



CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION and KEY INFORMATION

Short Term Phone Answering is 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. 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 one month call packs can be added at any time and as required during times when the business needs it most.

INFORMATION ABOUT THE PRICING

MONTHLY ACCESS FEE and USAGE 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.

SERVICE CANCELLATIONS

The service can be cancelled at any time. Any call credits will expire upon cancellation.

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 access fee and setup charges, and in arrears for any additional charges. Our billing cycle ends at the end of a calendar 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 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 or by calling 1800 062 058.