

From the heart of Weardale  
Taking e-communication forward



## Call Answering Solutions



**Providing customer service excellence**

*“First impressions count... you only have one chance to make a first impression on callers”*

## Lost calls means lost Business

As you manage a business you will be the first to appreciate that lost calls means lost potential revenue and poor customer service. However, you may not be aware of the following facts:

- 80% of all callers hang up when greeted by an answer machine or voice mail service
- 80% of first-time callers will not ring back if greeted by an engaged tone
- 75% of callers refuse to wait beyond the sixth ring
- 30% of businesses fail to answer all of their calls

People expect an instant response to their call or they phone the next number in the book, and there is no shortage of companies just waiting to grab their business.

Employing your own receptionist can be an expensive luxury however there is no substitute in business for the personal touch.

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## Your Receptionist on Our Site

You will have all of your calls answered within three rings in a professional and friendly manner - so, you will no longer suffer from any lost calls or business. You will increase your business potential because:

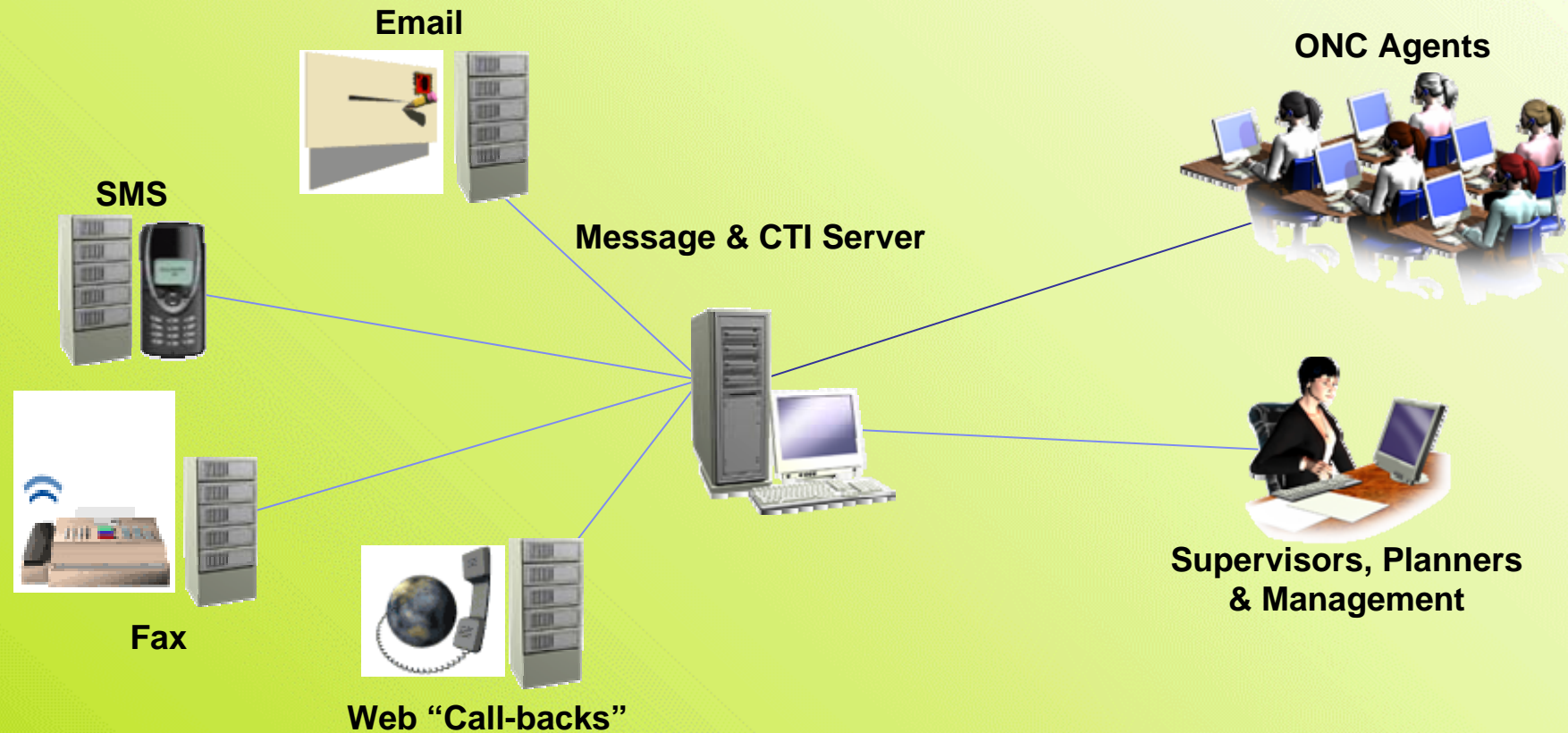
- our service will improve your corporate image and credibility
  - we will ensure that there is a human voice at the end of the phone
  - we will leave a professional and lasting impression on your customers
  - using our service, will help you to manage your time more productively
- 
- You will provide your customers with an excellent service
  - You will receive all of the support without the overhead costs
  - Your messages can be sent immediately so you can respond quickly
  - You will never have to worry about being fined for using your mobile while driving

