

Call Catch Pro – Terms and Conditions

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Effective Date: 01/01/2024

By subscribing to Call Catch Pro (“the Service”), you agree to the following Terms and Conditions. Please read them carefully before using the service.

1. Service Description

Call Catch Pro is a virtual call handling and SMS automation service designed for small businesses and tradespeople. When a call from a new number is missed, the system automatically sends an SMS containing a link to a form where the caller can leave their request. This ensures you don't miss potential client inquiries even when you're unavailable.

2. Monthly Plan and Pricing

- Included Usage: 300 minutes of incoming and outgoing calls combined per billing cycle.
- Additional Usage Charges: \$0.30 AUD per minute for usage exceeding the included 300 minutes.

3. No Lock-In Contract

This is a month-to-month subscription. There is no minimum contract period. You may cancel your subscription at any time prior to the next billing cycle to avoid further charges.

4. Setup and Activation

Upon subscription:

- You will receive a dedicated business number assigned to your account.
- This number should be used on your website, social media platforms, and marketing materials.
- The business number connects directly to your existing phone line. All calls received will be forwarded to your mobile or business number.

5. SMS Automation

- If a call from a new number is missed, an automated SMS will be sent to the caller with a link to a custom form.
- This form will collect the client's details and inquiry, which will be forwarded to you via email or notification.
- Your personal phone number will be displayed on the form for direct contact.

6. Identifying Incoming Leads

- Calls coming through the Call Catch Pro number can be easily identified, allowing you to distinguish potential new clients.
- After each call through the Call Catch Pro number, you will receive an SMS recap showing the caller's number.

7. Fair Use Policy

To ensure the service remains reliable for all users, excessive or abusive call volumes beyond typical business use may be investigated. We reserve the right to restrict or terminate service if usage violates the fair use expectations.

8. Cancellation Policy

You can cancel your plan at any time before the next billing date by emailing info@callcatchpro.com.au or through your account dashboard. Your service will remain active until the end of the current billing cycle.

9. Liability Disclaimer

Call Catch Pro is not liable for any missed opportunities or business losses arising from technical issues, delays in SMS delivery, or incorrect setup by the client. It is the client's responsibility to ensure their Call Catch Pro number is correctly published and that call forwarding is functional.

10. Modifications

Call Catch Pro reserves the right to update these Terms and Conditions and will notify you in advance of any significant changes.