

## Call Minding Service

### What can we do for you?

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 trained from 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.

### How will it work?

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 'Our Charges' for unit cost), connected via the internet.

### What do you need to do?

1. Select your DDI (telephone number). *NB. Not required for holiday cover.*
2. Tell us what questions you need us to ask your callers so we can build your interface.
3. Choose the Licence you want. This will depend on what you want to be able to do.
4. Choose the plan you want. This will depend on how often you receive calls.

## 1. Select Your DDI

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. (NB. 0207 numbers are subject to potential additional cost and availability). You may then either publish this number as your own, to allow us to receive calls directly, or forward your existing numbers to it. Either way, it enables us to identify your incoming calls, and answer appropriately, ie. In your Company name. The fee for this number allocation is included in your Set-Up Fee. (See 'Our Charges'), though additional DDIs may be purchased for specific projects.

## 2. Your Interface

We will need to design and build a customised screen that prompts our staff to ask the questions you need them to, and forwards a transcript of the call via email/text to your mobile phone or PC, or stores the information on a database for your future use. Each client's needs are different, please think this through, and discuss any concerns, thoughts or ideas that you have with us, before we undertake this work for you. The fee for this design and build is included in your Set-Up Fee. (See 'Our Charges').

## 3. Licences

The level of licence you have determines what facilities can be carried out in connection with your account. So you need to make sure that a licence will provide the facilities you require before you order it. Basic Licences are adequate for most situations. Licences are all paid for on a 12 month contract, but can be upgraded if necessary mid-term.

### Basic Licence (12 month contract or 'by the week')

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 (12 month contract or 'by the week')

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).

## 4. Plans and Tariffs

You may choose from the following 8 tariffs, depending on your call volume.

**Budget Plan (great for small sole traders/tradesmen etc)** 12mths payable in full in advance.

Ongoing plan including up to 75 calls pm / set-up fee / basic licence / single reporting

**Plan A (standard plan – low volume)** 12mth contract. Payable quarterly in advance.

Ongoing plan including up to 150 calls pm / basic licence / single reporting

**Plan B (standard plan – low-medium volume)** 12mth contract. Payable quarterly in advance.

Ongoing plan including up to 225 calls pm / basic licence / single reporting

**Plan C (standard plan – medium volume)** 12mth contract. Payable quarterly in advance.

Ongoing plan including up to 300 calls pm / basic licence / single reporting

**Flexi-Plan (for those who are often 'on the road')** 12mth contract. Payable quarterly in advance.

Flexible plan including up to 10 active days (max 100 calls) pm / basic licence / single reporting

**Daily Plan (for those who are sometimes 'on the road')** 12mth contract. Payable quarterly in advance.

Ongoing plan charging calls by the active day only / basic licence / single reporting

**Daily Rate (holiday cover)** no contract

Adhoc plan charging calls by the active day / basic temporary licence / single reporting

**Weekly Rate (holiday cover)** no contract

Ongoing plan charging calls by the active day / basic licence / single reporting

## Our Charges and Service Options

### 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 excluding where standard holiday cover set-up is accepted.**

**The Optional ATA Adaptor** is a piece of hardware that allows you to plug up to 2 existing handsets (for up to 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. The call fees vary between 50p and £1.25 depending on the tariff chosen and all incur Reporting Fees. Excess fees are charged at a pro-rata rate to the tariff, not incurring a penalty rate as with many telephone contracts. **Terms: Payable in advance dependent on tariff – excess fees payable on demand at completion of \*service period).**

**Call Reporting Fees** (either Call Transfer or Call Record Forwarding by Text Message or Email or Database updating). **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: £30 per week. Terms: Payable in advance. Minimum Contract Commitment: 0 months.**

### Plans and Tariffs

**Our Value Plans** offer 8 packages, so there you are sure to find one that meets your needs. 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 £15.**

## Plans and Tariffs In Summary

**Budget Plan** includes set-up fee / basic licence / single reporting / payable annually in advance

Ongoing plan allowing up to 75 calls per month £100 pcm Payable in advance @ £1200pa

