

# Virtual Phone Bundle

1300 /1800 Number plus Phone Answering Service



## Boost Your Business Image and Never Miss a Call Again

Our Virtual Phone Bundle will ensure your business makes a great first impression every time. The bundle comes with your choice of either a 1300 or 1800 number combined with a live phone answering service that best suits your needs. That way you gain all the benefits of an Australia Wide Inbound Number while making sure every call is answered by a professional phone operator based in Australia.



### Australian Based

Our operators and call centre are located in Australia. You can rest assured we have the local knowledge to understand your business and provide an outstanding service.



### 100% Customised

The phone answering scripts used by the operators are fully customised to your business requirements. Our flexible options are designed to meet almost any business need.



### Choice of Services

Choose from a range of services including Business 24/7 live answering and message service; Business Team that caters for multiple team members; and a Virtual Reception service.

## Mix and Match to Create the Ideal Call Management System

The services can be set up in a variety of ways, all designed to suit your business requirements. You can either route the 1300-1800 number directly to the answering service and receive messages via SMS and email; or utilise the wide range of features and functions to route some calls to the answering service, and others to a designated mobile or a landline number.

Call Us on [1300 00 1300](tel:1300001300) or Enquire Online and Make Your Business Even More Outstanding

## VIRTUAL PHONE BUNDLE

### INFORMATION ABOUT THE PRICING

#### MONTHLY ACCESS FEE and CALL CHARGES

	BUSINESS MESSAGES	BUSINESS TEAM	VIRTUAL RECEPTION
Monthly Access Fee	\$39	\$45	\$57
PHONE ANSWERING SERVICE			
Included Calls	15	15	15
Additional Calls	\$2.00	\$2.40	\$3.20
Additional Transfers	×	×	\$1.90
Message SMS/Email	Included	Included	Included
Custom Greeting	Included	Included	Included
3 Custom Questions	Included	Included	Included
Multiple Contacts	×	✓	✓
Call Transfer	×	×	✓
Additional Questions	\$0.25	\$0.25	\$0.25
Additional Scripting	\$0.90	\$0.90	\$0.90
Additional SMS	\$0.20	\$0.20	\$0.20
Additional Email	Included	Included	Included
1300/1800 NUMBER			
Included Calls	\$9	\$9	\$9
AUS Calls Routed to Australian Landline			
	6c per Minute	6c per Minute	6c per Minute
AUS Calls Routed to Australian Mobile			
	12c per Minute	12c per Minute	12c per Minute

Please Note: Phone Answering - call Fee applies even if the caller does not leave a message. SMS messages include a maximum of 160 characters. Additional charges apply to SMS messages with more than 160 characters. 1300/1800 Number - call charges quoted per minute and billed per second.

#### MINIMUM TERM and PLAN CHANGES

Minimum term is one (1) month. You can change your plan at any time and changes take effect from the commencement of the following billing period.

#### SET UP FEE and ADDITIONAL CHARGES

Service Set Up: \$48 including primary contact (Business Messages) or two (2) contacts (Business Team and Virtual Reception). Extra contacts (Business Team and Virtual Reception only): \$10 each or custom quote for more than 10 contacts.

Additional charges may apply for some setups and changes to answering instructions. Please contact our Customer Care Team on 1300 00 1300 for more information.

#### CANCELLATIONS

The service can be cancelled at any time. A full monthly access fee applies to the billing period in which the service is being cancelled.

## OTHER INFORMATION

### CONNECTION TIMEFRAMES

Upon receiving and accepting the Service Application Form, we will commence the connection process. Connection timeframes may vary upon the type of connection required. We will inform you of the approximate connection timeframe at the time of receiving the Service Application Form.

### FULL TERMS

Information and pricing is correct at the time of publication and is subject to change. All pricing is **exclusive of GST**. This information is a summary only. For full details of the Customer Terms and Company Policies, please visit [business1300.com.au/policies-legal](https://business1300.com.au/policies-legal)

### BILLING

We will bill you in advance for the monthly access fee and in arrears for the call charges. Any included calls will be calculated according to the portion of the month they relate to. Our billing cycle ends at the end of a calendar month and your first bill will include the part of the month when the service was activated as well as the monthly access fee in advance for the following month. Our standard method for bill delivery is email. Paper billing is available for a monthly fee of \$5. To opt in to paper billing, please contact our Customer Care Team on 1300 00 1300.

### PAYMENT METHOD

We accept payment by Direct Debit from a bank account or a credit card. Other payment terms are available by prior arrangement only.

### CONTACT US

We are committed to excellence in customer service and advice to its customers. If you have any questions regarding the service please contact our Customer Care Team on 1300 00 1300 or visit [business1300.com.au/contact-us](https://business1300.com.au/contact-us)

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