

# Critical Information Summary

Welcome to Vodafone Messaging. Here you'll find some important info. It's a good idea to read it through, just so you're across everything. It'll help you understand things like how much you pay and what that gets you.

## Virtual Answering Service – 24/7 Escalation Support

### Information about the service.

Virtual Answering Service – 24/7 Escalation Support	Minimum term
A 24/7 Escalation Support Service is for businesses that must provide support to their customers around the clock, such as trades, security and technical support companies.	1 month
We will provide you with a local number which you can divert your mobile, landline, 1300 or 1800 number to. Call forwarding is controlled by you and can be permanent or occasional. All your calls will be answered in your company name by professionally trained, Australian-based agents.	
Our agents will determine that requests meet defined criteria (urgent/non-urgent) before commencing an escalation. The callers' information (name, contact number, details of request) will be taken down and immediately sent by SMS to your on-call staff, and a copy can also be sent by email. Messages can also be sent to a Vodafone Pager (additional fees apply for a Pager Service).	
The on-call person must confirm they have received the message by replying to the SMS, or by phoning your dedicated confirmation's line. If the message has not been confirmed in a certain period of time, our operator will continue escalation via an SMS or Phone list based on our provided and agreed escalation list.,	
Your company details (business hours, address, website, phone number and email) will also be provided if requested by the caller.	

### Information about pricing

#### Inclusions

You will be provided with a unique local number which you can divert calls to

You will be provided with a dedicated local confirmation line which your on-call staff can phone to confirm receipt of messages

Calls will be answered in your company name

The urgency, callers' name, phone number and a brief message will be requested and immediately sent via SMS and can also be copied to an email

Company details (business hours, address, website, phone number and email) will be provided if requested

#### Exclusions

Additional fees may apply when

We provide you with a 1300 or a 1800 number, in addition to your local number

You make changes to your Answering Service, such as updates to your roster/escalation sequence, answer phrase, mobile number or email address

You'd like messages to be sent to more than one mobile

Your payment is dishonoured or your bill isn't paid by the due date

## Information about pricing

All prices are quoted exclusive of GST

Plan Name	Plan Fee (minimum monthly charge)	Monthly Escalation Fee	Included Incoming Calls (per month)	Each Additional Incoming Call	Total Minimum Cost
Escalation 25	\$67.50	\$50.00	25	\$2.80	\$167.50
Escalation 50	\$130.00	\$50.00	50	\$2.70	\$230
Escalation 100	\$250.00	\$50.00	100	\$2.60	\$350
Escalation 250	\$600.00	\$50.00	250	\$2.50	\$700
Escalation 500	\$1,150.00	\$50.00	500	\$2.40	\$1250
<b>Set Up Fee (once off)</b>	<b>\$50.00</b>				

For a full list of Miscellaneous Charges please visit [www.vodafone.com.au/messagingrates](http://www.vodafone.com.au/messagingrates)

- Additional scripting (questions, advices to callers) is quoted on a case-by-case basis and increases the pricing in the table above
- Each outbound call attempt made as part of an escalation is \$2.20 (National) or \$4.00 (International)
- Each inbound escalation confirmation call is \$2.20, SMS confirmation is free.

## Other information

<b>Cancellation</b>	One months' written notice is required to cancel your service.
<b>Changing Plans</b>	You can change your plan at any time. Changes will become effective on the 1st of the next billing month
<b>We're here to help</b>	<p>If you have any questions or require assistance please contact Customer Care:</p> <p><b>p 1300 133 585</b>  <b>f 1300 133 292</b>  <b>e <a href="mailto:messagingcare@vodafone.com.au">messagingcare@vodafone.com.au</a></b>  <b>w <a href="http://vodafone.com.au/messaging/answering-services">vodafone.com.au/messaging/answering-services</a></b></p> <p>If you have a problem with your Vodafone service and, after speaking with us, you are not happy with the outcome you may also contact the Telecommunications Industry Ombudsman on <b>1800 062 058</b> or go to <b><a href="http://tio.com.au">tio.com.au</a></b></p>

For info on other plans visit [vodafone.com.au/cis](http://vodafone.com.au/cis).

To view the full terms and conditions for this plan visit [vodafone.com.au/terms](http://vodafone.com.au/terms)