

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 Starter

Service description

Vodafone Business Answering – Business Starter 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 will send a message to the Vodafone customer informing them of details of the call received.

Business Answering Service – Business Starter	Minimum term
Our Business Starter Service is ideally suited to small businesses and sole traders looking to grow their business by ensuring a sales enquiry is never missed and providing 24/7 support to existing customers.	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	
The callers' details (name, contact number and brief message) will be taken down and immediately sent by email and/or an SMS to your mobile. Messages may also be viewed in your client portal and mobile application.	

Plan Name	Pay As You Go	Business Starter 25	Business Starter 50	Business Starter 100	Business Starter 250	Business Starter 500	Business Starter 1000	For plans with over 1000 included calls please contact us to discuss pricing
Plan Fee Min monthly charge	\$22	\$69	\$110	\$195	\$475	\$915	\$1,820	
Included Incoming Calls Per month	0	25	50	100	250	500	1000	
Each Additional Incoming Call	\$2.85	\$2.75	\$2.60	\$2.50	\$2.40	\$2.30	\$2.20	
After hours premium Per call on national public holidays and outside of 8am – 6pm Mon-Fri	\$0.40	\$0.40	\$0.40	\$0.40	\$0.40	\$0.40	\$0.40	
Total min cost Set up fee + 1 month plan fee	\$22	\$69	\$110	\$195	\$475	\$915	\$1820	
Set Up Fee One off payment	\$0							
SMS charge (per SMS segment (160 characters). E.g. A single message that is over 320 characters in length = 3 SMS segments)	\$0.10							
Number of contacts	1							
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, along with the request for the caller to leave a message. The callers' name, phone number and a brief message will be requested and immediately sent by email and/or an SMS to your mobile. Messages may also be viewed in your client portal and mobile application. 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. <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.
Bill	Your Vodafone Business Answering bill will be emailed to you.
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	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.
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.