

Vistura Voice — Terms & Conditions

AI voice agent services for Australian trade, allied health, legal and property 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 (AUD, incl. GST)	Included minutes
01 Starter Voice	\$149/month + \$295 setup (October special: \$195 setup)	~120 per month
02 24/7 Pro Receptionist	\$279/month + \$495 setup (October special: \$349 setup)	~350 per month
03 Multi-Location & Fleet	\$495/month + \$795 setup (October special: \$649 setup)	~800 per month

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 will recommend the package that fits your call volume so you are not paying overage month after month.

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

There is no lock-in contract. The monthly prices above are the ongoing Vistura Voice service and maintenance fees, not charges added on top of a separate maintenance fee.

- Setup fees are one-off and cover configuration, call-flow design and integration with your systems. October special setup prices apply to bookings made by 31 October 2026 and are agreed separately before work begins; they are not charged by the monthly trial checkout.
- 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 may cancel at any time with no cancellation fee and no further service charges after the paid service period ends. There is no minimum-term commitment.
- Your ongoing monthly package fee keeps your agent operating through Vistura Voice. It includes routine system maintenance and in-scope fault fixes when a system we built stops working as agreed. There is no separate maintenance fee on top of the quoted monthly package price.
- Once your paid Vistura Voice service ends, we stop operating and maintaining the agent. It will not continue working through our service without an active service arrangement. Continued operation elsewhere requires you to arrange your own hosting, voice and other required services, integrations and maintenance at your own cost.
- 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. You are welcome to manage it yourself or with another provider; there is 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

Based in Brisbane, Queensland, Vistura Voice serves clients throughout Australia. For a phone consultation or any questions, email kris@visturavoice.com.au and we will walk you through anything here.

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