

On-Call Escalation

Critical Support Call Answering



Support for When Your Business Needs it Most

On-Call Escalation is an ideal solution for businesses that require assistance with their critical support hotlines. Our highly trained operators will answer calls on behalf of your business and take all the necessary details, before calling one of your team members. If the call is unsuccessful, our operators will continue calling one of your team members until someone answers. It's an excellent solution for calls that require immediate assistance, critical services, or businesses with on-call rosters.



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

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.



Operates 24/7, 365 Days a Year

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.

Ideal for Critical Support Lines

On-call escalation is the perfect solution for almost any critical or after-hours call line. Whether it's for equipment breakdowns, IT outages, or late night locksmith callouts, our operators will be there to assist callers in getting the help they need.

At Business 1300, we're the experts and one of Australia's leading providers of telephone answering services. Let us show you how our escalation service can help streamline your critical support process.

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

ESCALATION SERVICE

INFORMATION ABOUT THE PRICING

MONTHLY ACCESS FEE and CALL CHARGES

	LITE \$60 P/MO	MID \$140 P/MO	PRO \$256 P/MO
Multiple Contacts	Included	Included	Included
Message SMS/Email	Included	Included	Included
Custom Greeting	Included	Included	Included
3 Custom Questions	Included	Included	Included
Access Fee	\$60	\$140	\$256
Included Calls	15	40	80
Additional Calls	\$4.00	\$3.50	\$3.20
Outbound Calls	\$3.60	\$3.60	\$3.60
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.

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: From \$60 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

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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