



CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION and KEY INFORMATION

Virtual Assistant is an Australian based 24/7 live phone answering service where highly trained operators will answer calls and perform a required task such as an appointment booking, taking a reservation request, or simply answering general FAQs. The service is specifically tailored to the required needs and may include additional charges for more complex set-ups. Please contact us on **1300 00 1300** to discuss your requirements.

INFORMATION ABOUT THE PRICING

MONTHLY ACCESS FEE and USAGE CHARGES

	LITE \$33 P/MO	MID \$80 P/MO	PRO \$144 P/MO
Multiple Contacts	Included	Included	Included
Message SMS/Email	Included	Included	Included
Custom Greeting	Included	Included	Included
Qualifying Question	Included	Included	Included
Access Fee	\$33	\$80	\$144
Included Calls Max 60s	15	40	80
Additional Calls Max 60s	\$2.20	\$2.00	\$1.80
Additional Seconds	\$0.035	\$0.035	\$0.035
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.

ADDITIONAL CHARGES

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.

SET UP FEE and MINIMUM TOTAL COST

Set-Up: from \$60 including two (2) contacts. Extra contacts: \$10 each or custom quote for more than 10 contacts. Minimum Total Cost: \$93.

SERVICE 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

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 www.b1300.com.au/policies-legal

CONNECTION TIMEFRAMES

Upon receiving and accepting the Service Application Form, we will commence the connection process and inform you of the approximate connection timeframe. As a general guide, new service connections are done within one (1) business day.

USAGE INFORMATION

For information about your current usage levels please contact our Customer Care Team on **1300 00 1300**

BILLING

We will bill you in advance for the monthly access fee and in arrears for any additional charges. 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. For further details please contact Customer Care Team.

CONTACT US

B1300 is committed to excellence in customer service and advice to its business customers. If you have any questions regarding the service please call **1300 00 1300**

If for some reason you are not satisfied with the service received, please contact our Customer Care Team and inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit www.b1300.com.au/compliments-and-complaints

If you are still not satisfied with the steps taken by B1300 to resolve your issue, you can seek assistance from the Telecommunications Industry Ombudsman (TIO). TIO will only investigate complaints if you have already attempted to resolve your issue with B1300 and is an option of last resort. You can contact TIO by visiting www.tio.com.au or by calling 1800 062 058.