

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 Receptionist

This service is Business Answering service

Service description Vodafone

Vodafone Business Answering – Receptionist Message 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 transfer the call to the customer or send a message to specified numbers via SMS or specified email addresses depending on the customer's preferences.

Information about the service

Business Answering Service – Business Receptionist	Minimum term
Our Business Receptionist Service is ideally suited to businesses of all sizes looking to provide their callers with a professional receptionist experience 24/7.	1 month
You can divert your mobiles, landlines, 1300 or 1800 numbers to us permanently, 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 people or departments within your business based on the your needs	
We'll request the callers' name, contact number as well as a brief message if offered.	
The callers' details (name, company name, contact number, brief message) will be taken down and immediately sent by email or by SMS to your mobile. Messages may also be viewed in your client portal and mobile application. These will be sent to a specific staff member or department based on the caller's specific needs	
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 Receptionist 25	Business Receptionist 50	Business Receptionist 100	Business Receptionist 250	Business Receptionist 500	Business Receptionist 1000	For plans with over 1000 included calls please contact us to discuss pricing
Plan Fee Min monthly charge	\$30	\$99	\$180	\$325	\$750	\$1475	\$2910	
Included Incoming Calls Per month	0	25	50	100	250	500	1000	
Each Additional Incoming Call Per call	\$3.95	\$3.90	\$3.80	\$3.65	\$3.55	\$3.45	\$3.35	
After hours premium (per call) (outside of 8am – 6pm)	\$0.60	\$0.60	\$0.60	\$0.60	\$0.60	\$0.60	\$0.60	
Total min cost Set up fee + 1 month plan fee	\$30	\$99	\$180	\$325	\$750	\$1475	\$2910	
Set Up Fee One off payment	\$0							

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	\$0.30 (per transfer - only charge when successful)
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. The callers' name, phone number and a brief message will be requested and immediately sent by email. Messages may also be viewed in your client portal and mobile application The call details will be sent to specific staff members and/or departments based on the caller's needs 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 Business Answering Service, such as updates to your answer phrase, mobile numbers or email addresses - these changes can be done via your client portal or mobile application free of charge. Your payment is dishonoured or your bill isn't paid by the due date.

Other information

Term	Business Answering Services are provided on consecutive one month periods until cancelled.
Cancellation	3 days' written notice before the commencement of your next one month period service 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 immediately.</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.tpgtelecom.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.