



silent PARTNER



Schedule of Standard Fees and Charges

This document provides a detailed summary of The Silent Partners Standard Fees & Charges & should be read in conjunction with The Silent Partner's Terms & Conditions. This document is effective from 1 July 2024.

Call Answering Services

An exceptional & personalised service where calls from your potential or new customers will be professionally answered by one of our Virtual Telephone Operators. These service are suited for businesses of any size, from start up to SMEs & large corporates. Personalised workflows can be developed & include options such as taking message & delivering these via email &/or SMS, transferring calls directly to members of your team, scheduling appointment, processing sales enquires, sending quotes & responding to FAQ's. We are able to develop almost any solution to meet your business requirements.

Messaging Partner Plan

Basic messaging service where inbound calls are answered by a Live Operator and a message is sent by SMS &/or email. Plans are based on inbound calls processed per billing cycle, prices include call answer & messaging by email &/or SMS & one standard telephone number. Cannot be used with the bespoke services described on page 2.

Reception Partner Plan

Full Virtual Reception Service where inbound calls are answered and processed by a Live Operator with the option to send message, transfer call and/or answer basic questions. Billing based on inbound calls per bill cycle, prices include call answer, transfer* & messaging by email &/or SMS & one standard telephone number

Premium Partner Plan

A Premium Service where inbound calls are answered & processed by a Live Operator with the option to work with highly customized solutions such as diary maintenance, order processing and bespoke workflow solutions. Billing based on call duration, prices include call answer, operator access to 3rd party applications, call transfer* & messaging by email &/or SMS & one standard phone no.

| Plan * | Included INB Calls/ Month | Monthly Recurring Fee | \$ per Extra INB Call |
|---------|---------------------------|-----------------------|-----------------------|
| MPP-00 | 0 | \$49.00 | \$1.99 |
| MPP-25 | 25 | \$85.00 | \$1.99 |
| MPP-50 | 50 | \$121.00 | \$1.99 |
| MPP-100 | 100 | \$193.00 | \$1.99 |
| MPP-200 | 200 | \$337.00 | \$1.99 |
| MPP-300 | 300 | \$481.00 | \$1.99 |
| MPP-400 | 400 | \$625.00 | \$1.99 |
| MPP-500 | 500 | \$769.00 | \$1.99 |

These plans do not include call transfer - upgrade to a Reception or Premium Partner Plan to include warm transfer of calls. Prices are based on inbound call duration of 90secs. Inbound calls that exceed this cap are charged at an extra over rate of 85c per min charged in 1s increments for each second over the 90s cap.

| Plan * | Included INB Calls/ Month | Monthly Recurring Fee | \$ Per Extra INB Calls |
|---------|---------------------------|-----------------------|------------------------|
| RPP-00 | 0 | \$49.00 | \$2.89 |
| RPP-25 | 25 | \$104.00 | \$2.89 |
| RPP-50 | 50 | \$159.00 | \$2.89 |
| RPP-100 | 100 | \$269.00 | \$2.89 |
| RPP-200 | 200 | \$489.00 | \$2.89 |
| RPP-300 | 300 | \$709.00 | \$2.89 |
| RPP-400 | 400 | \$929.00 | \$2.89 |
| RPP-500 | 500 | \$1,149.00 | \$2.89 |

*These prices are for inbound call processing only & do not include transferred outbound call charges. Transferred outbound calls are charged at outbound call rates (see below). Prices are based on inbound call duration of 90secs. Inbound calls that exceed this cap are charged at an extra over rate of 85c per min in 1s increments for each second over the 90s cap.

| Plan * | Included INB Min/ Month | Monthly Recurring Fee | \$ Per Extra INB Min |
|---------|-------------------------|-----------------------|----------------------|
| PPP-00 | 0 | \$59.00 | \$1.99 |
| PPP-25 | 25 | \$97.50 | \$1.99 |
| PPP-50 | 50 | \$136.00 | \$1.99 |
| PPP-100 | 100 | \$213.00 | \$1.99 |
| PPP-200 | 200 | \$367.00 | \$1.99 |
| PPP-300 | 300 | \$521.00 | \$1.99 |
| PPP-400 | 400 | \$675.00 | \$1.99 |
| PPP-500 | 500 | \$829.00 | \$1.99 |

These prices are for inbound call processing only and do not include transferred outbound call charges. Transferred outbound calls are charged at outbound call rates (see below). Included Inbound Durations refers to operator talk time and is charged in 30second increments.

