

# Business Team

Professional Answering Service for Business Teams



## It's All About Team Work

Business Team 24/7 is a professional business answering and telephone message service designed for multiple team members. Once the phone call is answered by the operator a message is taken and forwarded via email and SMS directly to the intended recipient. And of course, our operators and the call centre 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.



### 100% Customised

Our services are fully tailored to your business requirements. Choose how the operators answer each call and what caller info to collect.



### 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.

Whether you're a small business or a corporation, this answering and message service is ideal for businesses with more than 2 team members. It's perfect for business operators that require a dedicated answering and message service to ensure they project a professional image. It's also ideal for call overflow and temporary call diversions of the main business line, or as an after hours or an emergency answering service.

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

## BUSINESS TEAM

### INFORMATION ABOUT THE PRICING

#### MONTHLY ACCESS FEE and CALL CHARGES

	LITE \$36 P/MO	MID \$88 P/MO	PRO \$164 P/MO	ULT \$270 P/MO
Multiple Contacts	Included	Included	Included	Included
Message SMS/Email	Included	Included	Included	Included
Custom Greeting	Included	Included	Included	Included
Qualifying Question	Included	Included	Included	Included
3 Custom Questions	Included	Included	Included	Included
Access Fee	\$36	\$88	\$164	\$270
Included Calls	15	40	80	150
Additional Calls	\$2.40	\$2.20	\$2.05	\$1.80
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 including two (2) contacts. Extra contacts: \$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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