



Exchange Network, Inc. has been providing and developing Telecommunication Services since 1948.

No matter how large or small your business is, we look forward to working with you and your company. Please realize that when you hire Exchange Network, it is like adding a person to your staff at a fraction of the cost. It is important for us to understand your business requirements. The more we know about your company, the more informed we sound to your callers.

In addition to taking messages and relaying them to you, we can also take product orders, solve a customer care issue, locate a dealer, and provide literature requests. All these services are completed immediately. Therefore, your time and expenses are reduced.

Enclosed is the price list for Live 24Hour Answering Service and additional service options currently available. Please feel free to call me at 800-892-0500 with any questions you may have.

Sincerely,

Alan L. Hamer
President

**P. S. Visit our web site at
www.exchangenetwork.com Or
www.inboundms.com**

References provided upon request

What is an Answering Service?

For your business to succeed, you need to invest in business solutions. Exchange Network understands your needs and has the solutions. Our message center offers live answer, call screening/announcement, voice mail applications, patching calls, fax/email of messages, urgent dispatch and direct alpha paging.

Answering services are a vital link to your customers. We understand the needs of the professionals we serve and urge you to experience the difference in our commitment to excellence.

You are given a telephone number designated just for your company. With that number you will call forward the number you want us to answer. We will answer the line in your company name or however you want us to answer. Each account is custom created by you, you tell us what questions to ask the callers, based on your criteria we would know what to do with that call. Each call is stamped with the time and day the call was taken along with the Tele-Receptionist initials who took the call.

The benefits of using a live 24/ 7 Answering Service

- Your clients or potential clients will be able to reach you or your service staff anytime, day or night.
- No voice mail jail for your callers to get stuck in.
- We are able to get crucial information to your service staff when a client calls in with a need.
- We can make appointments, take orders for products.
- Your callers feel satisfaction when speaking with a live person instead of a machine.
- Utilize your advertising budget when someone calls in regarding the marketing material they have seen about your company.
- Custom reporting in any format you wish, Excel, DBF, CSV etc.
- Do you advertise? Very expensive. Don't waste money, your callers will get a live person every time no matter the time of day when they call your office.

If your idea of answering services is that of untrained or uncaring people answering phones unprofessionally, then you have not experienced Exchange Network, Inc.

Exchange Network, Inc. has been providing Live 24/7 answering service since 1948. The success that our clients gain is our success. Each one of our employees goes through extensive training so we are able to provide the best quality for you. Our equipment is no longer old telephones set up on a table in someone's living room. We have the most sophisticated computer answering service equipment available today, and we are constantly upgrading to make sure our clients have the best support.

Pricing and Services

The following information is our complete pricing based on a month's service, this also includes taxes and usage fees. We offer a monthly base rate which includes a set amount of minutes and then the overage charge which is billed per minute in 6 second increments. The base rate is billed in advance and covers you for 24/7 usage and the day to day management of your account as well as providing you with a call forwarding number you can forward to.

Monthly Base Rate: \$85.00 a month which includes 100 minutes of talk time, any overage minutes is billed at 85 cents per minute.

Low Volume Rate Plan: \$49.95 a month, no minutes included any talk time is billed at 95 cents a minute.

TAS Line Surcharge: \$3.75 a month. This covers all the taxes for the use of the call forwarding number we provide to you.

Holiday Charge: Seven months out of the year in which a major Holiday occurs there is a \$15.00 fee to help cover the required labor cost to answer calls. These Holidays are New Years Day, Memorial Day, Easter, Fourth of July, Labor Day, Thanksgiving, & Christmas. If you choose not to pay this fee your line will be shut off for the 24 hour period of the Holiday and then reconnected once the Holiday time period has ended.

There is a onetime set-up fee of \$35.00, this includes four hours minimum for programming your account. Any hours beyond the four hour minimum is billed at \$19.00 an hour.

Message Retrieval options

Faxing: FREE

Emailing: FREE

Paging: FREE

Message Retrieval via our in house voice mail system, (MMS): FREE

Custom Auto Answer with your company name: FREE

We also have the capabilities to patch callers to you or any service staff at a discounted talk time rate of 9 cents per minute.

To start service we must receive the first month's base rate along with the set-up fee before any work is started to setup your account.

Guarantees

- ☑ Risk Free money back guarantee if you are not completely satisfied
 - ☑ No long term contracts, we do not hold you hostage for 6 to 12 months
 - ☑ No minimum call amount required
 - ☑ All calls answered with your company name by the 3rd or 4th ring into our office
 - ☑ 24/7 availability
 - ☑ All calls will be answered in our North Billerica Massachusetts office, your calls will not be transferred out of state or overseas
 - ☑ My personal guarantee; my operators will never put you or your callers on hold to answer another line. Your calls will be taken from start to finish
 - ☑ Urgent call dispatched to your on-call employee within 15 to 90 seconds on average
 - ☑ A custom created script that serves your business needs, not ours
 - ☑ You will be assigned a Customer Care account Representative to assist you if you have a question or change that needs to be made within your account
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Customer satisfaction is so important to Exchange Network, Inc. that we have invested \$165,000.00 on our new Telephone Answering System to assure our clients are offered the best service with the best equipment.

In a recent Client Survey, our current clients ranked our service at 93% excellent. All our employees go through extensive training before they are even allowed to answer one phone call. A typical training period can take anywhere from 30 to 40 hours for every employee, our business is making your business sound good. We employ a Quality Assurance Supervisor (QAS) that monitors each employee, calls are listened to and scored by the QAS and if there is any unsatisfactory score that employee is re-trained.

We are a family owned and operated business since 1948, the Hamer family has dedicated their lives to offer their clients the best service in the telecommunications market. We have invested time, money and years of experience to assure that each and every client is satisfied and that their business is handled the same way we would want to be taken care of.

Commitment Statement

The foundation of our success is the long-term partnership we have built with our clients. These alliances are based on mutual respect and dedication to our clients specific needs. We take pride in the knowledge of being in business for over 60 years. Since 1948 we have been delivering reliable Answering Service, Inbound Telemarketing, Call Center Services & Applications to improve your business profitability.

Exchange Network, Inc. does not believe in signing you to any long-term contracts, nor do we require a minimum amount of traffic. We are available to handle large or small projects depending on your needs. You have access to professionally trained representatives 24 hours a day 365 days a year.

Your success is our success, and we will work with you to be the best in every aspect.

Personal Guarantee

My employees will **NEVER** put you or your callers on hold to answer another line. They will answer and take care of your calls start to finish. You have my personal guarantee.

Alan L. Hamer
President/Owner

WARNING!!!!

Not All answering services are the same

If you are currently utilizing an answering service or have done so in the past, please be advised that NOT all are the same. **Exchange Network, Inc.** has been a family owned and operated business for over 60 years and demands professionalism from all its employees. We demand the best for our clients and monitor to assure they are receiving the best service possible. We have hired a Quality Assurance Supervisor (QAS) to maintain our high standard of service we offer to you and your callers. Your success is our success and we want what is best for our clients, you should not settle for second rate service, you do have other options and **Exchange Network, Inc.** is the choice you should make.