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Call Answering instructions

Your instructions help us to accurately set up your service. Please complete each section fully in BLOCK CAPITALS. Ensure during the course of your contract to keep us up-to-date with your contact details and specific call handling instructions.

Company Name:

Telephone (Day): Mobile:

Email:

Type of business:

Names of up to 4 associates for whom we can receive calls for and leave messages with:

1: 2:

3: 4:

Your address and telephone numbers:

May we give your address to callers? YES NO

May we give your phone number to callers? YES NO

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MESSAGES How should contact be made regarding your messages? *Please select 1 of the 5 options.*

1. We should text you: YES NO 2. We should email you: YES NO

3. You will call us: YES NO 4. We should call you: YES NO

5. UK call patching: YES NO Patch calls to:

PERMANENT DIVERT

Do you require permanent divert to your: **Mobile:** YES NO **Landline:** YES NO

If permanent divert is required, to where?: UK INTERNATIONAL

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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.

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Your Order

- Annual Plan: £145.00 + VAT = **£174.00**
- 6 Month Plan: £ 95.00 + VAT = **£114.00**
- 3 Month Plan: £ 50.00 + VAT = **£ 60.00**
- Fixed Call Answer Deposit: (no-VAT) = **£ 25.00**

- UK Permanent Divert: (no-VAT) = **£100.00**
- International Permanent Divert: (no-VAT) = **£200.00**

Enter your Permanent Divert Number

Total: £ .

Method of payment: _____

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Credit card payment

Please tick I have read and accept the terms and conditions below.

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 *(As shown on your statement)*

 Postcode:

CARD NUMBER:

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

Signature: _____ Date: / /

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Invoice address *(If different from box 2)*

Name:

Address:

Post Code: Country:

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.
- British Monomarks Ltd is registered under the Data Protection Act No. Z950981X and undertakes to store subscriber information securely and not to divulge the address or any other information held on file about the Subscriber to a third party without the consent of the Subscriber unless legally obliged to do so.
- 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 service set-up and 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.

Applicant Signature: _____ Date: / /

OFFICE USE ONLY: A/C No: Ent. by: Period: Inv. Month: Amt. paid: £

ID Requested: YES: NO: ID Rcvd: YES: NO: MONOMARK:

ASSIGNED TEL NUMBER:

ORDER CONFIRMATION SENT: ID APPROVAL CONFIRMATION SENT: