



## Plans and Pricing Overview

# When you're ready to outsource, the answer is clear. Choose AnswerConnect.

When businesses want exceptional contact center services for their valued customers, they turn to the experts at **AnswerConnect**. Here talent and technology come together to create an unbeatable outsourced solution for our nationwide clientele. With a skilled and dedicated crew of agents using a state-of-the-art communications network, AnswerConnect generates measurable results for clients quickly and affordably.

## The right fit.

If outsourcing is a smart move, AnswerConnect makes it brilliant. With the knowledge that each client has its own needs and concerns, we build customized solutions one by one. Your callers are instantly routed to agents with the right skills and expertise to handle a wide range of needs. Our agility results in a seamless performance—whether it's order entry, appointment setting, or administrative support.

## The experts who make it happen.

At AnswerConnect, we're in the business of talking to people. Nothing is more important than the satisfaction of your customers, so we recruit and retain the most personable and capable agents in the business. Whether your customers call during peak hours or late at night, they'll receive the same attentive service every time.

## What sets our people apart?

- Diverse areas of expertise allow us to offer a wide array of services.
- Exclusive focus on inbound call handling, rather than telemarketing or sales, helps us attract skilled, career-minded individuals who go the extra mile for our clients.
- Ongoing training maximizes the potential of our technologies for your benefit.

## The technological edge.

At the core of AnswerConnect's operations is a sophisticated grid of telephone networks, web-enabled workstations, and backup systems. These complex tools serve a simple purpose: giving your customers the most efficient and relevant care possible.

► **Connectivity.** The moment the phone rings at AnswerConnect, relevant information about your account appears on our agents' screens. Our call center becomes a virtual extension of your office, and your customers' needs are met with speed and precision. Your messages are instantly forwarded to the appropriate recipient by phone, e-mail, or whatever medium you choose.

► **Security.** Our backup systems were designed with your security in mind. We take careful measures to preserve the integrity of your critical information and maintain your call flow.

► **Refinement.** By carefully monitoring call volume, we can make adjustments on the fly and staff your account in accordance with your evolving needs. You reap the benefits of our continuous improvements.

# Spectrum of Services

AnswerConnect presents a wide range of inbound calling services, which we tailor for each client's specific needs.

## Answering Services

Whether you need a 24x7 contact for urgent calls or an appointment setter during peak hours, we'll be there. Our skilled agents handle calls with the care and discretion your customers deserve.

## Call Center

By serving as your all-hours annex, we'll help you capture residual sales opportunities and strengthen your customer relationships. Web-integrated workstations allow our agents to access relevant information and even work directly from your Web site.

## Order Entry

End the frustration of missed opportunities! Your customers can place orders with us around the clock and from any U.S. location. You get the benefit of a constant telephone presence without the cost of adding in-house staff.

## Web Chat

AnswerConnect's live web chat offers a fully branded solution that seamlessly integrates with your existing web site design.

## Appointment Setting

Outsourcing this critical service frees up a great deal of time and resources for other areas of your business. Web-based scheduling software allows for easy two-way interaction between our agents and your front office.

## Voicemail

Retrieving voicemail messages is as simple as checking your e-mail. We'll deliver messages directly to your inbox so you can store them indefinitely and play them on demand.

## Click to Talk

Click-to-Talk is a simple, effective, "one click" way to boost sales and enhance customer service. Allow customers to request immediate callbacks from your website with just the click of a button.

## Client Access

Online Account Access enables you to conveniently view, sort and forward messages, access customer interactions and even pay bills all online.

## A Clear Advantage

A partnership with AnswerConnect gives you sophisticated calling services and administrative support at a fraction of the cost of retaining on-site personnel.

