



**AUS  
BASED**

**FROM  
\$49  
PER MTH**

## The Directors of First Impressions

### Get a Team of 24/7 Virtual Receptionists

Virtual Reception is a phone answering service that goes beyond taking messages. The live operator will answer the phone call in either a personal or a company name, identify the required person or department, and then transfer the call directly to the recipient. If the call is unable to be taken live, the operator will take a message and forward it via email and SMS.

Our call centre is **based in Australia** and this service is ideal as a **professional business phone answering and call handling service**, delivering exactly what a business telephone receptionist would do. It may be used as a permanent reception service or for call overflow and temporary call diversions of the main business line, such as during lunchtime or when the reception staff need to be relieved.

## INFORMATION ABOUT THE PRICING

### MONTHLY ACCESS FEE and CALL CHARGES

	<b>LITE</b> <b>\$49</b> P/MTH	<b>MID</b> <b>\$90</b> P/MTH	<b>PRO</b> <b>\$195</b> P/MTH
Message SMS / Email	Included	Included	Included
Custom Greeting	Included	Included	Included
Custom Questions x3	Included	Included	Included
Access Fee	<b>\$49</b>	<b>\$90</b>	<b>\$195</b>
Included Calls	<b>20</b>	<b>40</b>	<b>100</b>
Additional Calls	<b>\$2.45</b>	<b>\$2.25</b>	<b>\$1.95</b>
Additional Questions	\$0.25	\$0.25	\$0.25
Additional SMS	\$0.15	\$0.15	\$0.15
Additional Email	FREE	FREE	FREE

Call Fee Applies Even If the Caller Does Not Leave a Message

### MINIMUM TERM

3 Months

### SET UP FEE

\$20 including set up of the primary user. A set up fee of \$10 per additional user applies. Please contact us for set up charges of teams larger than 6 members.

### ADDITIONAL CHARGES

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.

## OTHER INFORMATION

### CANCELLATIONS

The service can be cancelled at any time after the minimum term. A full monthly access fee applies to the calendar month in which the service is being cancelled.

### FULL TERMS

Information and pricing is correct at the time of publication but may be subject to change. All pricing is **exclusive of GST**. This information is a summary only. For full details of the terms and conditions please visit [www.business1300.com.au](http://www.business1300.com.au) and see Service Terms and Conditions (SFOA).

### BILLING

Business 1300 will bill you in advance for the monthly access fee and in arrears for the call 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. Any call charges will be calculated and charged according to the portion of the month that it relates to. Business 1300's 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

Business 1300 accepts 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 our Customer Care Team on 1300 00 1300.

### CONTACT US

Business 1300 is committed to excellence in customer service and advice to its customers. If you have any questions regarding the service please contact our Customer Care Team on 1300 00 1300 or visit [www.business1300.com.au/contact-us](http://www.business1300.com.au/contact-us)