

Critical Information Summary

SmartConnect® Hosted Business Phone System

This is a summary only. See full product details at www.alltel.com.au/hosted-pbx

Information About This Service

A SmartConnect® Hosted Phone System (or Hosted PBX) is just like having a business phone system in your office, except that the features and functions run from Alltel's servers and are delivered to you over the internet.

All you need to get started is a reliable, always-on, high-speed Internet connection.

Alltel's SmartConnect® Hosted Phone System is available as a stand-alone service.

Telephone Handsets

Alltel does NOT provide support for phones purchased from other vendors because we cannot guarantee either the operation of these phones or their compatibility with our network.

We offer a range of telephone handsets for purchase. These phones are NOT network locked. See www.alltel.com.au/hosted-pbx for more information.

Key Details

You are responsible for arranging and providing a suitable high-speed Internet connection.

SmartConnect® Hosted PBX may not be appropriate if you require an uninterrupted phone service with access to 000 emergency services. The service will not function in the event of a power failure. Priority Assistance is not available on this service.

Minimum Term

Unless otherwise stated, there are NO term contracts

Information About Pricing

All prices exclude GST.

SmartConnect® Hosted PBX Service Plan	No Contract (month-to-month)
Minimum contract term	No contract term applies
Minimum monthly service charge	\$27.80
Minimum establishment charge (per service)	\$155.00
Minimum total cost (assuming one month of service)	\$182.80

The table below shows standard call rates for the SmartConnect® Hosted PBX service. Timed calls are billed in 1-second increments after the first minute.

Standard Call Type	Call Rates
Local and national calls	\$0.09 per call
Calls to mobiles	\$0.15 per call
Calls to 13/1300 numbers	\$0.25 per call
Alltel-to-Alltel calls on the same account	FREE

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What's Included

- One DID (Direct in Dial Number) per Service.
- Basic telephony - the ability to make and receive calls.
- Advanced features including AutoReception, Voicemail2Email, Hunt Group and Call Forwarding options.
- A web-based self-management portal, through which you can configure and manage your system.

What's Not Included

- Additional charges may apply for set up of advanced features such as Team Q (e.g. Call Centre functions) and for adding additional DID Numbers.
- Number porting charges apply if you want to transfer an existing phone number to your SmartConnect® Hosted Phone System outside of business hours.
- Hardware: IP Phone handsets, routers and other hardware are purchased separately.
- Standard Call Charges are billed as per the Call Rates listed in the table above.
- Dishonour and Overdue Account Administration charges may also apply if bills are not paid on time.

Cancellation

We require one calendar month written notice to cancel your service or change provider.

Keeping an eye on usage

Log in to Alltel's customer portal at any time (my.alltel.com.au) to view your current month's usage for all of your Alltel services.

Other Information

Billing

Our billing cycle is each calendar month. Bills are produced during the first few days of the month, at which time you will receive email and SMS notification. You can also view all billing information through Alltel's customer portal. Direct Debits are typically processed on the 12th of the month.

Contact Details

- (p) 1300 255 835
- (f) 1300 255 855
- support@alltel.com.au
- www.alltel.com.au

If you wish to make a complaint, please contact Alltel using the details shown above. Refer to www.alltel.com.au/docs/pdf/policies/complaint-policy.pdf for full details or our complaint handling policy.

If you are not satisfied with the resolution of a complaint, you may wish to contact the TIO (Telecommunications Industry Ombudsman) for independent dispute resolution:

- (p) 1800 062 058
- (f) 1800 630 614
- tio@tio.com.au
- PO Box 276, Collins Street West, VIC 8007