

## Critical Information Summary

## Nexgen AI Receptionist

### INFORMATION ABOUT THE SERVICE

#### Service Description

The AI Receptionist is an intelligent virtual receptionist designed to professionally answer, manage, and route incoming calls. Using advanced conversational AI, it greets callers, understands their intent, provides accurate responses, and can seamlessly transfer calls or messages to the appropriate person or department—ensuring no call goes unanswered. The service can be trained using your business information, such as your website content, FAQs, business hours, and call-handling preferences, allowing it to deliver consistent and brand-aligned interactions. The AI Receptionist can handle high call volumes, reduce missed calls, improve customer experience, and free up staff time by managing routine enquiries and call flows efficiently.

#### Installation Requirements – AI Receptionist

To ensure successful deployment of the AI Receptionist service, the following installation requirements and responsibilities apply.

#### Information Collection & Configuration

Nexgen staff will work closely with the customer to collect as much relevant business information as possible to configure and train the AI Receptionist. This may include, but is not limited to, business hours, departments, call-handling rules, FAQs, and general company information.

Where authorised by the customer, Nexgen may also scrape and utilise publicly available content from the customer's website to assist in building and training the AI Receptionist.

#### Customer Responsibilities

The customer acknowledges and agrees that:

- Their website content must be up to date, accurate, and reflective of current business operations, as this information may be used to train the AI Receptionist.
- The customer is responsible for providing a knowledge-base document (e.g. FAQs, service information, call flows, escalation paths) to support the development and ongoing accuracy of the AI Receptionist.
- Any incorrect, outdated, or incomplete information provided by the customer may impact the performance and accuracy of the service.

#### Testing & Acceptance

Once the AI Receptionist has been configured:

- Nexgen will conduct internal testing to validate call flows, responses, and routing.
- The customer will be provided access to test the AI Receptionist and review its behaviour.
- Any agreed adjustments identified during testing will be implemented prior to go-live.

#### Production Deployment

Following successful testing and customer approval, the AI Receptionist will be moved into production and activated for live call handling.

#### Minimum Term

Nexgen AI RECEPTIONIST Plans have a minimum contract term of 36 months.

#### Features Included with The Product

- Multiple male and female voices
- Usage reporting
- Multi – language support
- Call handling and transferring of calls
- Recording calls for up to 3 months. Note: This period may change without notice.
- Transcription of calls
- FAQ and knowledge-based conversations
- AI-powered call answering and intelligent routing

**Exclusions**

- CRM, booking system, or third-party platform integrations are not included by default
- Integration scoping and pricing can be provided separately if required
- Not positioned as a direct replacement for a staff member
- SMS

**INFORMATION ABOUT PRICING**

**Monthly and Once-off Charges**

Nexgen AI RECEPTIONIST Plans available are listed below, outlining, monthly plan fee and the included minutes and the minimum total costs.

Plan	Monthly RRP	Included Minutes	Minimum total cost
<b>AI Receptionist Essential</b>	\$438.90	300 mins	\$15,800.40
<b>AI Receptionist Plus</b>	\$768.90	600 mins	\$27,680.40
<b>AI Receptionist Max</b>	\$1098.90	1,000 mins	\$39,560.40

**Bolt-On Minute Packs**

When monthly included minutes are exceeded, additional usage is added automatically in blocks.

Bolt-On	Price	Included Minutes
AI Usage Bolt-On	\$108.90	100 mins

**Bolt-ons are:**

- Charged once included minutes are exceeded
- Ideal for seasonal spikes or marketing campaigns
- A cost-effective alternative to upgrading plans

**Early Termination Fees**

If you decide to cancel the service before the end of the agreed contract term, early termination fees will apply. Termination fees are calculated as the monthly recurring charge multiplied the remainder of the contract term. (E.g. if your minimum monthly charge for a plan is \$438.90 and you decide to cancel the plan with 8 months remaining, the early termination fee will be calculated at \$438.90 multiplied by 8). To cancel a plan Nexgen will require 30 days written notice from the authorised contact.

**OTHER INFORMATION**

**Billing and Payment Information**

Nexgen’s method of bill delivery is via email. NexGen can email one or multiple email addresses the monthly invoice. Invoices can be viewed online at [www.nexgen.com.au](http://www.nexgen.com.au). Customers can email our billing team at [billing@nexgen.com.au](mailto:billing@nexgen.com.au) or contact us on 1300 02 04 02.

Payment for the phone account is strictly by direct debit only. Customers can choose a bank account or credit card.



Credit card direct debits will incur a fee per transaction. Fees are currently charged at 1.5% for all Visa and Mastercard payments and 2.0% for all American Express payments. Late payment fees of \$49 (ex GST) will apply where invoices are not paid by the due date.

**Contacting Nexgen**

Customers can contact Nexgen on 1300 02 04 02 to discuss any billing, support or hardware enquiries. You can also email our billing department at [billing@nexgen.com.au](mailto:billing@nexgen.com.au).

If you are not satisfied with the outcome or service provided to you, you can email [support@nexgen.com.au](mailto:support@nexgen.com.au).

If you are still unsatisfied with the actions by Nexgen and the resolution, you may contact the Telecommunications Industry Ombudsman (TIO) on 1800 062 058 to assist you further.