Live Phone Answering Services

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

INFORMATION ABOUT THIS SERVICE

Description
Alltel Phone Answering is a 24/7 live call answering service that provides professional call handling for your business. The service can be used as a primary answering service, overflow service, after-hours service, or emergency answering service by redirecting calls to Alltel's Australian-based call centre. Calls are answered by trained phone agents who can take messages on your behalf and deliver them via email and/or SMS.

Phone Answering (PA) and Phone Answering + Transfer (PA Transfer) plans include a set number of messages each month. Included message allowances vary by plan and are outlined in the pricing section of this Critical Information Summary.

Minimum Term
This service has a minimum term of 30 days.

Cancellation
A minimum of 30 days' written notice is required to cancel this service.

Inclusions
Each service is allocated a unique local phone number (DID) for the purpose of call forwarding. This number can be used to forward calls from an existing landline or mobile service, or as the destination number for a 1300 or 1800 service.

The allocated DID is an internal system number, remains the property of Alltel, and may be changed from time to time. Customers should not advertise, publish, or otherwise promote this number.

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)
Mobile SMS recipient	1 mobile SMS recipient
Email notification recipients	Up to 10 recipients
Personalised greeting	Max 120 characters
Personalised sign-off	Max 120 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.

PLAN	MONTHLY CHARGE	ONE-TIME SETUP	INCLUDED CALLS	ADDITIONAL CALLS*
PA 15	$30	$30	15	$2.20
PA Pro	$60		30	$2.20
PA 50	$90		50	$2.20
PA 100	$170		100	$2.20
PA 300	$500		300	$2.20
PA 500	$770		500	$2.20
PA 1000	$1500		1000	$2.20

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

Add-on Features
You can further customise your Phone Answering or Phone Answering + Transfer service with the following optional add-ons:

Additional Teams
Extend your service to support multiple individuals or departments.
$5 per team, per month, plus 30c per call.

Additional Questions
Add custom questions for our live agents to ask callers when handling calls. $5 per question, per month, plus 20c per question, per answered call.

Additional SMS Recipients
Send copies of message notifications to multiple recipients via SMS.
$5 per month, plus 15c per SMS message.

SMS Charges
Your plan includes one (1) SMS message of up to 160 characters per answered call. Messages exceeding 160 characters will be split into additional SMS messages and charged at 15c per additional SMS.

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Early Termination Fee
No early termination fee applies to this service. However, a minimum of 30 days' written notice is required for cancellation.

Changes to Your Service
Changes to your service configuration, such as updating SMS notification recipients, may incur additional fees. Refer to our Charges Schedule for applicable fees and charges.

Plan Upgrades and Downgrades
You may upgrade or downgrade to another Phone Answering plan for the same service at any time without charge. Plan changes will take effect from the beginning of the next calendar month.

Additional Fees and Charges
Additional fees and charges may apply. Please refer to our Fees and Charges Schedule for further information.

OTHER INFORMATION

Managing Your Service
You can manage your service at any time via the Alltel Customer Portal at my.alltel.com.au. The portal allows you to view your services, monitor usage, access reports, and view invoices.

Roaming
If SMS notifications are received while you are outside Australia, roaming charges may be applied by your mobile service provider.

Call Recording
If you enable call recording, you are responsible for complying with all applicable laws and regulations. Callers must be informed that the call is being recorded and given the opportunity to end the call or request that recording does not take place before the recording commences.

Enquiries, Feedback, Technical Support and Complaints
Our Customer Care team is available to assist with enquiries, technical support, feedback, and complaints.

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/

For further information, please refer to our Complaint Handling Policy available on our website.

Service Limitations
Alltel is not responsible for calls received on a customer's inbound or DID number, or any associated charges, arising from circumstances including, but not limited to:

- Similarity of the number to another business's telephone number
- Callers incorrectly dialling the number when attempting to contact another business
- Call forwarding errors made by another telecommunications provider
- Incorrect advertising or publication of the number by another business or third party
- Telemarketing or spam calls
- Excessive testing of the service

Telecommunications Industry Ombudsman (TIO)
This service is not classified as a regulated telecommunications service under the Telecommunications Act and is therefore not subject to the jurisdiction of the Telecommunications Industry Ombudsman (TIO).

As a result, the TIO is unable to investigate or resolve complaints relating to the performance or operation of this service. Customers should follow Alltel's Complaint Handling Policy and internal complaint resolution process for any concerns regarding the service.

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