



Professional Voice Recording Terms and Conditions

1. These Professional Voice Recording Terms and Conditions are subject to and incorporated into the Connexus Standard Form of Agreement – General Terms in place at the time you order this service
2. Customer must order a Cloudline service to be eligible to receive the Recording Services. Recording Services not available as a standalone service or with any other service offered by Connexus.
3. Where Customer orders a Cloudline service, Customer may request and Connexus may supply phone system voice recording services as specified below ('Recording Services'):
 - a) All Recording Services will be supplied via Media Group Pty Ltd (ABN: 16 131 594 057).
 - b) Connexus will provide you with a link to Media Group's online web form where you can select your preferred voice over artist. Connexus will provide you a customer identifier to use in connection with Media Group's online form.
 - c) A minimum of 2 messages are required. Each message must be up to a maximum of 30 secs (or 70 words).
 - d) The types of messages that you can order are limited to:
 - i. Welcome greeting
 - ii. Welcome greeting with an IVR. A single IVR level e.g. 1 for appointments, 2 for support, 3 for accounts.
Note: Multi level IVRs are multiple messages. e.g. after the 1st level if each option has a sub option. After dialing '1' for appointments if there's a message like dial 1 for tax appointment 2 for financial planning etc. Each such piece is considered a separate message.
 - iii. Out of hours message
 - e) You must supply the message script. Neither Connexus nor Media Group will be responsible for the content of the message script. You are entitled to 1 draft recording before finalising the voice over. The script shall remain unchanged (except minor grammatical changes) between the draft and final recording.
 - f) Media Group will provide the final approved recording to Connexus and Connexus will apply the recording to your phone system. All recordings will be in 8Khz, 16-bit mono wav format.

This voice over package does not include any background tunes/music.

Media Group, provides additional services such as script writing and background music services etc. Should you need such services, you must liaise directly with Media Group. Media Group will charge you for any services in addition to those that are provided by Connexus as specified in clause 3. Additional services supplied to you by Media Group are separate to and do not form part of the Recording Services. Connexus will not be liable for any loss or damage arising out of or in relation to any additional services supplied by Media Group.



4. You acknowledge and agree Connexus is not responsible for and is not liable for the content of the voice recording. You will indemnify and hold harmless Connexus from and against all losses, costs, liabilities, claims, damages and expenses of every kind and character, as incurred, resulting from or relating to or arising out of the content of the Recording Services and any additional services you obtain from Media Group.