

Service Agreement

Package Includes

- Live Receptionist Call Handling
- Custom Call Tree
- One Voicemail box (extension)
- Phones covered 8am-5pm EST Monday-Friday
- Up to 240 Inbound Calls involving the Receptionist
- Month-to-month agreement

*"Your Professional Image
is Our Business"*

LIVEANSWER
RECEPTIONIST.COM

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 \$180.00

Premium Add-on Services

Setup Fee Monthly Fee

\$149.00 \$180.00

Quantity Monthly Fee

Additional People – 1 (one) additional voicemail box, Individual Call Management (\$15.00)		
50 Outbound Calls – Calls made by your LiveAnswerReceptionist on behalf of your business to confirm or schedule appointments etc. (\$50.00)		
Additional Toll-Free or Local Number – Number may be published or forwarded (\$20.00)		
Extra Inbound Calls – 60 Additional inbound calls involving your LiveAnswerReceptionist (\$40.00)		
Calendaring and Scheduling – A dedicated LiveAnswerReceptionist will be responsible for maintaining a personal calendar (\$50.00)		
Automated Front Office (stand alone service) – Custom Call Tree, Call Routing, Multi-line capabilities, one Voicemail Box (\$50.00)		
	Monthly Fee	
	Partial Month	
	Setup Fee	149.00
	1 st Month Fee and Setup	

Subscriber Information

Name _____
Business Name _____
Address _____ Ste _____
City _____ State _____ Zip _____
Phone _____ Fax _____
Alt. Ph. _____ Email Address _____

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

Card # _____ N/A _____ Expires (MM/YY) _____ 3-digit Security Code _____

Visa M/Card Discover AMEX EIN/Tax ID or SSN# _____

Billing Address: [same as above] Name (on card) _____

Address _____ City _____ State _____ ZIP _____

I prefer to pay by bank account direct draft (ACH) Bank name _____

Rt. # _____ Account # _____

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

Subscriber Signature _____

Date _____

Subscriber Company Information

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

Provisioning Information

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

DID (Virtual number) will be (check one):

Forwarded to ☐

Published ☐

Please answer my calls in the following company script: _____

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

Telephone Call Instructions

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

- ☐ a. Always try to reach me before taking a message.
Phone No. 1 _____
Phone No. 2 _____
Phone No. 3 _____

- ☐ a. Always take a written message (or voicemail).
☐ b. Time or meeting specific message/voicemail
Complete Phone Numbers for Answer a.

Message Instructions

When you are unavailable to take your calls (circle one):

- a. Take a manual Message

Send messages to (check one):

Email ☐ SMS ☐

- b. Offer to transfer to voicemail.

Notify me by (check all that apply):

Email ☐ SMS ☐

Voice Notification ☐

Subscriber Signature

Date _____

OPTIONAL CALL MANAGEMENT INSTRUCTIONS

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

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

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?)

Please list your Top Five Clients that you may receive calls from and any special instructions for these Top Five:

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

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

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)

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

Subscriber Signature

Printed Name: _____

Date: _____