

Schedule of Standard Fees and Charges



1.0 Call Answering Services

Table 1a. Virtual Reception Service (Includes call answer, transfer & messaging by email & one standard telephone number)

Description	Incl. Inbound Calls/Day	Weekly Fee	Additional Inbound Calls
VRS-00 Ultra Lite	0	\$10.00	\$2.50
VRS-05 Lite5	5	\$20.00	\$2.50
VRS-10 Lite10	10	\$35.00	\$2.50
VRS-20 Frequent20	20	\$60.00	\$2.50
VRS-30 Commercial30	30	\$75.00	\$2.50

Table 1b. Message Only Service (Includes call answering and messaging by email only and one standard telephone number)

Description	Incl. Inbound Calls/Month	Monthly Fee	Additional Inbound Calls
MOS-25	25	\$50.00	\$2.50
MOS-50	50	\$75.00	\$2.50
MOS-100	100	\$100.00	\$2.50
MOS-200	200	\$150.00	\$2.50

Can not be used with any specialist services described in Section2, must upgrade to a VRS.

2.0 Specialist Services

Table 2a. Calendar Management Service (must be purchased in conjunction with a VRS, calendars are NOT incl in these fees)

Description	Incl. Cal Events/Day	Weekly Fee	Extra Events
CMS-00 Ultra Lite	0	\$0.00	\$2.50
CMS-05 Lite5	5	\$20.00	\$2.50
CMS-10 Lite10	10	\$35.00	\$2.50
CMS-20 Frequent20	20	\$60.00	\$2.50

A calendar event means the creation, deletion or modification of a calendar entry. Prices based on call duration of 90 secs. \$0.85c per min over 90 secs will be charged

Table 2b. Customised Form Service (must be purchased in conjunction with a VRS, Forms are NOT incl in these fees)

Description	Incl. Form Events/Day	Weekly Fee	Extra Events
CFS-00 Ultra Lite	0	\$0.00	\$2.50
CFS-05 Lite5	5	\$20.00	\$2.50
CFS-10 Lite10	10	\$35.00	\$2.50
CFS-20 Frequent20	20	\$60.00	\$2.50

The Silent Partner reserves the right to amend these fees based on individual form design and customer requirements

3.0 Messaging Services

Table 3a. SMS Messaging

Plan	SMS's incl PCM	Mthly Fee	Extra SMS's
SMS-00	0	\$0.00	\$1.00
SMS-25	25	\$10.00	\$0.50
SMS-50	50	\$15.00	\$0.50
SMS-100	100	\$20.00	\$0.50

Messages, reminders and/or notifications

Table 3b. Voicemail

Plan	Minutes incl PCM	Mhly Fee	Extra Minutes
VMS-00	0	\$0.00	\$1.00
VMS-25	25	\$10.00	\$0.50
VMS-50	50	\$15.00	\$0.50
VMS-100	100	\$20.00	\$0.50

Linked to the phone number provided with the VRS or MOS.

Table 3c. Faxmail

Plan	Pages incl PCM	Mhly Fee	Extra Pages
FMS-00	0	\$0.00	\$1.00
FMS-25	25	\$10.00	\$0.50
FMS-50	50	\$15.00	\$0.50
FMS-100	100	\$20.00	\$0.50

Phone number is not included

4.0 Virtual Address Services

Virtual Office Address Licensing Service (Suite 1308 / 109 Pitt Street, Sydney) – incl use of office address for business collateral & mail handling only. All mail is on-forwarded weekly, mail is not held for collection. Holding fees shall apply for any items held upon request. The Silent Partner reserves the right to reject any items that do not fit in a standard letterbox opening. \$15.00/week

5.0 Other Fees and Charges

Table 5a. Call Forwarding (charged for calls by diversion or direct operator transfer)

