

This is a summary only. See full product details at [www.cheap1300number.com.au](http://www.cheap1300number.com.au)

### Information About This Service

A 1300 Number is a powerful way to increase sales and a professional way to present your business to customers.

1300 Numbers are for receiving incoming calls only—you still use your regular phone to make outgoing calls. These computerised numbers can be directed to any phone you choose including landline, mobile and VoIP. There's no need to install new phone lines: you simply answer the calls on your existing phones.

1300 Numbers are available from Alltel as a stand-alone service.

### Minimum Term

Unless otherwise stated, there are NO term contracts.

### What Your Customers Pay

When dialled from any Australian landline (including VoIP), calls are charged at a cost determined by the caller's carrier.

When dialled from mobile phone, calls are charged at a cost determined by the caller's mobile carrier, which may be more than the cost of a local call.

### Information About Pricing

All prices exclude GST.

#### Plan 1: Any Business - \$25 per month

Calls answered on	landline
Included minutes	500 (5¢ per min)
Excess minutes	10¢ per min

#### Plan 1: Corporate - \$50 per month

Calls answered on	landline
Included minutes	1000 (5¢ per min)
Excess minutes	8¢ per min

#### Plan 1: Mobile - \$30 per month

Calls answered on	mobile phone
Included minutes	250 (10¢ per min)
Excess minutes	20¢ per min

Upgrade or downgrade plans any time for free: changes come into effect at the beginning of the next calendar month. We require one calendar month written notice to cancel your service or change provider. Minimum cost for service (including \$30 setup fee) is \$55+GST. No minimum term contract. Cancel your service at any time with one month's written notice.

Change plans any time for free. The new plan comes into effect at the beginning of your next billing cycle. Single answer point only. You will have full use of your number for the life of your business.

Once included minutes have been used, excess minutes rate applies.

### What's Included

- No charge for call connection.
- Call rates above are shown per minute. Calls are billed in one-second increments. No minimum call charge, flagfall or call connection fee applies.

### Cancellation

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

### Total Minimum Cost

The total minimum amount that you'll pay for a 1300 Number is the \$30 set up fee + one month service fee.

- \$55 on the Any Business \$25 plan
- \$80 on the Corporate \$50 plan
- \$60 on the Mobile \$30 plan

### Other Information

#### *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 fees, pro-rata monthly plan fees for the remaining days of the month on which your service commenced, next month's plan fees in advance, plus calls and any other charges incurred during the month.

#### *Keeping an Eye on Usage*

Log in to Alltel's customer portal at any time ([my.alltel.com.au](http://my.alltel.com.au)) to view your current month's usage.

### Contact Details

If you have any questions, please contact us:

- 1300 855 611
- [support@cheap1300number.com.au](mailto:support@cheap1300number.com.au)
- [www.cheap1300number.com.au](http://www.cheap1300number.com.au)

If you wish to make a complaint, please contact us using the details shown above. Refer to <http://www.alltel.com.au/images/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](mailto:tio@tio.com.au)
- PO Box 276, Collins Street West, VIC 8007