

# Service Agreement

*"Your Professional Image  
is Our Business"*

**LIVEANSWER**  
**RECEPTIONIST.COM**

## Package Includes

- Live Receptionist Call Handling
- Custom Call Tree
- One Voicemail box (extension)
- Phones covered 8am-5pm EST Monday-Friday
- Up to 100 Inbound Calls involving the Receptionist
- Unlimited talk time (talk as long as you'd like after a call is transferred)
- Month-to-month agreement

Call 888.404.9634  
LIVEANSWERRECEPTIONIST.COM  
Please fax completed forms to  
Fax 877.294.8872

Agreement Date _____	
Office Use	PC _____
	IC _____
	DID _____

## Live Receptionist Package Only \$125.00

### Premium Add-on Services

Setup Fee      Monthly Fee

\$149.00	\$125.00
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Quantity      Monthly Fee

<b>Additional People</b> – 1 (one) Individual Call Management per person (\$15.00)		
<b>Additional Voicemail</b> – 1 (one) additional voicemail box (\$15.00)		
<b>Additional Toll-Free or Local Number</b> – Number may be published or forwarded (\$20.00)		
<b>Extra Inbound Calls</b> – 25 Additional inbound calls involving your LiveAnswerReceptionist (\$25.00)		
<b>Calendaring and Scheduling</b> – A dedicated LiveAnswerReceptionist will be responsible for maintaining a personal calendar (\$50.00)		
	Monthly Fee	
	Partial Month	
	Setup Fee	149.00
	1 <sup>st</sup> Month Fee, Setup + Taxes	

### Subscriber Information

Contact Name \_\_\_\_\_

Business Name \_\_\_\_\_

Address \_\_\_\_\_

Suite \_\_\_\_\_ City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Primary Phone \_\_\_\_\_ Fax \_\_\_\_\_

Alternate Phone \_\_\_\_\_

Email Address \_\_\_\_\_

### Subscriber Company Information

Company Name \_\_\_\_\_ Contact Name \_\_\_\_\_  
Company Type \_\_\_\_\_ Main contact number \_\_\_\_\_  
Alt. Phone \_\_\_\_\_ Fax Number \_\_\_\_\_  
Primary Email \_\_\_\_\_  
Company Website \_\_\_\_\_  
Job Title \_\_\_\_\_

### Provisioning Information

Please provide a brief company profile, so that our agents have the information on-hand when a caller asks:

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DID (Virtual number) will be (check one): Forwarded to  Published

**Answer my calls** in the following company script: \_\_\_\_\_

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### List the people who will be using the service including contact numbers, and emails:

	NAME	Contact Number	Email Address	Include VM Box?
1.	_____	_____	_____	Yes No
2.	_____	_____	_____	Yes No
3.	_____	_____	_____	Yes No
4.	_____	_____	_____	Yes No

Subscriber Signature

Date \_\_\_\_\_

**Telephone Call Instructions for \_\_\_\_\_ ← Name**

When a call comes in for me (check all that apply):

- a. Always try to reach me before taking a message.  b. Always take a written message (or voicemail).

Phone No. 1 \_\_\_\_\_

- c. Time or meeting specific message/voicemail

Phone No. 2 \_\_\_\_\_

*Complete Phone Numbers for Answer a.*

Phone No. 3 \_\_\_\_\_

**Message Instructions \_\_\_\_\_ ← Name**

When you are unavailable to take your calls (Check each that apply):

- a. Take a manual Message

Send messages to (check one):

Email  SMS

- b. When the caller requests to be transferred to voicemail.

Notify me by (check all that apply):

Email  SMS Who is your Cellphone Service Provider? \_\_\_\_\_

Voice Notification

**OPTIONAL CALL MANAGEMENT INSTRUCTIONS**

Directions to your location (if needed). Please include landmarks, color of building, etc:

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Please list the Five Most Commonly Asked Questions and Answers that your callers may need:

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Is there a leading question that your Live Answer Receptionist can ask your caller that would assist in handling your calls?  
(Example: What is the call in reference to?)

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How would you like your Live Answer Receptionist to handle calls from Wholesalers or Solicitation calls?

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Are there any times during business hours that you are generally unavailable to receive calls? (Example: Travel days, meetings, vacations)

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Is there a time of day that you would like us to tell your callers that they can expect to receive a return call from you or your company? (Example: You return all calls after 2pm)

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Please provide any additional information that you feel is important for your Live Answer Receptionist to better assist you.

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Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Subscriber Signature**

## Credit Card Authorization

Company Name: \_\_\_\_\_

I wish to pay by credit card until I revoke authorization in writing with 30 days notice:

Card # \_\_\_\_\_

Expires (MM/YY) \_\_\_\_\_ 3-digit Security Code \_\_\_\_\_

Visa M/Card AMEX

Name (on card) \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

Disclaimer: In Signing you acknowledge that You have read and agreed to the LiveAnswerReceptionist Standard Terms and Conditions ([LiveAnswerReceptionist.com/tandc.pdf](http://LiveAnswerReceptionist.com/tandc.pdf))

**Subscriber Signature**

Date \_\_\_\_\_