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## CONTACT DISTRIBUTION AND MANAGEMENT SYSTEM

All contacts are managed, distributed and blended by the investment in technology by On Net Communications providing multi channel abilities with personal solutions.



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## Call Answering Service - overview of services

Flexible answering services, tailored to suit your business needs - you choose how and when we answer your calls and how your messages are relayed back to you.

Answering services include:

- calls answered and transferred direct to your landline or mobile
- calls answered, relaying all messages by sms, email or fax
- lunch-time receptionist cover, late opening cover and holiday cover
- fulfillment order line
- recruitment hotline for sending out application packs or initial telephone interviews
- disaster recovery if your lines go down

Answering services suitable for:

- self employed
- small businesses
- larger organisations
- UK wide service coverage
- Friendly, articulate professional receptionists fully briefed with your company's details
- Quality services, competitively priced

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## Silver Service Small or Startup Business

£14.99 + Vat per week and includes:

- Dedicated DDI answered in your company name
- 0800 / 0845 non geographic numbers free of charge
- 17 Answered calls
- 17 Messages forwarded by SMS / email
- Out of hours voicemail box with remote access
- Monthly statistical reports

Calls transferred to clients phones are charged at 10ppm for land lines and 20ppm for mobiles; extra calls are charged at 55ppm; Text messages at 15p; Email messages at 10p.

## Gold Service Up and Running Business

£29.99 + Vat per week and includes:

- Dedicated DDI answered in your company name
- 0800 / 0845 non geographic numbers free of charge
- 40 Answered calls
- 40 Messages forwarded by SMS / email
- Out of hours voicemail box with remote access
- Diary appointment updates
- Monthly statistical reports

Calls transferred to clients phones are charged at 10ppm for land lines and 20ppm for mobiles; extra calls are charged at 55ppm; Text messages at 15p; Email messages at 10p.

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## Platinum Service Medium and Growing Business

£59.99 + Vat per week and includes:

- Dedicated DDI answered in your company name
- 0800 / 0845 non geographic numbers free of charge
- 100 Answered calls
- 100 Messages forwarded by SMS / email
- Out of hours voicemail box with remote access
- Diary appointment updates
- Fulfillment services\*
- Monthly statistical reports

Calls transferred to clients phones are charged at 10ppm for land lines and 20ppm for mobiles; extra calls are charged at 55ppm; Text messages at 15p; Email messages at 10p. \* Fulfillment Services - Brochures, literature sent out to clients costed by postage weight and operator time.

## Contracts

- ♦ You can visit your reception at any time
- ♦ Service levels agreed to meet your business requirements
- ♦ You have the final say on your script
- ♦ Reports are designed to give you the business statistics you require
- ♦ You have the final say on your script
- ♦ You can cancel the service at any time
- ♦ Direct Debit for ease of payment

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## WHERE CAN YOU CONTACT US

*If you would like to discuss your Virtual Receptionist requirements please contact us on:*

**0845 456 3 007**

*Alternatively Email to:*

**[enquiries@on-net-communications.com](mailto:enquiries@on-net-communications.com)**

*Or write to us at:*

**On Net Communications**  
Westfield House, Prospect Road,  
Crook, Co Durham, DL15 8JN