 pro	\$50	30	\$2.20
PA 50	\$80	50	\$2.20
PA 100	\$150	100	\$2.20
PA 300	\$435	300	\$1.90
PA 500	\$700	500	\$1.90
PA1000	\$1350	1000	\$1.90
PA 1500	\$1950	1500	\$1.90

\*Calls that exceed the number of monthly messages included in the plan are charged on a per-message excess rate.

#### Add-on features

Add-on 'Booster' features can be bolted on to any PA and PA TRANSFER plan.

#### Additional team

Extend your service to multiple individuals or departments by adding additional teams at \$5 per team, per month. 30c per call.

#### Additional operator questions

Add additional questions at \$5 per question per month. Standard cost for usage is 20c per question per answered call.

#### Additional SMS recipients

Forward copies of your messages to multiple recipients via SMS at \$5 per month. Standard SMS rate of 15c per message will apply.

#### STANDARD PLAN INCLUSIONS

Standard questions	Operator asks for caller's name, contact number, and message.
Direct in-dial (DID) number	1 internal system number (non-customisable)
Email recipients	Up to 10 recipients
Personalised greeting	Max 500 characters
Personalised sign-off	Max 500 characters

#### 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.

#### Included messages & setup charges

A setup charge of \$30 applies to all plans.

## Phone Answering Service

### SMS charges

Your plan provisions one (1) SMS (160 characters) text per call. Messages that exceed the provisioned 160 characters will be charged an extra 15c per excess SMS.

### 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.

- Your number is very similar to another company's phone number
- The caller misdialed the number and was after another company
- Call forwarding error made by another service provider to your DID number
- Number is incorrectly advertised by another business
- Telemarketing calls
- Excessive test calls

### 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.

## OTHER INFORMATION

### Managing your service, including usage information

Log in to Alltel's customer portal, [my.alltel.com.au](http://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.

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

Please refer to our [Complaint Handling Policy](#).

Alltel is not responsible for any calls made to a customer's inbound / DID number and charges incurred because of the following: