Voice To Email

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

INFORMATION ABOUT THIS SERVICE

Description
Alltel Voice To Email is a virtual voicemail service that allows you to access voice messages through your email. Voice messages are emailed to you in WAV format (sound file).

A Voice To Email service can be added to any 13, 1300, and 1800 number. Simply use the provided dedicated local number as a redirection point for your service.

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
Dedicated local number
We allocate a unique local phone number for each service which can be used as an answerpoint for a 13, 1300 or 1800 phone number. This is an internal system number which is subject to change and remains the property of Alltel.

Exclusions
Pre-recorded greeting
A custom pre-recorded greeting is played at the start of every call to thank callers and ask them to leave a message. You can provide your own recording or Alltel's professional voiceover talents record can one for you (costs start at $95).

Qualifications
To receive email notifications you will need an active email address.

INFORMATION ABOUT PRICING

All prices exclude GST.

Minimum monthly charge
Minimum monthly charges vary, depending on the selected plan.

PLAN	MINIMUM MONTHLY CHARGE
Voice to email	$15
Voice to email plus	$30

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

Included minutes and setup charges
Call rates are quoted per minute and billed pro-rata in 1 second increments. No flag fall or call connection charge.

PLAN	VOICE TO EMAIL	VOICE TO EMAIL PLUS
Setup charge	$30	
Included minutes	1000 per month	5000 per month
Excess*	15c per minutes	

*Messages received that exceed the number of minutes included in the plan are quoted on a per-minute rate and charged pro-rata in 1-second increments.

Plan upgrades and downgrades
Switch plans for the exact same service anytime for free. Upgrades are estimated to take effect on the next business day, and downgrades on the next calendar month.

Changes
Changes to existing services (e.g. changing an email address) may attract additional charges.

Re-sending a fax
Charges may apply when re-sending a message.

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 Customer Care team is here to help.

1800 Numbers Australia is an authorised reseller of Alltel Pty Ltd | ABN 95 126 744 116 | All rights reserved | 2026

Voice To Email

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.

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

1800 Numbers Australia is an authorised reseller of Alltel Pty Ltd | ABN 95 126 744 116 | All rights reserved | 2026