Description	Flag fall	Rate/Min
Local – un-timed	\$0.30	\$0.00
Local – timed	\$0.00	\$0.15
National	\$0.40	\$0.30
Calls to Mobile	\$0.40	\$0.50
International	\$0.40	POA

Table 5b. Setup and Establishment

Description	Fee
Call Answering Service set up fee (per service)	\$75.00
Virtual Address Service set up fee (per service)	\$75.00
Calendar and/or Form design and customisation (per hour)	\$80.00
Information Portal design and development (per hour)	\$80.00
Account Security Deposit (does not attract GST) – minimum fee charged	\$100.00

Table 5c. Additional Phone Numbers (must be purchased in conjunction with a VRS or a CAS, can be used as a phone OR fax)

Description	Inbound Call Charges	Monthly Fee per number
Standard local phone number (Additional 02, 03, 07, 08 number)	Cumulated with plan	\$10
1300/1800 Numbers	POA	\$20
13 Numbers (costs include government charges)	POA	\$1500

Table 5d. Miscellaneous Fees and Charges

Description	Fee	Period
Outbound calls/tasks conducted on behalf of clients (eg, return calls, reschedule events, pass message etc).	\$2.50	each
Calendar hosting fee, includes auditing notifications (each)	\$10.00	per month
Form hosting fee, includes auditing notifications (each)	\$10.00	per month
Calendar/Form volume discount 3-5 calendars or 3-5 forms	\$30.00	per month
Calendar/Form notification feature (a custom message sent at the time an event or form is created) excl setup	\$10.00	per month
Calendar Reminder feature (a custom message sent at a given time period before an event occurs) excl setup	\$10.00	per month
Messages On Hold (play custom marketing messages to clients on hold instead of music) excludes production	\$15.00	Per month
Calendar/Form maintenance, incl 1 on 1 Consultation and Training	\$80.00	Per hr, 6min blocks
Meeting Room – min 30min booking, charged in 30 min increments (4 person)	\$25.00	Per hour
Failed Payment or Service reconnection fee	\$50.00	Per event
Credit Card Merchant Fees – Silent Partner may charge credit card fees	Visa/Master Card-2%, Amex-4%	
Late Payments fees – calculated per day from the due date (Min \$20)	5%	Per month
Account holding / suspension fee (to keep phone numbers)	\$20.00	per month
Parcel Holding Fee (if held over night – no fees apply for same day pick up)	\$2.00	Per item per day
Secretarial / Admin Support (data entry, typing, etc) – charged in 6min blocks	\$45.00	Per hour
Courier Service, Postage, etc	Cost+15%	POA

Special conditions, notes and other information relevant to this document

Note
A Standard Number refers to a fixed network numbers in an Australian Capital City, such as 02, 03, 07 and 08 numbers
All phone numbers remain the property of The Silent Partner Pty Ltd, phone numbers can not be ported away
Higher volume plans can be calculated by multiplying the rate per event of the highest plan level by the desired events per period to get the rate per period. For example an SMS500 would be \$100pcm. Note any plan calculated in this way must be approved by The Silent Partner.
Additional inbound phone numbers must be linked to an existing inbound call service and inbound call charges are cumulated for that service
Standard call answering services are based on capturing up to 5 (only) pieces of information. These include and are limited to Name, Company, Phone number, email address and basic message. If additional information is required, then the client should subscribe to our Customised Form Services
Faxes – The Silent Partner can not control inbound fax's and does not accept any responsibility for spam faxes. It is up to the recipient to take appropriate action to stop their virtual fax number from being fax spammed..
Calendars – The Silent Partner will design and develop calendars based on each clients individual business requirements. A minimum of one calendar is required per constraint (person, location, plant, etc). The Silent Partner reserves the right to determine the number of calendars required for a particular business in order to provide adequate service levels. If multiple calendars are required, The Silent Partner reserves the right to establish (and charge the client for) an additional overview or default calendar which will include all other calendars.
All prices on this document DO NOT include GST. GST must be added unless noted otherwise.