Email Processing Services

A service based where a Live Agent responding to emails on your behalf to answer email enquiries with highly customized solutions such as diary maintenance, information delivery, order processing and bespoke workflow solutions. All requests are ticketed and registered and you will be provided with a summary at the close of the request. Responses will be sent Mon-Fri AEST 9am-5pm excl public holidays.

| Plan | Requests / Month | Monthly Fee | Add fee/ Request | Incl Email Accounts | Response Time | Other |
|---------|------------------|-------------|------------------|---------------------|---------------|-------|
| EPP-00 | 0 | \$39.00 | \$2.69 | Only 1 | 60min | - |
| EPP-25 | 25 | \$83.00 | \$2.69 | Only 1 | 60min | - |
| EPP-50 | 50 | \$127.00 | \$2.69 | Only 1 | 45min | - |
| EPP-100 | 100 | \$215.00 | \$2.69 | Up to 2 | 30min | - |
| EPP-200 | 200 | \$391.00 | \$2.69 | Up to 3 | 15min | - |
| EPP-300 | 300 | \$567.00 | \$2.69 | Unlimited | 10min | - |

Live Chat Services

A service based where a Live Agent responds to chat enquiries on your website(s) on your behalf with highly customized solutions such as diary maintenance, information delivery, order processing and bespoke workflow solutions. All chats are ticketed and registered and you will be provided with a summary at the close of the chat. Chat Enquiries will be responded to Mon-Fri AEST 9am-5pm excl public holidays.

| Plan | Chats/ Month | Monthly Fee | Add fee/ Chat | Incl Websites | Response Time | Other |
|---------|--------------|-------------|---------------|---------------|---------------|-------|
| LCP-00 | 0 | \$39.00 | \$2.69 | Only 1 | 60min | - |
| LCP-25 | 25 | \$83.00 | \$2.69 | Only 1 | 60min | - |
| LCP-50 | 50 | \$127.00 | \$2.69 | Only 1 | 45min | - |
| LCP-100 | 100 | \$215.00 | \$2.69 | Up to 2 | 30min | - |
| LCP-200 | 200 | \$391.00 | \$2.69 | Up to 3 | 15min | - |
| LCP-300 | 300 | \$567.00 | \$2.69 | Up to 5 | 10min | - |

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* Higher plans available upon request
Ref: SilentPartner_pricelist_20240701_v1
20240601_1204

Bespoke Support Services

Calendar Management Service (must be purchased in conjunction with a RPP, calendars are NOT incl in these fees)

| Description | Incl. Cal Events/Day | Monthly Fee | Extra Events |
|-------------------|----------------------|-------------|--------------|
| CMS-00 Ultra Lite | 0 | \$0.00 | \$2.50 |
| CMS-05 Lite5 | 5 | \$139.00 | \$2.50 |
| CMS-10 Lite10 | 10 | \$189.00 | \$2.50 |
| CMS-20 Frequent20 | 20 | \$399.00 | \$2.50 |

A calendar event means the creation, deletion or modification of a calendar entry.

Customized Form Service (must be purchased in conjunction with a PPP or RPP, Forms are NOT incl in these fees)

| Description | Incl. Form Events/Day | Monthly Fee | Extra Events |
|-------------------|-----------------------|-------------|--------------|
| CFS-00 Ultra Lite | 0 | \$0.00 | \$2.50 |
| CFS-05 Lite5 | 5 | \$129.00 | \$2.50 |
| CFS-10 Lite10 | 10 | \$214.00 | \$2.50 |
| CFS-20 Frequent20 | 20 | \$359.00 | \$2.50 |

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

Other Telephone Fees and Charges

Outbound Call Charges

Includes call forwarding, call transfer, call diversions, outbound call's made on your behalf.

| Description | Flag fall | Rate/Min |
|-----------------|-----------|----------|
| Local | \$0.20 | \$0.00 |
| National | \$0.40 | \$0.30 |
| Calls to Mobile | \$0.40 | \$0.50 |
| International | \$0.40 | POA |

Phone Line / Phone Numbers

May be subscribed to in conjunction with a call answering plan or as a stand alone service with calls diverted to another number (call diversion charges apply)

| Description | Note | Monthly Fee per number |
|--|---------------------------------------|----------------------------|
| Standard local phone no (02, 03, 07, 08) | Stand alone: Extra w/ ib call plan | \$20.00 pcm \$10.00 pcm |
| 1300 1800 Numbers - Line Rental | POA | \$20 |

Prices are for Services ONLY & do NOT include call charges.

