

See full product details at www.cheap1300number.com.au

INFORMATION ABOUT THIS SERVICE

Description

1300 numbers are virtual business numbers that can be called for as low as the cost of a local call. These numbers receive incoming calls and redirect them to an existing phone line ("answerpoint") such as a mobile or landline.

Cancellations

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

Minimum term

There is no minimum contract term, but cancellation and/or transfer charges apply if the service is cancelled within the first 12 months.

Exclusions

Any phone calls received on your 1300 number will be charged at the applicable call rate.

Qualification

An existing phone service is required as an answer point for this service. Calls can be answered on landlines, mobiles, and VoIP phones.

INFORMATION ABOUT PRICING

All prices exclude GST

ANSWER POINT	LANDLINE		MOBILE
Plan	Anytime 1300 - 500	Anytime 1300 -1000	Anytime Mobile - 250
Cost	\$35 per month	\$60 per month	\$40 per month
Included minutes	500 Minutes included	1000 Minutes included	250 Minutes included
Excess call rates	10c per minute	8c per minute	20c per minute
Once off setup	\$30	\$30	\$30

Included minutes

Included minutes & call rates are quoted per minute and billed pro-rata in 1 second increments.

Early termination charge

Cancellations or transfers within the first 12 months incur charges.

TYPE	EARLY TERMINATION CHARGE
Cancellation	\$25
Transfer/port away	\$75

Plan upgrades and downgrades

Plan changes for ANYTIME 1300 500, ANYTIME 1300 1000, & ANYTIME MOBILE 250 plans are free. Upgrades are estimated to take effect on the next business day, and downgrades at the beginning of the next calendar month.

Changes

Changes to answerpoints and routing for existing services incur 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 your customer portal at any time to view your services, track your usage, access reports, and access your bills.

Roaming

1300 numbers may be compatible with international telephone networks (e.g. US, UK, and China) but there is no guarantee of a successful connection. Mobile roaming charges may be charged by your mobile provider for 1300 number calls answered outside of Australia.

Enquiries, feedback, technical support, and complaints

Our expert Support team is here to help.

CHEAP 1300 NUMBER CONTACT DETAILS	
Phone	1300 855 611
Email	info@alltel.com.au
Live Chat	Start a session directly from www.cheap1300number.com.au

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