

Live telephone answering service

MessageMail offer a truly professional and flexible service.

Calls diverted from your existing office number will be answered promptly in your company name by allocated receptionists acting on your instructions. Callers may be transferred to you or messages taken and delivered immediately as detailed in the prices.

Calls pass seamlessly to us, your caller having the impression of speaking to your reception / switchboard directly.

You want a service you can trust and be proud of - our free trial allows you to experience a different quality of service and define your call handling instructions. Your personal Account Manager is always available to deal with any changes you may wish to make.

Why trust MessageMail to represent your business?

MessageMail, established 1992 is one of the longest established telephone answering services in the UK.

40% of our clients have been with us for over two years.

Referral business accounts for a high percentage of new clients.

Our receptionists are personable, professional and well trained.

A personal Account Manager is allocated to each client.

We offer a highly competitive pricing structure.

Charges are not made for calls which result in no message being taken.

The directors work closely with staff to ensure a high quality of client & customer service.

MessageMail

78 York Street, London, W1H 1DP

Tel 0800 376 0044

Fax 020 7692 6789

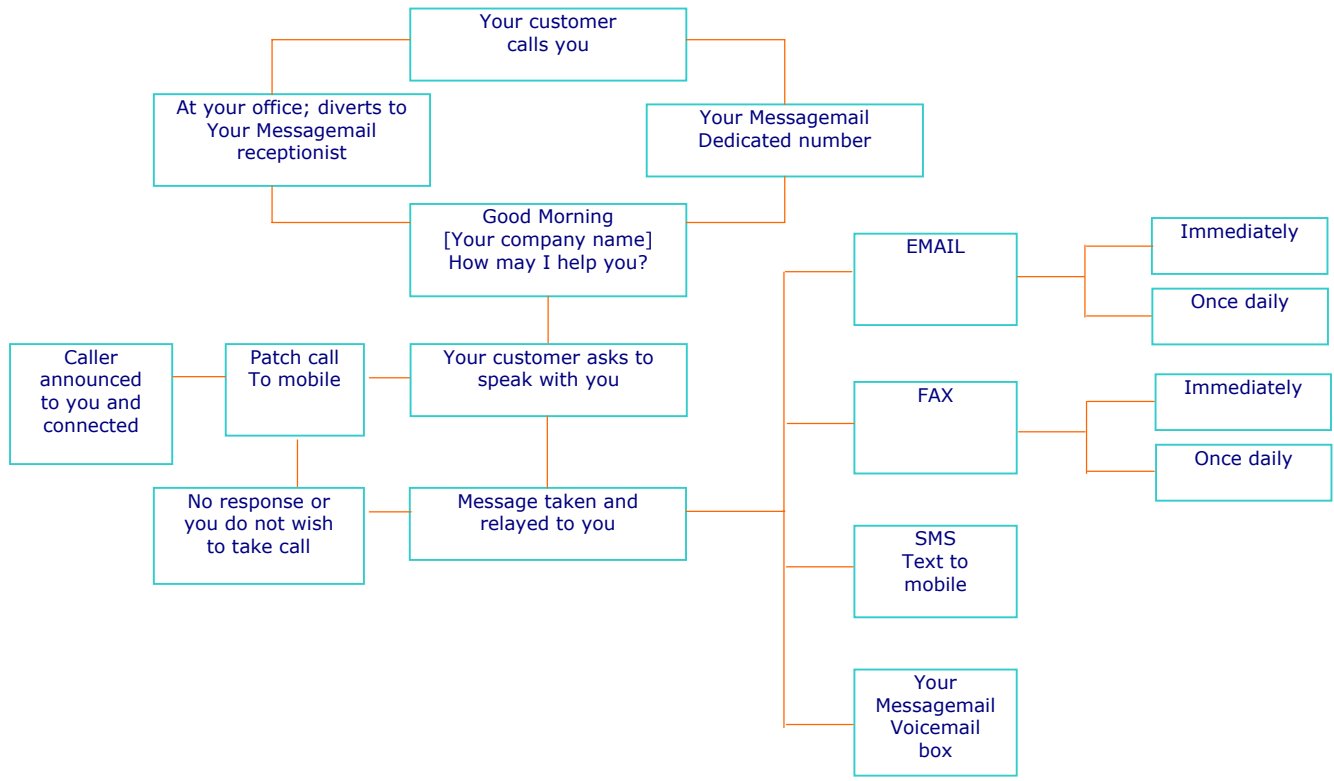
Intl Tel +44 20 7692 6789

Intl Fax +44 20 7692 6692

sales@messagemail.co.uk

www.messagemail.co.uk

How it works



Prices

Should you have any questions, please call: +44 (0)20 7692 0561

Account Set Up	£
Initial fee: DDI provision, scripting, training	60.00
Non-geographical 08.. number connection	15.00
Monthly Charges	£
Reception Services (Mon - Fri/Sat)	32.50
Itemised call reporting	2.50
Dedicated fax line	15.00
Non-geographical 08.. number rental	10.00
Call Handling	£
Message taking inc. delivery by email, sms or to voicemail	0.95
Call transfer	0.55
Call charges incurred	BT Standard Rates
Screening of unsolicited calls	No charge
Monthly Charges-mailing	£
Mailing Address in London W1	40.00
Registered Office address (additional fee)	10.00
24 Hour Facility	£
Initial fee: DDI provision, scripting, training	120.00
Reception services & Account Management	75.00
Service retainer/refundable deposit	£
Direct Debit agreement	0.00
With standing order/credit card authorisation	100.00
Without automated monthly payment method	150.00
