

Call Minding Service

How does it work?

We answer your calls for you, in your company name, and either pass the details on to you by email or transfer them as though we were your actual receptionist. But that's not all we offer.

We take a pride in offering a bespoke service, and feel we are able to represent companies in exactly the way they would like.

We make sure we understand the business model of the companies we represent, and for each client produce a fact-file which our staff are made aware of and trained in as necessary.

This way the experience of the caller, is to feel that they are dealing with your actual business, and not with a remote and unfriendly call centre, which does not care about the result of their enquiry.

For some clients for example we also place customer orders direct with manufacturers, arrange deliveries direct from distributors, or make appointments on their behalf. These extra services are quoted for on a bespoke basis.

What will you get for your money?

We will allocate you your own dedicated telephone number (DDI), which will enable us to answer in your Company Name. This can be a local number if preferred and is included in your Set-Up Fee. (NB. 0207 numbers are subject to potential additional cost and availability). Messages will then be passed to you via email or text, or (subject to the licence level selected) transferred to you personally by use of an ATA Adaptor (please see charges below for unit cost), connected via the internet. You may then benefit in the following ways:

Basic Licence

1. Forward an existing telephone number (or multiple numbers) to your DDI during office hours so we receive your calls. (As per our call-handling charges below. NB. there may also be a charge for the forwarding from your existing supplier).
2. Publish this DDI as your own so we receive calls directly without the requirement for forwarding (As per our call-handling charges below).
3. Access voicemails from calls made (or forwarded to) your DDI yourself, by remote log-in via the internet or dial-in via any telephone.

Full Licence

1. As per Basic Licence.
2. As per Basic Licence.
3. As per Basic Licence.
4. Set up multiple route mapping (the destination your calls may forward to in particular circumstances / at particular times).
5. Answer your own 'after hours' calls either at home or on your mobile. (Achievable through route mapping).

6. Access your entire telephone service ie. taking and making calls, retrieving voicemail, changing settings etc. via the internet wherever you are. (NB. Making calls requires a headset / microphone and speakers as a minimum).

Service Options & Charges

1-OFF FEES

DDI Purchase covers the cost of the purchase of your own DDI (dedicated phone number). (NB. 0207 numbers are subject to potential additional cost and availability). This number will then be yours to use as you wish, either to simply forward an existing number to, or to publish as your own. You may purchase multiple DDIs for different business purposes. **Cost: £25. Terms: Payable in advance.**

The Set-up Fee covers the cost of the purchase of your own DDI (dedicated phone number), as well as our designing and implementing a bespoke interface for use by our call staff to ensure they ask the questions you want them to, and obtain the information you require, and in such a way that your messages can be automatically forwarded from this single data collection point, to the medium of your choice, either email or text message. **Cost: £100. Terms: Payable in advance on all Accounts and Plans.**

The Optional ATA Adaptor is a piece of hardware that allows you to plug up to 2 existing handsets (if you have 2 DDIs), and in turn connects to the internet, via your hub or router, to make the most of your internet service. This also makes it possible for us to transfer calls to you as though we were your own receptionist. **Cost: £75. Terms: Payable in advance.**

UNIT FEES AND RATES

Our Call Minding Fees are charged by the call regardless of call duration length and each incur Reporting Fees (either Call Transfer or Call Record Forwarding by Text Message or Email). **Cost: Reporting Fees - 25p each or 40p for any 2. Terms: Payable on demand at completion of *service period).**

LICENCES

The Basic Licence Fee provides facilities 1. to 3. as detailed above. **Cost: £25 per month. Terms: Payable by advance monthly Direct Debit. Minimum Contract Commitment: 12 months.**

The Full Licence Fee provides facilities 1. to 6. as detailed above. **Cost: £50 per month. Terms: Payable by advance monthly Direct Debit. Minimum Contract Commitment: 12 months.**

The Temporary Basic Licence Fee provides facilities 1. to 3. as detailed above, and is the same as the Basic Licence Fee except that it is only charged for by the week, and is not part of an ongoing contract. **Cost: £15 per week. Terms: Payable in advance. Minimum Contract Commitment: 0 months.**

The Temporary Full Licence Fee provides facilities 1. to 6. as detailed above, and is the same as the Full Licence Fee except that it is only charged for by the week, and is not part of an ongoing contract. **Cost: £25 per week. Terms: Payable in advance. Minimum Contract Commitment: 0 months.**

PLANS

Our Value Plans offer 5 packages which will save you money if they are right for you. NB.

