

Critical Information Summary

Information about the Service

easyinbound provide an answering service where a human will answer the phone and if requested take a message and then email and/or SMS the customer with the message. With our Virtual Receptionist / Virtual Assistant Service our receptionists will answer the call, and then attempt to call the client and if they answer transfer the call to them, or take a message.

Bundling and Compulsory Goods

This service is not part of a bundle nor are there any compulsory hardware requirements.

Minimum Term

Cancellation of both the Live Answering Service (Individual or Team) or the Virtual Receptionist Service requires 30 days' notice in writing. Other than this cancellation requirement there is no long term lock-in contract.

What's Included

The following features are included at no additional charge;

Live Answering

- Answering the call and if requested taking a message
- Emailing and/or SMS the message to the contact
- Simultaneous Ring
- 3 fields of information collected from your caller

Virtual Receptionist

- Calling the contact and if available transferring the call.
- Answering the call and taking a message
- Emailing and/or SMS the message to the contact
- 3 fields of information collected from your caller

What's not Included

Live Answering & Virtual Receptionist: If you need more than one contact or department listed on either service there is an additional cost of \$5 per month per additional contact. Additional Information fields in excess of the three included fields configured on your script cost an additional \$0.25 per call.

Virtual Receptionist: We include the first 5 minutes of a call in your message fee (including the time taken to answer the call). Calls in excess of this are charged at 27cents per minute.

Live Answering: Messages/Answers in excess of your amount detailed in your Base Pack. These are charged at \$5.95 for any additional pack of 5 messages/answers or part thereof.

Virtual Receptionist: Messages/Answers in excess of your amount detailed in your Base Pack. These are charged at \$8.95 for any additional pack of 5 messages/answers or part thereof and are automatically added when you finish your base pack or any additional pack.

Important conditions, limitations, restriction or qualifications.

Adds, moves and changes to your service. Some moves, changes or additions due to their complexity can't be made in our online portal and need to be made by our customer care team. There is no cost per change for 1 non urgent (within 2 business days) change per calendar month via our web form. All other Add's, move or change will cost \$14.95 per change.

An answer is counted as an answer/message if our operators answer your call, even if a caller elects not to leave a message.

Once you receive more than 150 calls per month, we may charge your credit card at each increment for 150 messages at the applicable rate per pack multiplied by the number of packs. These charges will be placed as a prepayment on your invoice.

Information about Pricing

Setup Fee

To set up your service you will be charged a \$25.00 setup fee. You will only pay this setup fee once.

Live Answering Service

To keep things simple the Live Answering Service (Individual) and the Live Answering Service (Team) are the same except that you can have additional contacts or departments for the Team Service. These charges are detailed above.

The base pack(s) are pre-paid components, while additional packs are charged as a post-paid component.

Minimum Monthly Charge

Service Name	Monthly Included Messages/Answers	Minimum Monthly Plan Cost
Live Answering Service (Individual)	20	\$27.95
Live Answering Service (Team)	20	\$27.95
Virtual Receptionist/ Virtual Assistant	20	\$49.95

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Maximum Monthly Charge

Your maximum monthly charge depends on how many (if any) additional messages/call answers take place and if you have the Virtual Receptionist how many minutes you talk for in excess of the 5 minutes per call.

Other Information

Customer Portal

To obtain service usage and billing information, you should use our customer service portal located at <http://portal.easyinbound.com.au>.

If you are unable to access the customer portal, please email us at support@easyinbound.com.au or call us on 1300 005 008.

Customer Service

Should you have any questions about our products, services or offers, or if you need technical support you can;

- Use our Live Chat system at <http://www.easyinbound.com.au>
- Email us at support@easyinbound.com.au
- Or call us on 1300 005 008

Complaints or Disputes

If you have an issue or complaint about your service, please see

<http://www.easyinbound.com.au/Complaint-Handling-Policy> where you will find our complaint handling policy that includes information on how to lodge a complaint and how we'll work with you to resolve your problem.

Maximum Early Termination Charge

The maximum early termination charge for your Live Answering services is the current month's service fees plus your call usage (if any, on the Virtual Receptionist), plus your service fees and call usage accumulated during your 30 day cancellation period. Plus any additional Packs.

Occasionally we may offer you a discount for a longer minimum term. If this is the case and you accept it then it will be a maximum of the outstanding terms discounted service fees.

Further Investigation

If we are unable to resolve your problem to your satisfaction, you may contact the Telecommunications Industry Ombudsman (TIO) by phoning or writing to their office. You can find their contact details at <http://www.tio.com.au> or by telephone 1800 062 058.

Financial Hardship

If you experience financial hardship and you reasonably believe that you may be unable to pay your invoice on time, you must review our financial hardship policy at <http://www.easyinbound.com.au/Financial-Hardship-Policy> and follow the instructions on how to advise us of your financial hardship.

Other terms and conditions

Services we provide are governed by other terms and conditions which you should familiarise yourself with. These other legal documents are located at <http://www.easyinbound.com.au/Legal-Information>