

Business 247 Messages

Australian Based Phone Answering and Message Service



A Professional Voice for Your Business

Business 24/7 is a professional call answering and message service that can be answered in a personal or a company name. Once the call is answered by our operators, we take a message and forward to you via email and SMS. And of course, our operators and the phone messaging service is based in Australia.

Ideal as a Permanent Phone Answering Solution or as a Support Service During Those Busy Periods and Time Off



Australian Based

Our operators and call centre are located in Australia. With local knowledge and training, our operators will answer your calls as if they were based at your business premises.



24/7 Answering

Our services operate 24 hours a day, 7 days a week, 365 days a year. This means your service will always be operating, even on major public holidays such as Christmas or New Year's Day.



Short or Long Term

Our services cater for both short term and long-term periods and can be used for a variety of purposes to suit your business requirements.

The Business 24/7 answering service has a number of business applications, whether you're a small business or a corporation. Use the service in a number of ways; such as an alternative to voicemail, a dedicated business call answering service, an after-hours service or an emergency hotline. The 24/7 phone messaging service is also ideal for call overflow and temporary call diversions during those busy periods of the day.

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

BUSINESS 247 MESSAGES

INFORMATION ABOUT THE PRICING

MONTHLY ACCESS FEE and CALL CHARGES

	LITE \$30 P/MO	MID \$70 P/MO	PRO \$132 P/MO	ULT \$210 P/MO
Message SMS/Email	Included	Included	Included	Included
Custom Greeting	Included	Included	Included	Included
3 Custom Questions	Included	Included	Included	Included
Access Fee	\$30	\$70	\$132	\$210
Included Calls	15	40	80	150
Additional Calls	\$2.00	\$1.75	\$1.65	\$1.40
Additional Questions	\$0.25	\$0.25	\$0.25	\$0.25
Additional Scripting	\$0.90	\$0.90	\$0.90	\$0.90
Additional SMS	\$0.20	\$0.20	\$0.20	\$0.20
Additional Email	Included	Included	Included	Included

Please Note: 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.

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: \$29

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

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

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