

Vodafone Messaging Service Business Answering Service -Miscellaneous Charges

TPG Telecom Limited (ABN 76 096 304 620) referred to in this application as "Vodafone Messaging"



Service, Scripting and Message Delivery

Item	Description	Charge (exc GST)
Formatted Reports Scheduled & Non-Scheduled	Message Report or Calls Received Report formatted to your requirements emailed Daily, Weekly, Monthly or Ad-Hoc Basis	\$60 Per Hour (Minimum \$25)
Name/Data List Upload	Answering Services with large name / data lists can be uploaded from an excel sheet in the required format.	\$150
Roster Maintenance	Update an Answering Service Escalation Sequence	\$60 Per Hour (Minimum \$25)
After Hours Fee	Customer Care Business Hours are 09:00 to 17:00 Monday to Friday EST. On call staff are available After Hours for urgent assistance.	\$100 Plus other applicable charges arising from the change to service
Script Alterations / Service Updates / Call Transcript	Modify the script / call-flow / message delivery method for an Answering Service. Provide a written transcript of a call	\$60 Per Hour (Minimum \$25)
Answering Service Flow Charge	Detailed report of Answering Service scripting, flow and escalation steps	\$60 Per Hour (Minimum \$25)

Reporting & Details Service information

Item	Description	Charge (exc GST)
Archived Report	Message Report restored from Archive (Data older than 3 months)	\$250 Archive Retrieval +\$25 Per Month Required

Accounts, Payments & Bills

Item	Description	Charge (exc GST)
Late Payment Fee	Where account is not paid by the Due Date	\$10
Payment Dishonour Fee	Where a Direct Debit payment is dishonoured	\$9
Reconnection Fee	To reconnect service/s which have been barred at either the customer's request or as a result of non-payment of account	\$25
Change of Ownership	Transfer service/s to a new customer	\$65

Updated 26/09/2023