

# 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 – Lone Worker Service

**Information about the service.** Virtual Answering Service – Lone Worker Service

Virtual Answering Service – Lone Worker Service	Minimum term
Vodafone Messaging provides a dedicated number for your business	6 months
Your employee calls this number to log in, log out, extend their time or change details of the job	
If the worker does not log out before the specified time, our trained operators will attempt to contact them	
In the case they cannot be contacted, the workers supervisors are notified immediately	

Our Lone Worker services are a tailored solution to protect employees when they work alone.

They are commonly used in industries where employees or contractors work alone in risky environments. If they need help, being isolated can hinder the notification and response of emergency assistance. As an additional measure to keep your staff safe, they call our Brisbane-based operators to log when they begin a job and should be finished. If they do not log out by the specified time and cannot be contacted, we let you know immediately by escalating the information to the relevant contact in your team.

**Bundling:** You don't have to bundle this service.

**Minimum Term:** A Minimum 6 month term applies, after which you pay month to month.

### Information about pricing

Inclusions	
You will be provided with a unique landline number and 1300 number which you can divert calls to or dial directly	
Highly trained outbound operators will keep track of your employees that are working alone, off-site or after hours	
All Lone Worker contact information will be recorded and tracked in our system	
Calls will be answered in your company name	
The callers' name, phone number, location, time frame and work details will be requested and can be sent via SMS and/or email	
Exclusions	
Additional fees may apply when:	
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	
You pay by a method other than Direct Debit	
Your payment is dishonoured or your bill isn't paid by the due date	

For a full list of Miscellaneous Charges please visit <http://www.vodafone.com.au/messaging/answering-services>

Additional scripting (questions, advices to callers) is quoted on a case-by-case basis and increases the monthly Plan Fee and the and the additional incoming call charges

Each outbound call made as part of an escalation is charged at \$2.20 (National) or \$4.00 (International) plus GST.

## Information about pricing

All prices are quoted exclusive of GST

Plan name	Plan Fee (minimum monthly charge)	Included incoming calls per month	Each additional incoming call	Total min cost (Set up fee plus 6 months minimum term)
Lone Worker 25	\$130	25	\$3.30	\$1030
Lone Worker 50	\$205	50	\$3.20	\$1480
Lone Worker 100	\$350	100	\$3.10	\$2350
Lone Worker 250	\$775	250	\$3.00	\$4900
Lone Worker 500	\$1450	500	\$2.90	\$8950
Lone Worker 750	\$2075	750	\$2.80	\$12700
Lone Worker 1000	\$2650	1000	\$2.70	\$16150
Set up fee (once off)			\$250	

## Other information

<b>Cancellation</b>	One months' written notice is required to cancel your service after the minimum term
<b>Early Cancellation</b>	A cancellation fee applies if you cancel your service during the Minimum Term (\$124.25 x months remaining. Incoming call charges to cancellation date are also payable)
<b>Changing Plans</b>	You can change your plan at any time. Changes will become effective in the next billing cycle
<b>We're here to help</b>	<p>If you have any questions or require assistance please contact Customer Care; <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://www.vodafone.com.au/messaging/answering-services">http://www.vodafone.com.au/messaging/answering-services</a></b></p> <p>If after speaking with us you are not happy with the outcome you may also contact the Telecommunications Industry Ombudsman on 1800 062 058 or go to <a href="http://tio.com.au">tio.com.au</a></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)