

LIVE ANSWERING SERVICE

This is a summary only. See full product details at www.alltel.com.au/live-phone-answering

INFORMATION ABOUT THIS SERVICE

Description

A live answering service 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 virtual receptionists answer calls for you, take messages and forward messages to you via email and even SMS if required.

LA plans have a set number of included messages and may be customised with feature add-ons.

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

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.

Inclusions

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 1800 Number Australia. We strongly recommend that you do not advertise or publish your live answering DID number.

Qualifications

To receive SMS and email notifications you will need an active mobile number and email address.

INFORMATION ABOUT THIS PRICING

All prices exclude GST.

Minimum monthly charge

Minimum monthly charges vary, depending on the selected plan.

PLAN	MINIMUM MONTHLY CHARGE
LA 25	\$39
LA 45	\$80
LA 85	\$150
LA 150	\$250

Included messages and setup charges

PLAN	MONTHLY CHARGE	INCLUDED MESSAGES	EXCESS*	SETUP CHARGE
LA 25	\$39	25	2.50	\$30
LA 45	\$80	45	2.25	
LA 85	\$150	85	2.00	
LA 150	\$250	150	1.90	

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

Exclusions

Add-on features can be bolted on to any LA plan.

Additional team

Extend your service to multiple individuals or departments by adding up to 20 additional teams at \$5 per team monthly. All additional teams after 20 will be free of charge.

Additional question

Add up to 3 additional questions at \$10 per question monthly.

Additional SMS

Forward copies of your messages to multiple recipients via SMS at \$10 per mobile number monthly.

Additional email

Forward copies of your messages to multiple recipients free of charge.

Personalised greeting

Customised welcome greeting to answer your calls at \$5 monthly.

Personalised sign-off

Customised closing script before ending every call at \$5 monthly.

Early termination charge

No early termination charges apply to this service, but we require 30 days advance written notice of cancellation.

SMS charges

The cost of 1 SMS (160 characters) per message is included in the minimum monthly charge. A charge of 10c per SMS over the 1 included message will be applied to messages in excess of 160 characters.

Charges

Changes to existing services (e.g. changing SMS numbers) 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 at any time to view your services, track your usage, access reports, and access your bills.

Enquiries, feedback, technical support, and complaints

Our expert Support team is here to help.

1800 NUMBER AUSTRALIA CONTACT DETAILS	
Phone	1800 50 10 50
Email	support@1800numbersaustralia.com.au / complaints@1800numbersaustralia.com.au
Live Chat	www.1800numbersaustralia.com.au
Fax	1800 799 948

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

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.