



Call Answering Service

Tel: 03302 235170

Pay as You Go Quarterly Service	
Quarterly Fee	Per Call Charge
£100.00	1.00

All Inclusive Quarterly service		
Quarterly Fee	Inclusive Calls (per month)	Additional Charge Per Call
£117.00	10	
£157.50	25	
£225.00	50	£1.00
£292.50	75	
£360.00	100	

All Inclusive Annual Service - payment up front		
Annual Fee	Inclusive Calls (per month)	Additional Charge Per Call (office hours 9-5.30 M-F)
£4422.00	10	
£595.00	25	
£850.00	50	£1.00
£1105.00	75	
£1360.00	100	

Other Information

❖ **Included in package:**

- ✓ Calls answered Monday to Friday 9am to 5.30pm
- ✓ Geographical phone number included (others on request)
- ✓ Calls answered within 3 rings
- ✓ Messages forwarded via email immediately
- ✓ Option to receive messages by WhatsApp instead of email
- ✓ Option to receive messages by SMS (charged at 10p/text)
- ✓ Voicemail facility out of hours – forwarded next working day
- ✓ Advanced call handling available (order processing/bookings/payment taking etc. – refer to [VA services](#) hourly rates)
- ✓ Quarterly call records sent via email with invoice
- ✓ Automatic renewal
- ✓ Review of service to give best call package based on trends

NB: All answered calls are chargeable whether sales calls or wrong numbers. You may wish to register on the TPS to prevent sales callers. Voicemails are forwarded by email for out of hours messages and are classed as a call taken. Per call charges, transfer/screening costs are billed quarterly in arrears for pay as you go service and any calls over monthly quota.

We also provide many other Virtual PA and office support services. Please ask for information:

- [Audio Transcription](#)
- [Virtual Assistant Services](#)
- [London Virtual/Registered Office Address](#)
- [Social Media Management](#)