Miscellaneous	£
Directory Enquiry Registration	50.00
Additional line - in separate company name. Monthly	20.00
Media response/enhanced account management. Monthly	45.00
Mail forwarding. Per bundle + postage	1.50
Fax forwarding. Per fax	0.95

All costs are subject to VAT, currently 17.5%

Virtual Reception

Service Information & Order Form

This form gives Messagemail the basic instructions to start your service and confirms your request for service. Your account manager will contact you upon receipt to clarify any outstanding points and discuss your requirements in more detail.

1. Live Telephone Answering

Monthly Cost of Service

Please select one of the following:

- Live telephone answering in your Company Name (office hours) £32.50
Live telephone answering in your Company Name (24hrs/365 days) £75.00
Itemised call reporting £2.50

2. Your Company information

Company Name	<input type="text"/>	Telephone	<input type="text"/>
Main Contact	<input type="text"/>	Fax	<input type="text"/>
URL	<input type="text"/>	Mobile	<input type="text"/>
Email Address	<input type="text"/>	Industry	<input type="text"/>
Address	<input type="text"/>		

3. Greeting

How would you like your telephone calls answered? The default greeting is "Good [morning/afternoon], [Company name]"

- Use Default greeting
 Use other greeting

Enter preferred greeting here

4. List Of All Partners & Employees

Name	Direct Dial	Mobile
<input type="text"/>	<input type="text"/>	<input type="text"/>
Position	Email	
<input type="text"/>	<input type="text"/>	

Attempt call transfer to:

- Direct Dial
 Mobile
 Both

Send message by:

- Email
 SMS
 Both

Person uncontactable:

- Out of office
 Off-site
 In a meeting
 With clients
-

4. Continued - List Of All Partners & Employees

Name	Direct Dial	Mobile
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
Position	Email	
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	
Attempt call transfer to:	Send message by:	Person uncontactable:
<input type="checkbox"/> Direct Dial <input type="checkbox"/> Mobile <input type="checkbox"/> Both	<input type="checkbox"/> Email <input type="checkbox"/> SMS <input type="checkbox"/> Both	<input type="checkbox"/> Out of office <input type="checkbox"/> Off-site <input type="checkbox"/> In a meeting <input type="checkbox"/> With clients

N.B. More fields for entering details for partners and employees can be found in Appendix A. Please duplicate this page as necessary and return the extra information with this form.

