



CALL ANSWERING SERVICE APPLICATION

Thank you for choosing British Monomarks as your Call Answering Service provider.

Please note that we require that a **SIGNED** and **DATED** copy is sent to us by post, fax or email (see page 4).

CALL ANSWERING



**A DEDICATED TELEPHONE LINE (0207)
Answered in your company name
Monday – Friday
9am – 5:30pm**

Service description:

- A dedicated (0207) telephone line answered in your company name using your individually scripted welcome and message.
- Calls answered during UK office hours Monday to Friday, 9 a.m. to 5.30 p.m.

Subscription costs:

£15.00 per month (*minimum 3 months*).
20% discount applies to annual registration

Set up charge and deposits:

There is a once only service set up charge of **£25.00 + £25.00 deposit**

Permanent divert:

Metered cost plus **15% service charge**.

Deposit required for permanent divert:	Landline/Mobile	£100.00
	Abroad	£200.00

Message charge:

This charge covers taking the message and emailing or texting it to you, or transferring the call directly through to you.

	Monday - Friday	24 Hours,
	9.30 a.m. - 5.30 p.m.	7 days per week
9 a.m - 5.30 p.m.	£1.25	P.O.A.

Order taking: From **£1.50**

VAT: All charges are subject to UK VAT @ 20%



CUSTOMER INFORMATION QUESTIONNAIRE

The following section will enable us to accurately set up your Call Answering Service. To avoid delays in setting up your service, please complete each section and option fully and in BLOCK CAPITALS.

1 Company name: _____
 Telephone (Day): _____ Mobile: _____
 Fax: _____ Email: _____

2 Type of business: _____

3 Names of associates for whom we may receive calls and with whom we may leave messages:
 1: _____ 2: _____
 3: _____ 4: _____

4 May we give your address to callers? YES NO
 May we give your phone number to callers? YES NO

5 YOUR MESSAGES

We should text you: YES NO
 We should email you: YES NO
 You will call us: YES NO
 We should call you: YES NO
 Do you require calls patched through to your Landline / Mobile: YES NO

6 HOW WOULD YOU LIKE US TO ANSWER YOUR CALLS?
(e.g. Good Morning, Your Company Name, May I help you, or simply the telephone number)

NOTE: If you are intending to use your number as part of an advertising campaign, please advise us in advance so that we can discuss how best to work with you during the campaign.



British Monomarks

SERVICE APPLICATION FORM - We're in, when you're out!

Before completing this section please ensure you have completed the Confidential Questionnaire (Page 2) Please complete the following page in BLOCK CAPITALS.

1 Your Name: _____ Company: _____
 Address: _____
 _____ Post Code: _____

2 METHOD OF PAYMENT:
 Cheque Credit Card Cash

3 CALL ANSWERING SERVICE CHARGES:

Subscription (see page 1):	£	<input type="text"/>
Once only set up fee of £25.00:	£	<input type="text" value="25.00"/>
SUB TOTAL:	£	<input type="text"/>
VAT @ 20% on Sub Total:	£	<input type="text"/>
Refundable Deposit(s) Total <small>(Standard service £25 + Optional Call Divert £100.00 or £200.00 if selected) (see page 1):</small>	£	<input type="text"/>
 TOTAL AMOUNT:	£	<input type="text"/>

I apply to use the above service until further notice and have read, understand and accept the terms and conditions set out on page 4 of this document. I agree that all invoices are payable within 7 days and I undertake to give a minimum of one month's written notice of termination of this agreement.

Signature: _____ Print Name: _____
 Date: _____

4 CREDIT CARD PAYMENT *(To avoid delays to set up please complete the following accurately):*

I authorise British Monomarks Ltd to charge my MASTERCARD VISA MAESTRO AMEX account unspecified amounts in respect of invoices rendered.

Name *(Exactly as shown on your credit card):* _____

ADDRESS *(Exactly as shown on your credit card bill):* _____

 _____ Postcode: _____

Card Number:

Start Date: / **Expiry Date:** / **Security Code:** **Issue No:**

Signature: _____ Date: _____

BMT/TA/UG2011



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Conditions of Service:
*The services provided are as described in British Monomarks Ltd printed literature and may change from time to time.
 The agreement shall continue from period to period unless one month's prior written notice is given by either party.
 Subscribers may phone in or call for messages. In emergencies British Monomarks Ltd will attempt to locate the subscriber to pass on messages and the costs incurred in so doing will be charged to the subscriber.
 Arrangements can also be made for routine posting, faxing or e-mailing messages.
 The subscriber will pay the subscription (in advance) and the handling charges, which are from time to time current and notified to the subscriber, within seven days of invoice, failing which British Monomarks Ltd may refuse to handle messages without prejudice to any claim for monies owing.
 Handling charges are payable in advance if requested.
 British Monomarks will notify the subscriber in writing of any changes in its charges and such altered charges will become applicable 14 days thereafter.
 The subscriber undertakes to notify British Monomarks Ltd in writing of any change of address or personnel.
 The subscriber is entitled to print the telephone number on all stationery only during the currency of the agreement.
 British Monomarks Ltd will make every reasonable effort to ensure accurate and expeditious handling of messages, but no responsibility shall attach to British Monomarks Ltd or its servants, agents or officers for any damages, injuries or loss howsoever arising or to whomsoever caused.*

For BM Office use only

Telephone number allocated to client: _____ **Date:** _____

Confirmed: _____ **Calling Card:** _____ **Box:** _____ **Ledger:** _____ **File:** _____

Checked by: _____

24/7: For charges and full details of the options available with our 24/7 service, please contact us for an individual quote, on:

UK enquiries: **Tel: 0800 096 1925**

International enquiries: **Tel: +44 (0)207 419 5000**

Email us at: **mail@monomark.co.uk**

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