



## CRITICAL INFORMATION SUMMARY

### INFORMATION ABOUT THE SERVICE

#### SERVICE DESCRIPTION and KEY INFORMATION

The Virtual Phone Bundle comes with a choice of either a 1300 or 1800 number, combined with an Australian based 24/7 live phone answering service. Depending on your business requirements, you can choose from a range of phone answering services including Business Messages, Business Team, or a Virtual Reception service. You can either route the 1300/1800 number directly to the phone answering service and receive messages via SMS and email; or utilise the wide range of features and functions to route some calls to the answering service, and others to a designated mobile or landline number. Please contact us to discuss your specific requirements.

### INFORMATION ABOUT THE PRICING

#### MONTHLY ACCESS FEE and USAGE CHARGES

	BUSINESS MESSAGES	BUSINESS TEAM	VIRTUAL RECEPTION
Monthly Access Fee	\$39	\$45	\$57
PHONE ANSWERING SERVICE			
Included Calls	15	15	15
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
1300/1800 NUMBER			
Included Calls	\$9	\$9	\$9
AUS Calls Routed to Australian Landline			
	6c per Minute	6c per Minute	6c per Minute
AUS Calls Routed to Australian Mobile			
	12c per Minute	12c per Minute	12c per Minute

Phone Answering - call Fee applies even if the caller does not leave a message. SMS messages include a max of 160 characters. Additional charges apply to SMS messages with more than 160 characters. 1300/1800 - call charges quoted per minute and billed per second.

#### SET UP FEE and ADDITIONAL CHARGES

Set Up: \$48 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.

#### MINIMUM TERM and MINIMUM TOTAL COST

Minimum Term: one (1) month. Minimum Total Cost: \$87.

#### PLAN CHANGES and SERVICE CANCELLATIONS

You can change your plan at any time and changes take effect from the commencement of the following billing period. 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](http://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](http://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 Telecommunication 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](http://www.tio.com.au) or by calling 1800 062 058.