***Upgrades:** from Basic Licence to Full Licence will incur an additional monthly fee of £25, and from Basic Temporary Licence to Full Temporary Licence an additional weekly fee of £10.*

1. Daily Phone Plan On an 'as and when' basis, perfect for clients who have only an occasional need.

Charged by the day, exclusive of preferred Licence Fee, to use whenever it suits you! It allows you up to 10 calls per day received or made on your behalf by SBS, inclusive of 1 consequent Reporting Service per call – to upgrade to any 2 reporting services will incur an additional monthly fee. **Cost:** *£12.50 per day.* **Terms:** *Standard Call Minding Fees apply to all calls received/made over and above the included calls quota within that day. Additional Call Minding Fees and Daily Rate payable on demand at completion of *service period. Licence Fee payable by advance monthly Direct Debit.* **Minimum Contract Commitment:** *12 months.*

2. Flexi Phone Plan On an 'as and when' basis, perfect for clients who are very busy sometimes.

Charged at a Block Rate, inclusive of Basic Licence, it allows you a maximum 10 days cover within any one month, to use as you wish! to include up to 10 calls per day received or made on your behalf by SBS, inclusive of 1 consequent Reporting Service per call – to upgrade to any 2 reporting services will incur an additional monthly fee. **Cost:** *£125.00 per month.* **Terms:** *Additional Fees apply at Standard Call Minding rates to all calls received/made over and above the included calls quota within that day. Upgrade to any 2 Reporting Services will incur an Additional Fee of £15.00 per month. Additional Fees payable on demand at completion of *service period. Plan Fee payable by advance monthly Direct Debit.* **Minimum Contract Commitment:** *12 months.*

3. 5-A-Day Phone Plan On an 'ongoing' basis, perfect for clients who are usually quite busy.

Charged at a Flat Monthly Rate, inclusive of Basic Licence, to include up to 5 calls per day, every day, received or made on your behalf by SBS, inclusive of 1 consequent Reporting Service per call – to upgrade to any 2 Reporting services will incur an additional monthly fee. **Cost:** *£150.00 per month.* **Terms:** *Additional Fees apply at Standard Call Minding rates to all calls received/made over and above the included calls quota within that day. Upgrade to any 2 Reporting Services will incur an Additional Fee of £22.50 per month. Additional Fees payable on demand at completion of *service period. Plan Fee payable by advance monthly Direct Debit.* **Minimum Contract Commitment:** *12 months.* **Special Deal** *until 30 November 09. Cash Payment for 6 months in advance offers a 20% discount on the first 6 months and thereafter 10% on every subsequent 6 month period.*

4. 10-A-Day Phone Plan On an 'ongoing' basis, perfect for clients who are always very busy.

Charged at a Flat Monthly Rate, inclusive of Basic Licence, to include up to 10 calls per day, every day, received or made on your behalf by SBS, inclusive of 1 consequent Reporting Service per call – to upgrade to any 2 Reporting services will incur an additional monthly fee. **Cost:** *£250.00 per month.* **Terms:** *Additional Fees apply at Standard Call Minding rates to all calls received/made over and above the included calls quota within that day. Upgrade to any 2 Reporting Services will incur an Additional Fee of £45.00 per month. Additional Fees payable on demand at completion of *service period. Plan Fee payable by advance monthly Direct Debit.* **Minimum Contract Commitment:** *12 months.* **Special Deal** *until 30 November 09. Cash Payment for 6 months in advance offers a 20% discount on the first 6 months and thereafter 10% on every subsequent 6 month period.*

5. Bespoke Phone Plan On an 'ongoing' basis, perfect for busy clients who want more than just calls answered.

Charged as per plans above, but also commissioning us to provide additional services, such as making appointments, taking bookings, placing orders and arranging deliveries. Price on application.

6. Holiday Phone Plan On an 'occasional' basis, perfect clients who just want our help when they are away.

Charged at a Flat Weekly Rate, inclusive of Basic Temporary Licence, it allows you up to 50 calls per week received or made on your behalf by SBS, inclusive of 1 consequent Reporting Service per call – to upgrade to any 2 Reporting services will incur an additional weekly fee. **Cost: £75.00 per week.** **Terms:** *Additional Fees apply at Standard Call Minding rates to all calls received/made over and above the included calls quota within that week. Upgrade to any 2 Reporting Services will incur an Additional Fee of £7.50 per week. Additional Fees payable on demand at completion of *service period. Plan Fee and Licence Fee upgrades payable in advance. **Minimum Contract Commitment: 0.***

NB. These Call Minding Package Rates are subject to a 5% discount on both services if you also select our Postal Collection service or a Hot Desking Service, and 10% discount on all three services if you select all three. This may not be combined with any other Offers or Special Deals.

**Service period denotes month end in all ongoing account situations unless the period is defined specifically such as in a Holiday Phone Plan.*