

BUSINESS INTRO

See full product details at www.alltel.com/business-intro

INFORMATION ABOUT THIS SERVICE

Description

Alltel Business Intro is a professional greeting service that plays a pre-recorded message at the start of every call.

Minimum term

There is no minimum contract term for this service.

Cancellations

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

Exclusions

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

Professional voice talent

If required, Alltel has a wide range of male and female voice talents who can professionally record your Business Intro (prices start at \$49).

Custom greetings

Additional words can be added to your professional voice talent recording - charges apply.

Qualifications

Business Intro is not a stand-alone Alltel service and is only available as either an optional add-on to, or as a standard feature of another service. This service is included as a standard feature of 1300 ADVANCE or 1800 ADVANCE plans, free of charge.

PRODUCT	
1300 Number	Complete with Business Intro
1800 Number	
13 Number	
SmartConnect®	

INFORMATION ABOUT PRICING

All prices exclude GST.

Minimum monthly charge

The linked Alltel service (SmartConnect®, 13 / 1300 / 1800 number) incurs separate minimum monthly charges - the below noted minimum monthly.

BUSINESS INTRO	MINIMUM MONTHLY CHARGE
Minimum monthly charge*	\$10 Monthly

*Excludes one-time setup fees

Setup and professional recording charges

BUSINESS INTRO	ONCE-OFF CHARGE
Professional recording	Price starts at \$49 Additional charges may apply
Setup charge	\$50

Plan changes

Plan upgrades or downgrades are not available for this service.

Early termination charge

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

Changes

Changes to existing services (e.g. changing introduction message) may attract additional charges.

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

Enquiries, feedback, technical support, and complaints

EARLY TERMINATION CHARGE	
Phone	1300 255 835 (Option 2)
Email	support@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")

This service does not qualify among 'telecommunications services' covered in the Telco Act. As such, this service is not regulated. This means that the TIO has no jurisdiction over the performance of this service and the TIO is not available as a resource for any complaints related to this service.