

CRITICAL INFORMATION SUMMARY

Power Messages on Hold – 0,12,24,36 MONTHS



INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

Power Messages on Hold provides you professionally recorded advertising message(s) for when your inbound calls are placed on hold. Messages on Hold will consult with you to create a voice script for your recording and professionally record it for you. Once this process has been concluded the messages will be uploaded to your phone system by us or your phone system provider.

MINIMUM TERM

0, 12, 24 or 36 month terms available

INCLUSIONS

- Professionally recorded and designed On Hold Message
- Professionally recorded and designed Welcome Message
- Professionally recorded and designed Busy/Comfort Message
- Professionally recorded and designed After Hours Message
- Up to 6 x changes per year

INFORMATION ABOUT PRICING

	Message on Hold - Monthly	Message on Hold - Monthly	Message on Hold - Monthly	Message on Hold - Monthly
Term	0	12	24	36
Monthly Access Fee (MAF)	\$99	\$75	\$75	\$75
Package Inclusions	<ul style="list-style-type: none">• On Hold Message• Welcome Message• Busy Message• Comfort Message• After Hours Message• 6 x Updates per Year	<ul style="list-style-type: none">• On Hold Message• Welcome Message• Busy Message• Comfort Message• After Hours Message• 6 x Updates per Year	<ul style="list-style-type: none">• On Hold Message• Welcome Message• Busy Message• Comfort Message• After Hours Message• 6 x Updates per Year	<ul style="list-style-type: none">• On Hold Message• Welcome Message• Busy Message• Comfort Message• After Hours Message• 6 x Updates per Year
Services Included	<ul style="list-style-type: none">• Creative Content• Writing and Mixing• Choice of Male or Female Voice Overs• Licence Free• Music Beds and Sound Effects	<ul style="list-style-type: none">• Creative Content• Writing and Mixing• Choice of Male or Female Voice Overs• Licence Free• Music Beds and Sound Effects	<ul style="list-style-type: none">• Creative Content• Writing and Mixing• Choice of Male or Female Voice Overs• Licence Free• Music Beds and Sound Effects	<ul style="list-style-type: none">• Creative Content• Writing and Mixing• Choice of Male or Female Voice Overs• Licence Free• Music Beds and Sound Effects
ETF	MAF x Remaining Months left in agreement	MAF x Remaining Months left in agreement	MAF x Remaining Months left in agreement	MAF x Remaining Months left in agreement
Setup Charges	\$0	\$0	\$0	\$0

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EARLY TERMINATION FEES

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an Early Termination Fee (ETF) comprised of your minimum monthly commitment (Minimum Monthly Charge + Additional Monthly Charges), multiplied by the months remaining in your contract.

OTHER INFORMATION

PROMOTIONAL PRICING

Pricing in this Critical Information Summary does not take into account any promotional discounts or custom pricing. Promotional pricing on offer may be revoked at any time.

BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for calls (if applicable). Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

WE'RE HERE TO HELP

If you have any questions or need assistance, please call us or visit our website so we can serve you better.

COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via our website. You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at www.tio.com.au.

CONTACT DETAILS

Call Us: 1300 797 428

Email Us: admin@powernetworkx.com.au

Visit Us: www.powernetworkx.com.au

Address: Unit 4/1 Sangiorgio Court,
Osborne Park, WA 6017