

See full product details at www.virtualofficeservices.com.au/services

INFORMATION ABOUT THIS SERVICE

Description

A virtual reception service manages all your calls; and works as an overflow, after-hours, or emergency answering service by redirecting your calls to our Australian-based call centre whenever you need it. Professional virtual receptionists answer calls for you, take messages and forward messages to you via email and even SMS if required.

Virtual Reception plans have a set number of included messages and may be customised with feature add-ons.

All services listed in this Critical Information Summary are message-taking services only. Calls cannot be connected through to you, or otherwise redirected.

Minimum term

There is a one-month minimum term for this service and we require 30 days advance written notice of cancellation.

Inclusions

We allocate a unique local phone number (DID) for each service which can be used to forward your existing landline or mobile calls; or can be used as an answer point for 1300/1800 numbers. This is an internal system number which is subject to change & remains the property of Virtual Office Services. We strongly recommend that you do not advertise or publish your live answering DID number.

Qualifications

To receive SMS and email notifications you will need an active mobile number and email address.

INFORMATION ABOUT PRICING

All prices exclude GST.

Minimum monthly charge

Minimum monthly charges vary, depending on the selected plan.

PLAN	MINIMUM MONTHLY CHARGE
PA 15	\$25
PA 50	\$80
PA 100	\$150
PA 300	\$435

Included messages and setup charges

PLAN	MONTHLY CHARGE	INCLUDED MESSAGES	EXCESS*	SETUP CHARGE
PA 15	\$25	15	2.20	\$30
PA 50	\$80	50	2.20	
PA 100	\$150	100	2.20	
PA 300	\$435	300	1.90	

*Calls that exceed the number of monthly messages included in the plan are charged on a per-message excess rate.

Add-on features can be bolted on to any VR plan.

Additional team

Extend your service to multiple individuals or departments by adding additional teams at \$5 per team, per month. 30c per call.

Additional question

Add additional questions at \$5 per question per month. Standard cost for usage is 20c per question per answered call.

Additional SMS

Forward copies of your messages to multiple recipients via SMS at \$5 per month. Standard SMS rate of 15c per message will apply.

Early termination charge

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

SMS charges

Your plan provisions one (1) SMS (160 characters) text per call. Messages that exceed the provisioned 160 characters will be charged an extra 15c per excess SMS.

Changes

Changes to existing services (e.g. changing SMS numbers) 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 your customer portal at any time to view your services, track your usage, access reports, and access your bills.

Roaming

Mobile roaming charges may be charged by your mobile provider for messages received outside of Australia.

Enquiries, feedback, technical support, and complaints

Our expert Support team is here to help.

VIRTUAL OFFICE SERVICES CONTACT DETAILS	
Phone	1800 932 679
Web	www.virtualofficeservices.com.au

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.

Virtual Office Services is an authorised reseller of Alltel