

Customer Care for Premium Rate SMS Provision of local call 1300 numbers.

Content Service Providers are required to provide satisfactory consumer complaint and inquiry procedures in order to address any issues raised in the supply of content and services to customers. Helplines must be Australian standard-rate or a free helpline number and also now provide a *Live agent* between the hours of 9am to 5pm, Monday to Friday. In addition to the live agent requirements, the helpdesk **MUST** offer a 24/7 IVR service. Dialogue Communications Pty Ltd. has partnered with a specialist company in Australia, to enable customers to obtain a 1300 number, IVR interface and route the customer to a Dialogue provided Live Agent or to your own in house Live agent customer care.

The charges for this service are as follows:

Item	Charge
Setup fee/connection	\$100.00 <i>one off</i>
1300 Number Rental	\$150.00 <i>per month</i>
Call Rate (UK/AUS/USA/NZ termination)	\$0.50 (+15c for mobiles) <i>per min</i>
Live Operator (9am to 5pm)	\$500 <i>per month inclusive of first 100 calls</i> \$8 <i>per call thereafter</i>

To take advantage of this service, simply complete the below and fax back to Dialogue on +61 2 92334913

Registered Business Name	
ABN / Registered Company Number	
Billing Address	
Contact Name	
Contact Phone Number	
Contact Email Address	
Answering Point Destination*	

*This is the number the 1300 number will route to if 3rd party operators will be used.

Name:
Company:

Signed:
Date: