



Pricing & Plans Overview

Call Center Solutions





When it comes to top quality customer care, we trust ***Answerphone of America***

Even the most effective and well executed marketing campaigns are useless if you don't have the back end infrastructure to handle inbound customers' calls. **Hundreds** of businesses rely on Answerphone of America to answer **thousands** of their customers' calls every week. Many companies have been an Answerphone of America business partner for over 10 years. We can guarantee that your customers will receive the same top quality care - 24 hours a day, 365 days a year – that our long term patrons have received. Answerphone of America separates itself from other competitors by guaranteeing the best value for your dollar by offering proprietary, state-of-the-art technology that no other company has. Answerphone of America is an award winning call center that you can rely on.

Customer Care

No long hold times. No calling the wrong on call. No rude operators. Just great customer care from live, courteous, and professional customer service representatives eager to get your customers the help they require

Account Management

Office managers love the online systems Answerphone America provides. Capabilities such as updating the on call, viewing all messages, viewing message delivery actions, uploading files, and running operator efficiency and billing reports are all just a click away. The systems Answerphone of America significantly reduce the number of operators errors other call centers are prone to.

Appointment Setting and Reminders

Online appointment systems allow office administrators and the staff at Answerphone of America to coordinate appointment setting giving customers the ability to set and change appointments 24 hours a day. For companies that are repeatedly seeing customers forgetting to show up, we recommend our Appointment Reminder service.

Disaster Recovery Plan

What are the ramifications for your customers if your location lost power or telephone service? With Answerphone of America, you can rest assured your customers will be well cared for. AoA offers disaster recovery programs to keep communication lines open. Phone systems can be setup to automatically roll to AoA in the event of an outage.

Sales Support & FAQ Assistance

Customer service representatives at Answerphone of America are available 24/7 to assist with order entry, answer frequently asked questions about your product or service, and encourage customers to purchase more by cross promoting items the customer may also like. Such practices improve customer retention, customer satisfaction, and sales revenues

Instaschedule - Proximity Based Job Scheduling

Nothing is more important than scheduling a job on the customer's first call. Answerphone of America is one of the only answering services to offer job scheduling based on one job's proximity to another. CSR's can quote jobs, schedule estimates, answer questions, schedule service calls, and take payments for multiple trucks. The best part? Our software platform allows us to maximize the time & efficiency of your organization by scheduling your trucks' jobs based on their proximity to other jobs already scheduled. Less time on the road, more jobs, and better use of employee time significantly affect your organization's bottom line!

Great Pricing. Great Value.

Answerphone of America offers highly competitive pricing across all of our services. Our pricing plans are straight forward and easy to understand. Our pricing model bills on a per second increment, meaning you only get charged for the exact time that you use. We don't round up to the next minute like other call centers. Our pricing plan also includes a section for our Low Price Guarantee plan. If our plan isn't the best pricing you receive, simply fill in our competitors rate minus 5%, and we'll honor that rate. You're guaranteed to get not only the best price, but also the best service, and that translates into the best value for you and your business.

Plan Setup

Getting started with **Answerphone of America** is quick and easy. Typical setup time takes one business day. Here are the steps you'll need to follow:

1. Fill out the attached service agreement.
2. Select the service plan, provide plan guidelines, and delivery method you would like.
3. Send the setup sheets back to us. Fax: 800-308-1388 -or- Email: Aoa@AnswerphoneofAmerica.com
4. An Answerphone of America programmer will contact you, finalize the details, and let you know when the account is active. The programmer will also provide you with your call forward number

Questions? Please call us at 800.308.3387.





Service Agreement

Date you would like your service to start: _____

Company name: _____ Time Zone: _____

Contact Person Name: _____ Phone: _____

Office Hours: Mon. - Fri. _____ Sat. _____ Sun: _____

Office Phone Number(s): _____ - _____ - _____

Private Office Number(s): _____ - _____ - _____

Fax Number(s): _____ - _____ - _____

Web Site: _____

Office Email Address: _____

Billing Address: _____

Physical Address: _____

Type of Business: _____

Services Provided: _____

Areas of service: _____

Please provide the reason you selected Answerphone of America as your answering service:

Please tell us how you first heard about Answerphone of America: _____



Phone, Cell & Pager Numbers

[illegible]

Email Addresses

[illegible]



Call Greeting

☐ Standard Greeting: "Thank you for calling (Your Company Name). This is (Operator Name). How may I help you?"

☐ Other: _____

Message Information To Collect

Please select the information for the operators to get from clients (Name & Phone, Message & Call Time Collected by Default):

☐ ER or Non-ER

☐ Address:

☐ How They Heard About You:

☐ 2nd Phone Number

☐ Email:

☐ Best Time to Call Back:

☐ Product/Service Interested In:

Urgent Or Non - Urgent Call

Determining if a call is urgent or non-urgent can be done in 3 different ways. Please select the method you would like to use:

☐ Operator's
Discretion

☐ Ask Customer, "Is this an
Emergency

☐ By Call Type (Fill Out Below)



Call Classification:

List in the table below what call classifications you would like us to use in programming your account. For each call type, mark whether you consider it an Emergency or Non-Emergency.

[illegible]



IMMEDIATE AFTER CALL MESSAGE DELIVERY SEQUENCES

When, how and to whom would you like your calls delivered? Use the table below to specify your call delivery schemes for urgent and non - urgent call. Delivery sequences are followed until messages are delivered. If you use an on call and an on call backup, the scheme in the example below may work for you.

How many People will be on call at one time? _____

Do you want to use the default delivery for calls shown below? YES ☐ NO ☐

CALL TYPE	DELIVERY SEQUENCE	EXECUTE WHEN	DELIVER HOW	DELIVER TO CONTACT	ACTION
URGENT OR NON - URGENT			PATCH, CALL, EMAIL, FAX, TEXT	COMPUTER, ON CALL, PERSON, CELL, OR FAX	
URGENT	STEP 1	WHEN TAKEN	PATCH	ON CALL CELL	IF NO ANSWER
	STEP 2	WHEN TAKEN	PATCH	1ST BACK UP CELL	IF NO ANSWER
	STEP 3	AFTER DISCONNECT	CALL	ON CALL CELL	IF NO ANSWER
EXAMPLES	STEP 4	2 MINUTES	CALL	1ST BACK UP CELL	IF NO ANSWER
	STEP 5	2 MINUTES	CALL	2ND BACK UP CELL	IF NO ANSWER
	STEP 6	2 MINUTES	CALL	3RD BACK UP CELL	
Non-Urgent	Step 1	Scheduled Delivery	Email	Office Computer	

Do you want to customize your delivery for calls? YES ☐ NO ☐

CALL TYPE	DELIVERY SEQUENCE	EXECUTE WHEN	DELIVER HOW	DELIVER TO CONTACT	ACTION
URGENT OR NON - URGENT			PATCH, CALL, EMAIL, FAX, PAGE, TEXT	COMPUTER, ON CALL, PERSON, CELL, PAGER OR FAX	

Do you want a message summary faxed or emailed daily? YES ☐ NO ☐

Do you want all messages sent or only undelivered messages? All ☐ Undelivered ☐

Where do you want the summary sent? (Office email, individual email, fax, etc.)

What days of the week do you want summary sent? S M T W TH F S _____ :



Answerweb

Your User ID to access ANSWERWEB is your 4 digit account number, which will be assigned to you.

Please provide a password to access the account. ANSWERWEB is accessible at:
<http://www.answerphoneofamerica.com> - click current customer login at top.

Password (7-10 characters): _____

Service Plan

All Answerphone of America customers pay the same great low rate and flat per minute pricing billed on a 15-second increment: **\$69.99/billing + \$1.49/minute**. There are no added fees for using our great features like Answerweb; no per text or per email fees; no account update charges; no reporting charges;etc. Simple, transparent pricing is what our customers asked us for and what we deliver. The only additional charge you'll pay is a **1-time, \$99 account programming and training charge**. Otherwise, everything else is included in the cost of your account!

