

See full product details at [www.virtualofficeservices.com.au/services](http://www.virtualofficeservices.com.au/services)

## INFORMATION ABOUT THIS SERVICE

### Description

Business Intro is a professional greeting service that plays a pre-recorded message at the start of every call.

### Minimum term

There is no minimum contract term for this service.

### Inclusions

#### Professional voice talent greeting recording

A professionally-recorded greeting message (up to 20 words) is included only if Business Intro is selected as a 13 /1300 / 1800 number add-on. We have a wide range of male and female voice talents who can professionally record your greeting message (up to 20 words) for \$49.

### Exclusions

#### Custom greetings

Additional words can be added to your professional voice talent recording - charges apply.

### Qualifications

Business Intro is not a stand-alone service and is only available as an optional add-on to an inbound number service. Contact us for more information on getting a 13, 1300, and 1800 number.

## INFORMATION ABOUT PRICING

All prices exclude GST.

### Minimum monthly charge

The linked inbound number service 13 / 1300 / 1800 number incurs separate minimum monthly charges - the below noted minimum monthly charge refers only to Alltel's Business Intro service.

BUSINESS INTRO	ADD-ON
Minimum monthly charge*	\$10 Monthly

\*Excludes one-time setup fees

### Setup and professional recording charges

BUSINESS INTRO	OPTIONAL ADD-ON
Monthly charge	\$10
Setup charge	\$49
Professional recording	Price starts at \$49 Additional charges may apply

### Plan upgrades and downgrades

Plan upgrades or downgrades are not available for this service.

### Early termination charge

No early termination charges apply to this service, but we require 30 days advance written notice of cancellation.

### Changes

Changes to existing services (e.g. changing an email address) may attract additional charges.

### Additional charges may apply

Additional fees and charges may apply, refer to our [Fees and Charges](#) schedule.

## OTHER INFORMATION

### Managing your service, including usage information

Log in to Alltel's customer portal at any time to view your services, track your usage, access reports, and access your bills.

### Enquiries, feedback, technical support, and complaints

Our expert Support team is here to help.

VIRTUAL OFFICE SERVICES CONTACT DETAILS	
Phone	1800 932 679
Web	<a href="http://www.virtualofficeservices.com.au">www.virtualofficeservices.com.au</a>

Please refer to our [Complaint Handling Policy](#).

### Telecommunications Industry Ombudsman ("TIO")

This service does not qualify among 'telecommunications services' covered in the Telco Act. As such, this service is not regulated. This means that the TIO has no jurisdiction over the performance of this service and the TIO is not available as a resource for any complaints related to this service.