Additional Support Services

SMS Messaging

| Plan | SMS/ Month | Monthly Fee | Extra SMS's |
|---------|------------|-------------|-------------|
| SMS-25 | 25 | \$15.00 | \$1.00 |
| SMS-50 | 50 | \$20.00 | \$1.00 |
| SMS-100 | 100 | \$30.00 | \$1.00 |

Messages, reminders and/or notifications.
National Pricing | Intern'l SMS \$1 +gst each

Voicemail

| Plan | Minutes /month | Monthly Fee | Extra Min |
|--------|----------------|-------------|-----------|
| VM-25 | 25 | \$15.00 | \$1.00 |
| VM-50 | 50 | \$20.00 | \$1.00 |
| VM-100 | 100 | \$30.00 | \$1.00 |

Linked to your Call Answering Service phone number.

Faxmail

| Plan | Pages /month | Monthly Fee | Extra Pages |
|--------|--------------|-------------|-------------|
| FM-25 | 25 | \$15.00 | \$1.00 |
| FM-50 | 50 | \$20.00 | \$1.00 |
| FM-100 | 100 | \$30.00 | \$1.00 |

The fee does not include a fax phone line. An additional phone number subscription is required for Faxmail

Setup, Establishment and Customisation Fees

| Description | Fee |
|---|----------|
| Call Answering Service Set Up Fee (per service) | \$99.00 |
| Email Support Service Set Up Fee (per Service) | \$99.00 |
| Chat Partner Service Set Up Fee (per service) | \$99.00 |
| Calendar configuration, development and maintenance (per hour) | \$120.00 |
| Account configuration, development and maintenance (per hour) | \$120.00 |
| Custom engineered solution: design, development, testing & maintenance (per hour) | \$175.00 |
| Security Deposit (where applicable) | POA |

Miscellaneous Fees and Charges

| Description | Fee | Period |
|--|----------|-----------------|
| Outbound calls/tasks conducted on behalf of clients (eg, return calls, reschedule events, respond to voicemail messages, pass message on etc). | \$2.95 | Per call/event |
| Calendar and/or Custom 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 |
| Custom Voicemail Greeting (play customized voicemail greeting that has been personalized to your business and uses your preferred script. If no custom greeting required a generic voicemail greeting will play) excludes production | \$5 | Per month |
| Custom Recording Production (excludes monthly hosting fee) | \$50 | Per recording |
| Calendar/Form maintenance, including 1 on 1 Consultation and Training, (charged as a minimum in 6min blocks) | \$90.00 | Per hour |
| Account Development and Maintenance (charged as a minimum in 6min blocks) | \$90.00 | Per hour |
| Customised form design and/or inhouse engineering development (charged as a minimum in 6min blocks) | \$120.00 | Per Hour |
| Visa Card / Master Card Merchant Fee (The Silent Partner reserves the right to pass on Visa & MC Merchant Fees) | 2.5% | - |
| American Express Merchant Fee (The Silent Partner reserves the right to pass on American Express merchant fees) | 4.0% | - |
| Failed Payment Fee (Credit Card and/or Direct Debit transactions) | \$10.00 | Per transaction |
| EFT Processing Fee (subscribe to automated payments to avoid this fee) | \$2.50 | Per transaction |
| Service reconnection fee (following disconnection of overdue account) | \$50.00 | Per event |
| Late Payments fees - calculated per day from due date (Min \$20) | 5% | Per day |

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| | | |
|--|----------|------------------|
| 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 | \$60.00 | Per hour |
| Courier Service, Postage, etc | Cost+15% | POA |
| International SMS | \$1.00 | Per SMS |
| Number Port In Fee | \$100 | Per number |
| Number Port Away Fee | \$100 | Per number |
| Port request rejection fee when at customer error | \$100 | Per rejection |

Special conditions, notes and other information relevant to this document

- A Standard Number refers to a fixed network numbers in an Australian Capital City, such as 02, 03, 07 and 08 numbers
- A Virtual Mobile Number refers to an Australian mobile number of 10 digits and starts with 04
- All phone numbers maybe ported away at any time and are subject to the applicable porting fees
- 1300|1800 Numbers CAN be ported to another carrier after 52 weeks service.
- 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 could be callers full name, company, phone number, email and a basic message. If additional information is required, then a customized solution may be required in order to adequately deliver the solution – charges apply.
- The Silent Partner cannot control inbound faxes and does not accept any responsibility for spam faxes. The recipient must take appropriate action to stop fax spamming of their virtual fax line.
- The Silent Partner cannot control voicemail content on messages left and does not accept any responsibility for spam or the content of the voicemail messages left.
- The Silent Partner will design and develop calendars based on each client’s individual 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 Fees and Charges are current at the time of printing.
- All prices on this document DO NOT include GST. GST must be added unless noted otherwise.