Consider this simple comparison:



	Full-time employees	► The AnswerConnect solution
<b>Availability</b>	Regular work week plus expensive overtime hours	24x7 service with built-in scalability to handle multiple callers
<b>Your time</b>	Advertising for position, interviewing, training, payroll	Simple one-time setup
<b>Your cost</b>	Hourly wages or salary, health care, administrative costs	You pay for the calling plan that meets your needs—that's all

Expand your coverage even as you slash expenses—that's the clear advantage of outsourcing with AnswerConnect. Setting up your account is hassle-free, and you can modify or add new services at any time. To learn more about our solutions and how to put them to work for your bottom line, call 800.473.4586 or visit [www.answerconnect.com](http://www.answerconnect.com) today.

## Service Plans

AnswerConnect is committed to giving you the best in customer service. We offer a variety of plans to suit your messaging needs. Choose the plan that best fits your company's needs.

Business Size	Included minutes per month	Price per month	Each additional minute
<b>Small / Medium</b> Order entry services included with all plans above 100 minutes.	150 minutes	\$149.99	97¢
	250 minutes	<del>\$199.99</del>	95¢
	500 minutes	<b>\$399.99</b>	93¢
	800 minutes	<del>\$629.99</del>	93¢
<b>Enterprise</b> Order entry services included with all plans above 100 minutes.	1,100 minutes	\$849.99	91¢
	1,600 minutes	\$1,199.99	90¢
	2,700 minutes	\$1,999.99	89¢

\$49.99 minimum non-refundable set-up charge applied to cost of up to 1 hour customized training, programming and scripting.  
Unlimited and custom plans available upon request

## Other Services

AnswerConnect will customize your message delivery to meet your specifications. Choose from e-mail, pager, fax, or voicemail. Or we can have our operators call you directly and deliver your messages over the phone. Choose as many methods as you need.

Method of Delivery		Price per month
<b>E-mail</b>	Sent to your email address	FREE
<b>Text Message</b>	Sent to your cell phone	FREE
<b>Fax</b>	Messages faxed daily	\$9.99
<b>Operator</b>	Live verbal relay	\$29.99
<b>Patching</b>	Small / Medium Plans	\$29.99
	Enterprise Plans	\$99.50
<b>IVR/Virtual PBX</b>	Up to 2k minutes per month	\$49.99

\*Calls billed in 8 second increments, 30 second minimum per call.  
Larger plans available upon request. Order Entry & Help Desk service plans also available.

\*Each additional minute 9.9¢

# Service Agreement

This form can be filled out on the computer. Simply click on the field and start typing.  
Please complete and fax to 800.803.8486.

## Billing Information

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

Billing Contact: \_\_\_\_\_

Contact Phone Number: \_\_\_\_\_ E-Mail: \_\_\_\_\_

EIN or SSN: \_\_\_\_\_

Billing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

## Service Plans

Please check one Service Plan

- 150 included minutes per month
- 250 included minutes per month
- 500 included minutes per month
- 800 included minutes per month
- 1,100 included minutes per month
- 1,600 included minutes per month
- 2,700 included minutes per month

## Delivery Methods

Please check all desired Delivery Methods

- E-mail Delivery of all messages
- Fax Delivery sent daily or on arrival
- Operator Delivery via live verbal relay
- Call Patching connects caller to you
- IVR/Virtual PBX

## Web Services

Please choose your web service

- Web Chat
- Web Lead Capture

## Authorization

AnswerConnect is hereby authorized to be my answering service and to act as my agent in all matters relating to answering, messaging, and telecommunication services. I agree to the terms and conditions of service, and I agree to pay all charges as per invoice terms. I understand that my use of any service provided by AnswerConnect constitutes acceptance of these terms and conditions. I authorize AnswerConnect to verify the information given on this application and to receive and exchange credit information concerning this account both now and in the future. Provision of service is contingent upon credit approval.

I understand that during the month AnswerConnect will charge my credit card for current usage charges in excess of the monthly allowance on a periodic basis. I also understand that I can work with AnswerConnect to change my plan to a rate plan that more appropriately matches my usage of service. AnswerConnect reserves the right to suspend service at any time in the event of a declined attempt to charge the recurring credit card.

Print Name: \_\_\_\_\_ Title: \_\_\_\_\_

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

# Credit Card Authorization

This form can be filled out on the computer. Simply click on the field and start typing.