**Plan A** includes basic licence / single reporting / payable quarterly in advance

Ongoing plan allowing up to 150 calls per month £150 pcm Payable in advance @ £450pq

**Plan B** includes basic licence / single reporting / payable quarterly in advance

Ongoing plan allowing up to 225 calls per month £200 pcm Payable in advance @ £600pq

**Plan C** includes basic licence / single reporting / payable quarterly in advance

Ongoing plan allowing up to 300 calls per month £250 pcm Payable in advance @ £750pq

**Flexi Plan** includes basic licence / single reporting / payable quarterly in advance

Flexible plan allowing up to 10 days (100 calls) pm £125 pcm Payable in advance @ £375pq

**Daily Plan** includes basic licence / single reporting / licence payable annually in advance

Ongoing plan £25 pcm Payable in advance @ £300pa

Calls by the active day only (10 per day) £12.50 pd Payable in advance as ordered

**Daily Rate** includes temporary basic licence / single reporting / payable in advance as ordered

Temporary Licence (lasts for up to 1 week) £15 pw Payable in advance as ordered

Calls by the active day only (10 per day) £15 pd Payable in advance as ordered

**Weekly Rate** includes temporary basic licence / single reporting / payable in advance as ordered

Temporary Licence (lasts for up to 1 week) £15 pw Payable in advance as ordered

Calls by the active week only (10 per day) £75 pw Payable in advance as ordered

**Bespoke Plans** can be tailored for you, to include additional services as required.

## Plans and Tariffs In Detail

**Budget Plan** On an 'ongoing' basis, perfect for clients with minimal call volume (75 calls per month).

Charged at a Flat Monthly Rate, inclusive of Basic Licence, to include approx. 2-3 calls per day, received or made on your behalf by SBS, inclusive of 1 consequent Reporting Service per call. **Plan Fee: £100.00 per month. Payable in advance annually at £1200.00. Terms:** Plan Upgrade to any 2 Reporting Services will incur an Upgrade Fee of £11.25 per month. Plan Upgrade to Full Licence will incur an Upgrade Fee of £25.00 per month. Additional Fees apply at pro-rata tariff rates to all excess calls ie. calls received/made over and above the included calls quota within that month. Additional Fees payable on demand at completion of \*service period. **One-off Set-Up Fee: £100 payable in advance. Minimum Contract Commitment: 12 months. Special Deal. Our lowest tariff and we are currently waiving the set-up fee.**

**Plan A** On an 'ongoing' basis, perfect for clients with low call volume (150 calls per month).

Charged at a Flat Monthly Rate, inclusive of Basic Licence, to include approx. 5-7 calls per day, received or made on your behalf by SBS, inclusive of 1 consequent Reporting Service per call. **Plan Fee: £150.00 per month. Payable by advance quarterly Direct Debit of £450.00. Terms:** Plan Upgrade to any 2 Reporting Services will incur an Upgrade Fee of £22.50 per month. Plan Upgrade to Full Licence will incur an Upgrade Fee of £25.00 per month. Additional Fees apply at pro-rata tariff rates to all excess calls ie. calls received/made over and above the included calls quota within that month. Additional Fees payable on demand at completion of \*service period. **One-off Set-Up Fee: £100 payable in advance. Minimum Contract Commitment: 12 months. Special Deal. Pay annually in advance and we waive the set-up fee and apply a 5% discount (year 1) / 10% discount (subsequent years).**

**Plan B** On an 'ongoing' basis, perfect for clients with low-medium call volume (225 calls per month).

Charged at a Flat Monthly Rate, inclusive of Basic Licence, to include approx. 8-10 calls per day, received or made on your behalf by SBS, inclusive of 1 consequent Reporting Service per call. **Plan Fee: £200.00 per month. Payable by advance quarterly Direct Debit of £600.00. Terms:** Plan Upgrade to any 2 Reporting Services will incur an Upgrade Fee of £33.75 per month. Plan Upgrade to Full Licence will incur an Upgrade Fee of £25.00 per month. Additional Fees apply at pro-rata tariff rates to all excess calls ie. calls received/made over and above the included calls quota within that month. Additional Fees payable on demand at completion of \*service period. **One-off Set-Up Fee: £100 payable in advance. Minimum Contract Commitment: 12 months. Special Deal. Pay annually in advance and we waive the set-up fee and apply a 5% discount (year 1) / 10% discount (subsequent years).**

