

# Virtual Office packages

Choose what's best for you

	VO Basic 365	VO Premium	VO Premium Plus
<b>24/7/365 message taking</b> We'll take your customer messages and pass them on	✓	✓	✓
<b>24/7/365 faults logged on WLR</b> We'll raise Openreach faults and advise pre-agreed costs	✓	✓	✓
<b>Monthly activity reports</b> A report detailing customer activity	✓	✓	✓
<b>Monthly itemised invoice</b> A breakdown of call and event usage	✓	✓	✓
<b>Personal greeting service</b> We'll answer the calls in your name	✓	✓	✓
<b>Daily leaving notifications</b> Weekday leaving notifications for WLR and broadband		✓	✓
<b>Fault handling of Nine Wholesale products</b> See the product guide to see which products qualify		✓	✓
<b>Provisioning of all Nine Wholesale products</b> We will place the orders for you		✓	✓
<b>Weekly activity reports</b> A report detailing customer activity		✓	✓
<b>Customer setups</b> We will create customers on the billing platform			✓
<b>Customer updates</b> We can update customer addresses, contact details etc.			✓
<b>Billing enquiry handling</b> We can help support customer billing queries			✓
<b>Daily activity reports</b> A report detailing customer activity			✓
Inclusive minutes	300	400	500
Inclusive events	0	100	150