

Critical Information Summary

Business VoIP

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

Information About This Service

Telephone Handsets

Alltel offers a range of telephone handsets preconfigured to work with our network. These phones are NOT network locked.

Bring Your Own Device (BYOD)

We cannot guarantee either the operation of phones not purchased from Alltel or their compatibility with our network. Therefore we do NOT provide support for phones purchased from other vendors. Your handset must be SIP Connect compliant. For more information consult with your hardware vendor.

Direct In-Dial (DID) Numbers

These are the phone numbers that callers use to dial your Business VoIP service. Each plan includes 1 DID. Additional numbers are available for BVOIP TRAVELLER & BVOIP PREMIUM charged at \$2.50 per month ex gst per DID.

Minimum Term

Unless otherwise stated, there are NO term contracts.

Your Call Charges

- Call rates are quoted per minute.
- Calls are billed pro-rata in 1 second increments after the first minute.
- Landlines include any fixed line service including fixed phone lines and VoIP.
- Calls to other Alltel VoIP users are FREE and calls to 13/1300 numbers are 30¢ untime.
- For international call rate please refer to international rate card.

Information About Pricing

All prices exclude GST.

Call types to	BVoIP Biz	BVoIP Traveller	BVoIP Premium
Australian landlines per call	\$0.12	\$0.10	\$0.09
Australian Mobiles per minute	\$0.20	\$0.20	\$0.17
13/1300 per call	\$0.30	\$0.30	\$0.30

Minimum Monthly Charge

Plan	BVoIP Biz	BVoIP Traveller	BVoIP Premium
Monthly charge	\$9.00	\$14.90	\$19.00

No call charges are included in the Minimum Monthly Charge. You pay an additional amount for the calls you make each month.

Total Minimum Cost of Service

The total minimum amount that you'll pay for a BVOIP is the \$55 set up charge + one month service charge + a telephone handset:

- \$64 + phone on BVoIP Biz
- \$69.90 + phone on BVoIP Traveller
- \$74.90 + phone on BVoIP Premium

What's Included:

- 1 DID Phone number
- Voicemail is sent to you via email only.
- Plus other features per plan selected.
- Online Management Portal for change requests.
- Access to outbound call records via my.alltel.com.au

What's Not:

- A one-time set-up charge of \$55.00 applies.
- Number porting charges apply if you want to transfer an existing phone number to your Business VoIP service.
- Handsets, routers, firewalls and other equipment.
- Change requests that can be performed via online portal will be charged at \$5 per request.

You are required to provide

- You are responsible for arranging and providing a suitable high-speed Internet connection capable of 100kbs up and down traffic per active call.
- Internal cabling between supplied handset and your router.
- Provide and Maintain own firewall.
- Provide correct address and update address if required.
- Provide correct address and current telephony bill of the DID you wish to port to Alltel. If no services numbers are elected on the application you will be provided new DID's.

Other Information

Cancellation

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

Changing Plans

You can upgrade or downgrade your plan at any time for free. Changes come into effect at the beginning of the next billing cycle.

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 will not receive a paper bill: instead, you can view all billing information through Alltel's customer portal. Direct Debits are typically processed on the 12th of the month.

Your first bill includes set up charges, pro-rata monthly plan charges for the remaining days of the month on which your service commenced, next month's plan charges in advance, plus call charges and any other charges incurred during the month.

Dishonour and Overdue Account Administration charges may also apply if bills are not paid on time.

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.

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