Promo Code (only one code may be used at a time) _____



Service Agreement:

Terms and Conditions & SMS/MMS/Text Messaging Opt-In/Opt-Out Consent Agreement

This Service Agreement (the "Agreement") is entered into by and between Answerphone of America, LLC (hereinafter referred to as the "Service Provider") and the person or firm executing this Agreement (hereinafter referred to as the "Subscriber").

1. Services Provided

The Service Provider agrees to furnish the call center answering services and outsourced contact center services as described in this Agreement to the Subscriber.

2. Contract Duration, Billing Terms, and Past Due Accounts

- The Service Provider will invoice the Subscriber on a 28-day billing cycle. The account base rate will be invoiced in advance. All other account charges will be billed after services have been provided.
- Accounts with past due balances (net 28 days) will accrue finance charges at the rate of 1.5% per month. Interest shall continue to accrue until the account balance is paid in full.
- Any legal and/or collection fees incurred by the Service Provider to collect past due account balances shall be paid by the Subscriber.
- A current and valid credit card must be kept on file by the Service Provider for account activation and to keep the Subscriber's account active. This card may be used to bring a past due account up-to-date if the Subscriber is 3 months (net 84 days) behind on payments.

3. Service Cancellation

- The Subscriber must provide written notification (letter, fax, or email) on their letterhead to terminate this Agreement. The documentation must declare the date and reason for the termination of service.
- Charges will continue to accrue on the Subscriber's account until the cancellation notice and final payment for all services have been received by the Service Provider.

4. Service Provider's Limited Liability

- The Service Provider's liability for mistakes, omissions, or errors in providing services to the Subscriber is limited to \$100.00 or charges for one billing period, whichever is less.

- The Service Provider shall bear no liability for issues arising from upstream carrier problems such as outages, improper relaying, blocked access, or other issues beyond the direct control of the Service Provider.

5. SMS/MMS/Text Messaging Authorization & Opt-In

- The Subscriber hereby agrees to opt-in to receiving all SMS/MMS/text messages from Answerphone of America, LLC.
- The Subscriber certifies that all contact records listed in these account setup documents have provided their full authorization and agreement to opt-in to receive all forms of communication from the Service Provider, including but not limited to voice, text, SMS, MMS, email, messenger, chat, and any other forms of communication not listed.
- The Subscriber agrees not to list the number of any individual that has not provided their direct consent to receive messages from Answerphone of America, LLC and verifies that all phone numbers listed are correct to the best of their ability.
- The Subscriber acknowledges the importance of not falsely or mistakenly reporting messages from the Service Provider as spam to their cellular service providers and agrees to cover any fees, fines, or appeals costs affiliated with restoring the Service Provider's A2P 10DLC Trust Score with the cellular service providers.

6. SMS/MMS/Text Messaging Opt-Out

- Upon termination or notice of cancellation of the Subscriber's account, the Subscriber will automatically opt-out of any and all future communications from the Service Provider.
- The Subscriber may also opt-out and stop all communications at any time by notifying the Service Provider, updating contacts, or if the employment status of an employee changes.
- Any cellular service account subscriber may also opt-out receiving messages from Answerphone of America, LLC by simply replying STOP to any sms message received.

7. Severability

If any provision of this Agreement is found to be invalid, illegal, or unenforceable, the remaining provisions shall continue in full force and effect. The invalid, illegal, or unenforceable provision shall be deemed modified to the minimum extent necessary to make it valid, legal, and enforceable.

8. Authorization

By signing this Agreement, the Subscriber authorizes the Service Provider to charge the credit card provided for the following:

- A one-time activation fee of \$99.00.
- The first month's base rate of \$69.99.
- Any charges that accrue if the account becomes more than 84 days (3 months) past due.

Credit Card Information

Cardholder Name: _____

Credit Card Number: _____

Expiration Date: ____ / ____

CVV: _____

Billing Address: _____

City: _____ State: _____ ZIP Code: _____

