



SELECT THE MOST COST EFFECTIVE SERVICE FOR YOU

OPTION 1			OPTION 2		
DEDICATED LINE ANSWERED IN YOUR COMPANY NAME FOR LOW VOLUME USERS			DEDICATED LINE ANSWERED IN YOUR COMPANY NAME FOR HIGHER VOLUME USERS		
	Monday-Friday 9am – 5.30pm	* 24 Hours 7 days		Monday-Friday 9am – 5.30pm	* 24 Hours 7 days
3 Months	£30	-	3 Months	£70	£130
6 Months	£55	£175	6 Months	£135	£255
Annual	£100	£340	Annual	£260	£500
Message charge			Message charge		
9am-5.30pm	90p	90p	9am-5.30pm	50p	50p
5.30pm-9am	N/A	£1.50	5.30pm-9am	N/A	£1.00

There is a once only set up charge of £25 plus a £25 (* 24/7 £50) refundable deposit.

CALL DESPATCH Add £5 per month to the above services. We can phone, fax, e-mail or text/sms you as soon as messages are received or we can post messages onto you.

CUSTOMER COLLECT **NO CHARGE:** You may call as often as you wish to pick up your messages.

ALL SUBSCRIPTIONS ARE PAYABLE IN ADVANCE AND ARE SUBJECT TO VAT AT 15%

PLEASE TICK THE SERVICE YOU REQUIRE:

OPTION: 1 OPTION: 2 24/7: Yes No

CALL DESPATCH: Yes No Service to commence on/...../.....

METHOD OF PAYMENT:

Cheque Credit Card Cash

FOR RECEIVED MESSAGE TARIFF SEE PAGE 4

CUSTOMER INFORMATION QUESTIONNAIRE

COMPANY:

PHONE: Day: Mobile:

Fax: E-mail:

Type of Business:

Names of associates for whom we may receive calls and with whom we may leave messages:

1:

3:

2:

4:

May we give your address to callers? Yes No

May we give your phone to callers? Yes No

Messages	You will call us	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	We should call you	Yes <input type="checkbox"/>	Best time (Call dispatch only)
	We should e-mail you	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	We should fax you	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	We should text/sms you	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	We should post	Yes <input type="checkbox"/>	No <input type="checkbox"/>

24/7 SERVICE

Between 5.30pm – 9am (call despatch only)

Do you wish us to contact you Yes No If yes, by what means:

If yes, suitable times:

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:

**PLEASE ADVISE US BEFORE-HAND IF YOU INTEND USING YOUR NUMBER IN ADVERTISEMENTS.
WE CAN THEN DISCUSS HOW BEST TO DEAL WITH YOUR CAMPAIGN**

APPLICATION FORM FOR TELEPHONE ANSWERING SERVICE

When you're out, we're in

Name: **Company:**

Address:

..... **Post Code:**

◆ Please also complete confidential customer questionnaire on page 2

Subscription	£	HOW DID YOU FIND OUT ABOUT BRITISH MONOMARKS
* Call Despatch	£	
Set-Up	£ 25.00	

SUB-TOTAL:	£	
Vat @ 15% on sub-total	£	
Refundable Deposit	£	
TOTAL	£	
* If applicable		

I apply to use the above service until further notice and have read, understand and accept the terms and conditions set out overleaf. 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:

Credit Card Authorisation

Please complete ALL details shown below

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

Name (as on credit card)

Address (as on your credit card statement)

.....

..... Postcode

Card No:

Start Date: / Expiry date: / Security Code: Issue No.

Signature: Date:

RECEIVED MESSAGE TARIFF

Customer Collect: NO CHARGE

Call Despatch:	Per Message	Fax (Per A4 Sheet)	
UK: Phoning a land line	0.25	UK:	0.25
Phoning a mobile	1.00	Europe	0.40
		Rest of the World	1.00
Europe:	0.40	Email	0.25
Rest of the World	1.00	Text Message	0.25

Order Taking from:	1.50	Call Patching:	
		UK: Landline	0.50
		UK: Mobile	1.00
		Overseas:	Metered cost plus 10% service charge

Call Diverts:

Metered cost plus 10% service charge.

If you require us to divert calls on a regular basis to a mobile or overseas phone, a deposit of £200 is applicable.

NOTE: We do not charge you if a caller chooses not to leave a message.

ALL CHARGES ARE SUBJECT TO VAT @ 15%

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 OFFICE USE:

Telephone number allocated to client: Date:

Confirmed: Calling Card: Box: Ledger: File:

CHECKED BY:

11/02