

Permanent Business Line or Occasional Divert of your regular office number

"Don't rely on the answer-phone or your competition to take your customer calls..."



Telephone Call handling includes all the following:

- ▲ A dedicated incoming line
- ▲ Calls answered by a receptionist in your company name 09:00-17:30 Mon-Fri.
- ▲ Messages taken and relayed as they come through by either:
E-mail and or SMS text (texts are charged at 12p each)
- ▲ Escalation procedure for important or urgent calls.
- ▲ Outside Virtual Reception hours & during Public Holidays calls can be routed to a number of your choice or voicemail.

Monthly fixed fee including first 20 calls = £39 (incoming calls thereafter at 49p per call)

Same Day Activation: Initial one-off system programming fee £20

Further Options:

Out of Hours Personalised Voice-mail or Announcement

Add £9 /month for each voice-mail box.

Voice messages can be retrieved by dialing-in at any time or a 'new message alert' can be sent to your mobile phone which connects you directly to the message system each time a message is left for you.

Please note that the 'New Message Alert' service incurs a call charge – charged at Standard BT business rate.

Call Forwarding

Calls forwarded to a mobile or any external number are charged at Standard BT business rate.

Fax receipt, handling & forwarding - not got a fax number? **Use ours free**

No monthly fee - 10p / page.

Faxes can be forwarded by post for £postage +12% or scanned & emailed for 50p per page.

Holidays/Business Trips

During holidays or extended trips away from your business, special instructions can be given to reception with regards to the handling of your incoming calls during that period. Minor changes in system set-up required to handle calls during these breaks are included in the price of your package.

Non-Geographic Numbers can be arranged for you i.e. 0844, 0870, 0800 etc = Set up and 1st year rental fee £45 then £24 annually thereafter

A non-geographic number registered in your company name that can be 'directed' to any land-line in the country. Please call if you would like more information on these numbers.

Re-routing of Non-geographic numbers = One off fee £25 per re-route

Cancellation of Non-geographic number = One off fee £30 per number

Please note that any NGN line dormant for 3 months will become subject to £10/m charge from the carrier.

No Security Deposit - Agreement: 1 month rolling

Payment: Virtual Reception Package = Monthly in advance

Per call charges, call forwarding costs and any other services used throughout the month are invoiced monthly in arrears, payment by credit card within 5 days.

All prices subject to VAT