

Voice To Email

See full product details at <https://www.alltel.com.au/voice2email>.

INFORMATION ABOUT THIS SERVICE

Description

Alltel Voice To Email is a virtual voicemail service that allows you to access voice messages through your email. Voice messages are emailed to you in WAV format (sound file).

A Voice To Email service can be added to any 13, 1300, and 1800 number. Simply use the provided dedicated local number as a redirection point for your service.

Minimum term

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

Cancellations

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

Inclusions

Dedicated local number

We allocate a unique local phone number for each service which can be used as an answerpoint for a 13, 1300 or 1800 phone number. This is an internal system number which is subject to change and remains the property of Alltel.

Exclusions

Pre-recorded greeting

A custom pre-recorded greeting is played at the start of every call to thank callers and ask them to leave a message. You can provide your own recording or Alltel's professional voiceover talents record can one for you (costs start at \$95).

Qualifications

To receive email notifications you will need an active email address.

INFORMATION ABOUT PRICING

All prices exclude GST.

Minimum monthly charge

Minimum monthly charges vary, depending on the selected plan.

| PLAN | MINIMUM MONTHLY CHARGE |
|---------------------|------------------------|
| Voice to email | \$15 |
| Voice to email plus | \$30 |

Early termination charge

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

Included minutes and setup charges

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

| PLAN | VOICE TO EMAIL | VOICE TO EMAIL PLUS |
|------------------|-----------------|---------------------|
| Setup charge | \$30 | |
| Included minutes | 1000 per month | 5000 per month |
| Excess* | 15c per minutes | |

*Messages received that exceed the number of minutes included in the plan are quoted on a per-minute rate and charged pro-rata in 1-second increments.

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.

Changes

Changes to existing services (e.g. changing an email address) may attract additional charges.

Re-sending a fax

Charges may apply when re-sending a message.

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

Our expert Customer Care team is here to help.

Voice To Email

| 1300 NUMBERS AUSTRALIA CONTACT DETAILS | |
|--|--|
| Phone | 1300 255 835 (Option 2) |
| Email | support@1300numbersaustralia.com.au complaints@1300numbersaustralia.com.au |
| LiveChat | https://www.1300numbersaustralia.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 | https://www.tio.com.au/complaints |