Critical Information Summary

HostedPBX
Authorised reseller of Alltel

This is a summary. See full product details at www.hostedpbx.com.au/plans-pricing

INFORMATION ABOUT THIS SERVICE

Description
Alltel SmartConnect® is a full-featured business phone system that delivers basic telephony and enterprise-grade features over the internet. Choose from plans which allow you to make unlimited calls to local, national and mobile numbers in Australia. All users on an account must be on the same plan (either standard or unlimited). All unlimited plans are subject to our Acceptable Use policy.

Hardware
We offer a range of telephone handsets for purchase that are not network locked. We do not provide support for hardware purchased from other vendors, and we cannot guarantee the operation and compatibility of phones not purchased through Alltel.

Minimum term
There is a one-month minimum term for this service and we require 30 days' advance written notice of cancellation.

Inclusions
Along with basic telephony, your hosted phone service comes with a set of features. These may vary, depending on the plan selected.

Direct In Dial Number ("DID")
Each service is assigned 1 DID that customers use to call your business. More DIDs can be purchased for $1.50 each/pm ex GST.

Voice to Email
Receive sound files of your voicemails via email.

Call forwarding
Redirect calls to an alternate number whenever you're unavailable (based on specific conditions).

Exclusions
Professionally-recorded greeting
Greet callers with a professionally-recorded message before the call is connected to you. Pricing starts at $95 (for up to 30 words).

Number transfers
Number porting charges may apply to transfer existing phone numbers (regular landlines/VoIP) to use with this service.

Qualifications
Internet access
You will need a suitable high-speed internet connection capable of 100 / 100 Kbps throughput speeds per active call.

Emergency services
SmartConnect® may not be appropriate if you require uninterrupted access to 000 or other emergency services. The service will not function in the event of a power failure. Priority Assistance is also not available on this service.

INFORMATION ABOUT PRICING
All prices exclude GST.

Minimum monthly charge
Your minimum monthly charge depends on the plan you choose.

PLAN	SUBSCRIPTION COST (PER USER/PER MONTH)	MINIMUM MONTHLY CHARGE
Essentials	$15	$15
Unlimited	$30	$30
Premium	$35	$35

*Minimum monthly charges are calculated based on 1 account with 1 user.

Plan upgrades and downgrades
Switch plans for the exact same service, anytime for free. Upgrades and downgrades will be processed at the beginning of the next calendar month.

Early termination charge
There are no early termination charges for this service.

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

Hosted PBX is an authorised reseller of Alltel Pty Ltd ABN 34 111 581 830 | All rights reserved | 2021

Setup charges & call rates

Domestic

Call rates are quoted per minute and billed pro-rata in 1 second increments. No flagfall or call connection charge.

PLAN	STANDARD PLAN	UNLIMITED PLAN	PREMIUM PLAN
Setup charge	From $100		
Hosting DIDs	$1.5 (per DID)		
*Untimed domestic call rates (per call)			
Local/National	9c	FREE	FREE
13/1300	30c	30c	30c
Mobile	15c	Free	FREE
Alltel to Alltel calls (same account)	FREE	FREE	FREE
Timed domestic call rates (per minute)			
Calls to mobiles	15c	FREE	FREE

* Unlimited calls apply to local, national, and mobile calls only. All unlimited plans are subject to our Acceptable Use policy.

*Calls made from group services (i.e. Call centres, IVRs, Hunt groups, inbound services (1300/1800)) are charged separately according to the group service call pack. Group service call packs are always PAYG.

International

Call rates are quoted and billed in per second. Calls to international numbers are billed a 15c flagfall cost. Please refer to the international call rates.

Porting / transfer fees

The following number porting charges apply if you want to transfer existing phone numbers (regular landlines or VoIP) to Alltel.

CLASSIFICATION*	CHARGE**
CAT A	$69
CAT C	$399
Withdrawn port request	$99

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, my.alltel.com.au, at any time to view your services, track your usage, access reports, and access your bills.

Call Recording

It is a legal requirement that you inform callers before they are recorded that you will be recording the phone call so that the caller has the opportunity to either end the call or else ask to be transferred to another line where recording does not take place. The caller must be given sufficient opportunity to do so, otherwise the call must not proceed.

Enquiries, feedback, technical support, and complaints

Our expert Customer Care team is here to help.

ALLTEL CONTACT DETAILS	
Phone	1300 255 835 (Option 2)
Email	customercare@alltel.com.au / complaints@alltel.com.au
Live Chat	Start a session directly from www.alltel.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	http://www.tio.com.au/making-a-complaint

Hosted PBX is an authorised reseller of Alltel Pty Ltd ABN 34 111 581 830 | All rights reserved | 2021