Complete and fax to 800.803.8486.

## Billing Information

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

Type of Card:  VISA  MasterCard  Discover  American Express

Expiration Date (mm/yy): \_\_\_\_\_

Credit Card Number: \_\_\_\_\_

Name on Credit Card: \_\_\_\_\_

Credit Card Billing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

## Authorization

AnswerConnect is hereby authorized to charge the indicated credit card on a recurring basis for payment for services performed on my behalf. In the event of cancellation of service, I authorize AnswerConnect to subsequently charge any credit card in my recurring authorization agreement for payment of all charges for any services performed on my behalf by AnswerConnect. I agree that if I have any problems or questions regarding my service that I will contact AnswerConnect for assistance, and I agree that I will not dispute any charges from AnswerConnect unless I have already attempted to rectify the situation directly with AnswerConnect. I agree that any credits offered by AnswerConnect will not be refunded to my credit card, but will be applied to my account with Answerconnect. I agree to inform AnswerConnect of any change (including expiration date) in my credit card information, which may be required in writing. I guarantee and warrant that I am the legal cardholder for this credit card and that I am legally authorized to enter into this recurring billing agreement. I agree that termination of this recurring credit card authorization must be in writing to AnswerConnect.

Print Name: \_\_\_\_\_ Title: \_\_\_\_\_

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

## Terms and Conditions

**SERVICES.** Upon acceptance and approval of my Service Agreement ("Agreement"), A-CTI, (DBA AnswerConnect Teleservices Inc.) agrees to make commercially reasonable efforts to provide the services I have selected, and I agree to use those services, in accordance with these terms and conditions of this Service Agreement. Work interactions on your account are measured from connect to conclusion of work associated with the interaction including inbound and outbound minutes worked with a 30 second minimum per interactions billed in 6 second increments thereafter. I understand that I must provide the e-mail, pager, fax, or other telecommunications service that will be used to deliver my messages to me, except the voice mail service that A-CTI will provide upon my request at an additional charge. All telephone numbers provided or arranged by A-CTI remain the property of A-CTI upon any termination of my services. The service is propriety to and the property of A-CTI, and the title thereto remains in A-CTI. All applicable rights in copyrights, trademarks, and trade secrets in the service are owned by A-CTI. I will not sell, transfer or otherwise make available the service to any third parties without the prior written approval of A-CTI. Service is provided for use only by me and my authorized agents. I agree to give A-CTI at least seven (7) business days prior written notice before any known increases in call volume.

**BILLING AND PAYMENT.** Monthly recurring charges are billed in arrears, and usage charges in excess of the monthly allowance are billed during the month on a periodic basis. I am responsible for payment of all charges for any services performed on my behalf by A-CTI. Payments are due in A-CTI's offices on or before the due date. A-CTI reserves the right to require payment outside the regular monthly billing cycle. If my bill is not paid before the due date, a late fee in the amount of one and one-half percent (1.5%) of the unpaid balance will be applied to my account. I agree that a late fee is a reasonable pre-estimate of A-CTI's damages for late payments. I will be assessed a charge of twenty-five dollars (\$25.00) for each check or other payment to A-CTI which a financial institution refuses to honor for any reason.

**TERM AND TERMINATION.** This Agreement shall be in effect for a minimum term of ninety (90) days and will remain in force on a month to month basis thereafter until terminated by either party upon thirty (30) days notice. A-CTI reserves the right to increase any of its rates or charges at any time upon thirty (30) days notice. If I fail to pay any bill within ten (10) days of its due date, A-CTI may restrict or terminate my service. I must give A-CTI written notice of cancellation. I will not use the services for any unlawful purpose and only use the services in accordance with the terms and conditions of this Agreement. I understand that A-CTI may immediately restrict or disconnect my service without notice for any violation thereof. If I fail to meet my service agreement, I may be debited an early termination fee for 20 percent of my remaining recurring charges for the (90) day service agreement or \$99.99, whichever is higher.