5. Service Retainer

Standard	<input type="checkbox"/> £150.00	<input style="width: 100%;" type="text"/>	Monthly Standing Charge	Select hours of live service
Credit Card	<input type="checkbox"/> £100.00	<input style="width: 100%;" type="text"/>	Set-Up Fee	<input type="checkbox"/> Mon - Fri 8:00 - 19:00
Direct Debit	<input type="checkbox"/> £0.00	<input style="width: 100%;" type="text"/>	Sub Total	<input type="checkbox"/> Mon - Fri 9:00 - 18:00
		<input style="width: 100%;" type="text"/>	Deposit	<input type="checkbox"/> Mon - Fri 8:30 - 17:30
		<input style="width: 100%;" type="text"/>	VAT @17.5%	<input type="checkbox"/> Mon - Sat all hours
		<input style="width: 100%;" type="text"/>	Total	<input type="checkbox"/> 24 hours

6. Payment Information

Method of payment	<input type="checkbox"/> Debit Card <input type="checkbox"/> Bank Transfer	<input type="checkbox"/> Credit Card <input type="checkbox"/> Cheque	<input type="checkbox"/> Direct Debit
Method of ongoing monthly payment	<input type="checkbox"/> Debit Card <input type="checkbox"/> Cheque	<input type="checkbox"/> Credit Card <input type="checkbox"/> Direct Debit	<input type="checkbox"/> Standing Order
Name on Card:	<input style="width: 100%;" type="text"/>	Card Type:	<input style="width: 100%;" type="text"/>
Card No:	<input style="width: 100%;" type="text"/>	Expiry Date:	<input style="width: 100%;" type="text"/>
Valid From:	<input style="width: 100%;" type="text"/>	Issue Number:	<input style="width: 100%;" type="text"/>
		Security Code:	<input style="width: 100%;" type="text"/>

Billing address if different from above:

Signature:

I have read the Terms and Conditions. Please start the service on:

How did you find out about Messagemail?

Recommendation

Google

Yahoo

MSN

AOL

Yell

Other search engine

Yellow pages

7. Please provide a description of your companies' activities/FAQ's etc.

8. Notes

Please use this section to add any further employees or address details. Any special requirements you may have should be listed here:

Once you have filled in your details, please send the form via fax or post and we will contact you to confirm receipt

Messagemail

78 York Street, London, W1H 1DP

UK Tel: 0800 376 0044

UK Fax: 020 7692 6789

INTL Tel: +44 20 7692 6789

INTL Fax: +44 20 7692 6692

Appendix A - List Of All Partners & Employees (Photocopy As Necessary)

Name	Direct Dial	Mobile
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
Position	Email	
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	
Attempt call transfer to:	Send message by:	Person uncontactable:
<input type="checkbox"/> Direct Dial <input type="checkbox"/> Mobile <input type="checkbox"/> Both	<input type="checkbox"/> Email <input type="checkbox"/> SMS <input type="checkbox"/> Both	<input type="checkbox"/> Out of office <input type="checkbox"/> Off-site <input type="checkbox"/> In a meeting <input type="checkbox"/> With clients

Name	Direct Dial	Mobile
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
Position	Email	
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	
Attempt call transfer to:	Send message by:	Person uncontactable:
<input type="checkbox"/> Direct Dial <input type="checkbox"/> Mobile <input type="checkbox"/> Both	<input type="checkbox"/> Email <input type="checkbox"/> SMS <input type="checkbox"/> Both	<input type="checkbox"/> Out of office <input type="checkbox"/> Off-site <input type="checkbox"/> In a meeting <input type="checkbox"/> With clients

Name	Direct Dial	Mobile
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
Position	Email	
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	
Attempt call transfer to:	Send message by:	Person uncontactable:
<input type="checkbox"/> Direct Dial <input type="checkbox"/> Mobile <input type="checkbox"/> Both	<input type="checkbox"/> Email <input type="checkbox"/> SMS <input type="checkbox"/> Both	<input type="checkbox"/> Out of office <input type="checkbox"/> Off-site <input type="checkbox"/> In a meeting <input type="checkbox"/> With clients

Name	Direct Dial	Mobile
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
Position	Email	
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	
Attempt call transfer to:	Send message by:	Person uncontactable:
<input type="checkbox"/> Direct Dial <input type="checkbox"/> Mobile <input type="checkbox"/> Both	<input type="checkbox"/> Email <input type="checkbox"/> SMS <input type="checkbox"/> Both	<input type="checkbox"/> Out of office <input type="checkbox"/> Off-site <input type="checkbox"/> In a meeting <input type="checkbox"/> With clients
