

Critical Information Summary

This Critical Information Summary contains some important information for your plan. It's a good idea to read it through.

Vodafone Business Answering Service – Business Assistant

Service description

Vodafone Business Answering – Business Assistant is a service that allows customers to have a live operator answer calls made to their business number. The operator will greet the caller on behalf of the Vodafone customer and can follow a wide range of customised call flows – including appointment bookings, CRM updates, complex scripts and much more. More basic actions like sending messages via SMS or email and call transfers are also available.

Information about the service

Business Answering Service – Business Assistant	Minimum term
Our Business Assistant Service is ideally suited to businesses of all sizes looking for customised call answering solutions with 24/7 coverage. Business Assistant is suited to when you need appointments booked, CRMs updated, scripted call flows. Optional add-on features include: custom scripting, escalation management and lone worker monitoring .	1 month
You can divert your mobiles, landlines, 1300 or 1800 numbers to us for call overflow or after hours. Incoming calls will be answered in your company name by professionally trained, Australian-based Receptionists 24/7 and can be transferred to specific contacts or departments within your business based on your needs.	
We'll handle the call consistently with your instructions.	
Your company details (business hours, address, website, phone number and email) will also be provided if requested by the caller.	

Plan Name	Pay As You Go	Business Assistant 25	Business Assistant 50	Business Assistant 100	Business Assistant 250	Business Assistant 500	Business Assistant 1000	For plans with over 1000 included minutes please contact us to discuss pricing
Plan Fee Min monthly charge	\$65	\$125	\$165	\$280	\$640	\$1,230	\$2,375	
Included Incoming Minutes Per month	0	25	50	100	250	500	1000	
Each Additional Incoming Minute	\$3.35	\$3.25	\$3.15	\$3.05	\$2.95	\$2.80	\$2.70	
After hours premium <i>Per min on national public holidays and outside of 8am – 6pm Mon-Fri</i>	\$0.50	\$0.50	\$0.50	\$0.50	\$0.50	\$0.50	\$0.50	
Total min cost Min set up fee + 1 month plan fee	\$115	\$175	\$215	\$330	\$690	\$1,280	\$2,425	
Set Up Fee One off payment	Starting from \$50 <i>Set up fee is dependent on complexity and will be discussed during setup</i>							
SMS charge	\$0.10 (per SMS segment (160 characters). E.g., A single message that is over 320 characters in length = 3 SMS segments)							

Transfer charge Per transfer - only charge when successful	\$0.30
Number of contacts	Unlimited
Fee for additional contacts	\$0
1300/1800 number (per month)	\$15
Inclusions	<ul style="list-style-type: none"> You will be provided with a unique local number which you can divert calls to. Calls will be answered in your company name. Customised call handling dependent on your specific needs Call messages can be immediately sent by email. Messages may also be viewed in your client portal and mobile application. Your company details (business hours, address, website, phone number and email) will be provided if requested. You will be provided with access to a client portal and mobile application to be used with your Business Answering Service
Exclusions	<p>Additional fees may apply when:</p> <ul style="list-style-type: none"> You require assistance to make changes to your Answering Service, such as updates to your answer phrase, staff / department listing, mobile numbers or email addresses. Your payment is dishonoured or your bill isn't paid by the due date. Rostering is setup or changed. <p>For a full list of additional Miscellaneous Charges please visit www.vodafone.com.au/messagingrates</p>

Other information

Term	Business Answering Services are provided on consecutive one month periods until cancelled
Cancellation	3 days' written notice before the beginning of your next billing period is required to cancel your service.
Plan Fee and other fixed recurring charges	Your plan fee and any other fixed monthly charges will be invoiced monthly in advance on the same day each month that corresponds to your service commencement date.
Pre-paid Credit and usage charges	<p>You will be required to make an initial payment to establish a pre-paid credit on your account of \$50. This credit will cover future usage charges including calls in excess of your plan allowance and after-hours call charges. When your pre-paid credit is reduced to nil, you will be invoiced same day to return your pre-paid credit balance to \$50.</p> <p>In the event of high usage, we may increase the pre-paid credit balance requirement above \$50.</p>
Bill	Your Vodafone Business Answering bill will be emailed to you.
Changing Plans	<p>You can change your plan at any time. Changes will become effective within two business days</p> <p>Plan changes may result in an account credit or additional charges at the time dependent on the change you are making and your individual circumstances</p>
We're here to help	<p>If you have any questions or require assistance, please contact Customer Care:</p> <p>Phone: 1300 133 585 Email: messagingcare@vodafone.com.au Website: answering.vodafone.com.au</p> <p>If, after speaking with us, you aren't happy with the outcome you may also contact the Telecommunications Industry Ombudsman on 1800 062 058, or head to www.tio.com.au</p>

For information on other plans, head to www.vodafone.com.au/cis. To view the full terms and conditions for this plan, head to www.vodafone.com.au/terms. Personal use only. Vodafone's Fair Use Policy applies to any unreasonable use of plan inclusions. This includes use of any 'Unlimited' offerings. Head to www.vodafone.com.au/sfoa.