**DISPUTE RESOLUTION.** I will send A-CTI a written notice of any dispute on my bill within thirty (30) days after the statement date, or such statement shall be deemed to be correct and payable in full. I will provide detailed information regarding any dispute, and I agree to cooperate with A-CTI in an investigation of disputed matters. If A-CTI initiates legal proceedings to collect any amount due hereunder and A-CTI substantially prevails in such proceedings, then I will pay A-CTI's costs and reasonable attorneys' fees in such proceedings and any appeals. I waive any and all rights I may have to a jury trial in connection with any proceedings concerning this Agreement.

**LIMITED WARRANTIES, REMEDIES, AND DAMAGES.** A-CTI does not warrant that it will have sufficient resources to handle unexpected increases in call volumes. A-CTI does not warrant that the service is error-free, or will operate without delays or interruptions. A-CTI is not responsible for transmission errors, corruption of data, or the security of information carried over telecommunication services. Subject to the foregoing limitations, A-CTI will use commercially reasonable efforts to provide the services, and if A-CTI fails to do so, my sole remedy will be, at A-CTI's sole discretion, either: (1) the correction of the failure to provide the services, or (2) a refund of the monthly recurring charges I paid to A-CTI for such services during the period of time that the services were affected. EXCEPT AS SPECIFICALLY SET FORTH IN THIS AGREEMENT, A-CTI MAKES NO WARRANTIES, EXPRESS OR IMPLIED, AS TO ANY SERVICE PROVIDED HEREUNDER. A-CTI SPECIFICALLY DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. ANY LIABILITY HEREUNDER WILL BE LIMITED TO DIRECT DAMAGES, AND NEITHER PARTY WILL BE LIABLE FOR ANY INDIRECT, CONSEQUENTIAL, SPECIAL, INCIDENTAL OR PUNITIVE DAMAGES (INCLUDING LOST PROFITS, LOSS OF BUSINESS OPPORTUNITY, LOST REVENUE, OR LOSS OF GOODWILL) FOR ANY CAUSE OF ACTION, WHETHER IN CONTRACT, TORT, STRICT LIABILITY OR OTHERWISE, ARISING OUT OF OR RELATED TO THIS AGREEMENT. A-CTI'S ENTIRE LIABILITY FOR ANY CLAIM ARISING OUT OF OR RELATING TO THIS AGREEMENT SHALL BE LIMITED TO THE AMOUNTS I PAID TO A-CTI FOR SUCH SERVICE DURING THE TWELVE (12) MONTHS PRECEDING SUCH FAILURE TO PROVIDE THE SERVICE. THE PARTIES ACKNOWLEDGE THAT THESE LIMITATIONS ON POTENTIAL LIABILITIES WERE AN ESSENTIAL ELEMENT IN SETTING CONSIDERATION UNDER THIS AGREEMENT.

**AUTHORIZATION AND CREDIT CHECK.** All service requests are subject to the approval of A-CTI. I hereby authorize A-CTI to investigate my credit and hereby grant A-CTI permission to disclose to any other interested party(ies) A-CTI's payment/credit experience with my account(s). A-CTI reserves the right to request a letter of credit and/or a security deposit to ensure prompt payment. I understand that my responsibility of payment for all charges survives any termination of this Agreement.

**MISCELLANEOUS.** This Agreement and all claims relating to the relationship between the parties will be governed by, enforced, and interpreted under the laws of the State of Oregon without regard to its choice of law principles. In the event of legal action to interpret or enforce this Agreement, I agree that the venue will be in the appropriate state or federal court which has jurisdiction over actions brought in Washington County, Oregon. The provisions of this Agreement will be deemed severable, and the invalidity or unenforceability of any provision will not affect the validity or enforceability of any other provision. The terms and conditions of this Agreement may be amended or waived only by a written instrument signed by the parties. The terms of the Dispute Resolution; Limited Warranties, Remedies, and Damages; Authorization and Credit Check; and Miscellaneous sections will survive any termination of service.