

Vistura Voice — Terms & Conditions

AI voice agent services for Australian trade and allied health businesses · Last updated October 2026

1. Fair-use voice minute allowances

Each monthly package includes a fair-use allowance of voice minutes. A voice minute is one minute of an active call handled by your AI voice agent. Unused minutes do not roll over to the next month.

Package	Price	Included minutes
01 Dedicated Inbound AI Voice Recovery Agent	\$695/month + \$1,995 setup (incl. GST)	600 voice minutes per month — roughly 200-300 typical client conversations.
02 After-Hours & Weekend Emergency Voice Triage Shield	\$495/month + \$995 setup (incl. GST)	300 voice minutes per month — generous coverage for nights and weekends.
03 15-Second Speed-to-Lead SMS Failover & Calendar Drop	\$295/month + \$495 setup (incl. GST)	150 voice minutes per month, plus unlimited SMS failover — for fast lead response.
04 Multi-Van & Multi-Location Dynamic Voice Fleet Dispatch	\$1,450/month + \$3,995 setup (incl. GST)	1,500 voice minutes per month — shared across all vans, crews and locations.

2. Overage rates

If your usage exceeds the included monthly allowance, additional voice minutes are billed at \$0.35 per minute (incl. GST), itemised on your next monthly invoice. Your service is never cut off mid-month — every call keeps being answered.

If you regularly exceed your allowance, we'll recommend the package that fits your call volume so you're not paying overage month after month.

3. Billing, the ongoing fee & the 7-day risk-free trial

- Setup fees are one-off and cover configuration, call-flow design and integration with your systems.
- Monthly fees are billed in advance via card on file.
- New clients start with a 7-day risk-free trial. If you cancel within the trial period, you pay nothing beyond any agreed setup work already delivered.
- After the trial, you can cancel at any time without a cancellation fee or future charges. No lock-in contracts.
- Your ongoing monthly fee covers system maintenance and in-scope fault fixes when a system Vistura built stops working as agreed.
- Free handover: everything we build for you is yours. When you leave, we hand over your voice agent, call flows, scripts, knowledge base and configuration at no cost — no lock-in, no handover fee.
- If a prepaid plan ends early, we recalculate time used at the month-to-month rate and refund any remaining prepaid balance on a pro-rata basis.

- All prices are in Australian dollars and include GST.

4. Service expectations

- Your AI voice agent answers every call simultaneously — there is no queue and no busy signal.
- Call recordings, transcripts and summaries are provided for your business records.
- You remain responsible for the accuracy of the business information (pricing, availability, service areas) we configure into your agent.
- Emergency calls are triaged and forwarded according to the escalation rules you approve during setup.

5. Questions

Email kris@visturavoice.com.au and we'll walk you through anything here.

These terms are a plain-English summary for prospective clients. A full service agreement is provided before onboarding.