**Plan C** On an 'ongoing' basis, perfect for clients with medium call volume (300 calls per month).

Charged at a Flat Monthly Rate, inclusive of Basic Licence, to include approx. 11-15 calls per day, received or made on your behalf by SBS, inclusive of 1 consequent Reporting Service per call. **Plan Fee: £250.00 per month. Payable by advance quarterly Direct Debit of £750.00. Terms: Plan Upgrade to any 2 Reporting Services will incur an Upgrade Fee of £45.00 per month. Plan Upgrade to Full Licence will incur an Upgrade Fee of £25.00 per month. Additional Fees apply at pro-rata tariff rates to all excess calls ie. calls received/made over and above the included calls quota within that month. Additional Fees payable on demand at completion of \*service period. One-off Set-Up Fee: £100 payable in advance. Minimum Contract Commitment: 12 months.**

**Special Deal.** Pay annually in advance and we waive the set-up fee and apply a 5% discount (year 1) / 10% discount (subsequent years).

**Flexi Phone Plan** On an 'as and when' basis, perfect for clients who are often out of the office.

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. **Plan Fee: £125.00 per month. Payable by advance quarterly Direct Debit of £375.00. Terms: Plan Upgrade to any 2 Reporting Services will incur an Upgrade Fee of £15.00 per month. Plan Upgrade to Full Licence will incur an Upgrade Fee of £25.00 per month. Additional Fees apply at pro-rata tariff rates to all excess calls ie. calls received/made over and above the included calls quota within that day. Additional Fees payable on demand at completion of \*service period. One-off Set-Up Fee: £100 payable in advance. Minimum Contract Commitment: 12 months.**

**Daily Plan** On an 'as and when' basis, perfect for clients who have an infrequent need.

Charged in two parts, the Plan in advance, inclusive of Basic Licence, the calls by Daily Rate, 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. **Plan Fee: £25.00 per month. Payable by advance quarterly Direct Debit of £75.00. Daily Call Fee: £12.50 per day. Terms: Plan Upgrade to Full Licence will incur an Upgrade Fee of £25.00 per month. Upgrade to any 2 Reporting Services will incur an Additional Fee of £1.50 per day. Additional Fees apply at pro-rata tariff rates to all excess calls ie. calls received/made over and above the included calls quota within that day. Additional Fees payable on demand at completion of \*service period. One-off Set-Up Fee: £100 payable in advance. Minimum Contract Commitment: 12 months.**

**Daily Rate** On an 'as and when' basis, perfect for clients who have an occasional need.

Charged in advance of the \*service period, 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. **Daily Fee: £15.00 per day. Terms: Additional Fees apply at pro-rata tariff rates to all excess calls ie. 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 £1.50 per day. NB. A Temporary Licence is required to cover each \*service period (minimum fee £15.00 for 7 days. See Fees above). Additional Fees payable on demand at completion of \*service period. No Contract Commitment. No Set-Up Fee (unless a bespoke interface is required).**

**Weekly Rate** On an 'as and when' basis, perfect for clients who require holiday cover.

Charged at a Flat Weekly Rate, inclusive of Basic Temporary Licence, 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. **Weekly Fee: £90.00 per week. Terms: Additional Fees apply at pro-rata tariff rates to all excess calls ie. 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 £7.50 per week. Additional Fees payable on demand at completion of \*service period. No Contract Commitment. No Set-Up Fee (unless a bespoke interface is required).**

**Bespoke Phone Plan** On an 'ongoing' basis, perfect for clients who want more than 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.

*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.*