

Short Term Phone Answering

Casual Virtual Receptionist and Live Phone Answering



Get Some Short Term Help

Our Casual Virtual Receptionist and Short Term Phone Answering Services are designed to relieve your reception staff, assist during marketing campaigns and unusually busy periods, or take care of the telephone calls during the holidays. And of course, our live operators and the answering service are based in Australia.



Australian Based

Our operators and call centre are located in Australia. You can rest assured we have the local knowledge to understand your business and provide an outstanding service.



100% Customised

The phone answering scripts used by the operators are fully customised to your business requirements. Our flexible options are designed to meet almost any business need.



Choice of Services

Choose from a range of services including Business 24/7 live answering and message service; Business Team that caters for multiple team members; and a Virtual Reception service.

Short Term Answering One Month Call Pack

Choose the answering service that best suits your needs. There are two (2) call packs available for each service. The included calls are valid for 1 calendar month and once set up, the account will stay open as long as there is call activity in any given 12 month period. Additional 1 month call packs can be added at any time and as required during times when the business needs it most.

Call Us on [1300 00 1300](tel:1300001300) or Enquire Online and Make Your Business Even More Outstanding

SHORT TERM ANSWERING

INFORMATION ABOUT THE PRICING

MONTHLY ACCESS FEE and CALL CHARGES

	BUSINESS MESSAGES	BUSINESS TEAM	VIRTUAL RECEPTION
Access Fee	\$45	\$60	\$90
Included Calls	30	30	30
Additional Calls	\$1.50	\$2.00	\$3.00
Message SMS/Email	Included	Included	Included
Custom Greeting	Included	Included	Included
3 Custom Questions	Included	Included	Included
Multiple Contacts	✗	✓	✓
Call Transfer	✗	✗	✓
Additional Questions	\$0.25	\$0.25	\$0.25
Additional Scripting	\$0.90	\$0.90	\$0.90
Additional SMS	\$0.20	\$0.20	\$0.20
Additional Email	FREE	FREE	FREE

Please Note: Call Fee Applies Even If the Caller Does Not Leave a Message

SERVICE DURATION

The service will be active for one (1) calendar month. It will then be automatically suspended unless renewed.

SET UP FEE

\$25 including the primary contact. A set up fee of \$10 per additional contact applies (team and reception services only). Please contact us for set up charges of teams larger than 10 contacts.

ADDITIONAL CHARGES

Additional charges may apply for some setups and changes to answering instructions. Please contact our Customer Care Team on 1300 00 1300 for more information.

OTHER INFORMATION

CONNECTION TIMEFRAMES

Upon receiving and accepting the Service Application Form, Business1300 will commence the connection process. Connection timeframes may vary upon the type of connection required. We will inform you of the approximate connection timeframe at the time of receiving the Service Application Form.

FULL TERMS

Information and pricing is correct at the time of publication and is subject to change. All pricing is **exclusive of GST**. This information is a summary only. For full details of the Customer Terms and Company Policies, please visit business1300.com.au/policies-legal

BILLING

Business1300 will bill you in advance for the monthly access fee and in arrears for any call charges that fall outside the included calls. Business1300's standard method for bill delivery is email. Paper billing is available for a monthly fee of \$5. To opt in to paper billing, please contact our Customer Care Team on 1300 00 1300.

PAYMENT METHOD

Business 1300 accepts payment by Direct Debit from a bank account or a credit card. Other payment terms are available by prior arrangement only.

CONTACT US

Business 1300 is committed to excellence in customer service and advice to its customers. If you have any questions regarding the service please contact our Customer Care Team on 1300 00 1300 or visit business1300.com.au/contact-us

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