

# Short Term Phone Answering

Casual Virtual Receptionist and Live Phone Answering



## Get Some Short Term Help

Our Casual Virtual Receptionist and Short Term Phone Answering Services are designed to relieve your reception staff, assist during marketing campaigns and unusually busy periods, or take care of the telephone calls during the holidays. And of course, our live operators and the answering service are 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.

## Short Term Answering One Month Call Pack

Choose the answering service that best suits your needs. The included calls are valid for one (1) month and once set up, the account will stay open as long as there is call activity in any given 12 month period. Additional 1 month call packs can be added at any time and as required during times when the business needs it most.

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

## SHORT TERM ANSWERING

### INFORMATION ABOUT THE PRICING

#### MONTHLY ACCESS FEE and CALL CHARGES

	BUSINESS MESSAGES	BUSINESS TEAM	VIRTUAL RECEPTION
Access Fee	\$50	\$60	\$80
Included Calls	25	25	25
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

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.

#### SERVICE DURATION

The service will be active for one (1) month from the date of activation. It will then be automatically suspended unless renewed.

#### SET UP FEE and ADDITIONAL CHARGES

Service Set Up: \$29 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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