



## Pricing & Service Overview

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# We Have You Covered

Find out how exceptional outsourcing can benefit your business. Whatever the size of your company, we have a solution that fits.



## FLEXIBLE SOLUTIONS

Your customer support needs are unique. We build individualized solutions to give each customer an outsourcing experience tailored just for them. Your business, your rules.



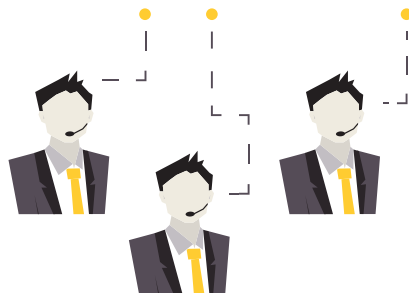
## MULTI-CHANNEL CUSTOMER CARE

Opening up multiple communication channels gives customers more ways to connect with your business. Engage with your customers wherever they are - anytime, anywhere.



## TECHNOLOGY AND SECURITY

Our call center is ISO 27001 certified and PCI compliant. What does this mean? It means we take careful measures to preserve the integrity of your company, your data, and your customers.



## DEDICATED CALL CENTER AGENTS

Looking for a true branded customer experience? Having your own dedicated operators offers personalized customer care solutions designed to reinforce your brand.

# Spectacular Solutions

Small businesses need customer service solutions that are flexible, lean, and quick. Specialty provides better solutions for better customer support.

## CUSTOMER SERVICE

Cultivate stronger customer relationships by opening up a 24-hour communication channel between you and your clients.

## APPOINTMENT SETTING

Web based appointment software allows our operators and your staff to set, cancel, and reschedule appointments in real-time.

## SURVEYS

Get real-time customer feedback on your company to help improve customer service and customer interactions.

## LIVE CHAT

Engage with your website visitors via live chat. Customer requests route directly to our call center agents.

## BILINGUAL SERVICE

Live operator support in English and Spanish. Serve global customers whatever the size of your small business.

## ORDER TAKING

Smart integration into your website to place telephone orders. Less work for you. Consistent service for your customers.

## DIRECT RESPONSE

Capitalize on your marketing efforts with 24/7 inbound sales and customer service. Support your television, direct mail, or PPC/SEO advertisements.

## E-MAIL RESPONSE

SAS quickly responds to incoming email inquiries. No more losing messages or lengthy response time. We stay on top of your inbox, all day long.

## VOICEMAIL

Unlimited voicemail boxes combined with an automated receptionist give callers the option to leave a message or speak to a live person.

## LIVE RECEPTIONISTS

Give customers 24-hour access to live customer service. Provide exceptional support whenever your customers call.

## EMERGENCY RESPONSE

Following your escalation protocols, our agents will evaluate pre-requisites and factors that would signal initiation of your emergency procedures.

## TOLL-FREE AND LOCAL NUMBERS

Add your first toll or local number to your account for free. Promote your new number and have all calls ring conveniently to SAS.

## HELP DESK

Inbound hardware and software troubleshooting. We learn the intricacies of your product and give callers support from your own knowledgebase.

## REGISTRATION

We can support your event so you don't have to! Operators answer questions, register guests, and help fill your empty seats.

## IVR

Optimize telephone calls with a self-service Interactive Voice Response system that easily integrates into our live operator system.

## TELEMARKETING

SAS can make outbound calls to qualify leads, close sales, introduce products, and more. Get consistent, smart outbound calling without the hiring process.

## DEDICATED CSR

Fully branded customer service, customized by you and deployed through us. Perfect for big business, national brands, and high traffic websites.

# Simple Pricing

Our pricing for businesses of any size. And no hidden fees. Really. Your complete support solution to create happy customers starts at \$29 per month.



## Small Business plans

ECONOMY

**\$29**

\$1.19 each additional minute

100 MINUTE

**\$109**

\$1.09 each additional minute

220 MINUTE

**\$189**

\$1.09 each additional minute



## Midsize Business plans

500 MINUTE

**\$469**

\$0.99 each additional minute

1,000 MINUTE

**\$890**

\$0.95 each additional minute

2,500 MINUTE

**\$2125**

\$0.89 each additional minute



## Enterprise plans\*

\*Larger plans are available upon request

5,000 MINUTE

**\$3999**

\$0.85 each additional minute

10,000 MINUTE

**\$7499**

\$0.79 each additional minute

## Other Services

**Toll and local numbers:** first free  
(Each additional billed at \$5.95 per month)

**IVR:** \$0.15 per minute  
(External IVR transfers billed at \$0.10 per minute)

**Patching:** \$0.10 per minute

**Sub accounts:** \$10 per month

**Call recording:** free  
(Recordings available for 90 days)

**E-mail:** free  
(Messages sent to your e-mail address)

**Text messaging:** free  
(Messages sent to your cell phone)

**Online message retrieval:** free  
(Message history available online)

# Dedicated Agents

Make your service all about you. Provide amazing customer service and sales with customized branding, individualized training, and so much more.

## Dedicated Telemarketers

- Daily agent training
- Dynamic script development
- Agent hiring input
- Brainstorming sessions
- Sales strategy development
- All calls recorded
- Pre-campaign test calls
- Advanced reporting
- Toll-free and local numbers
- Enterprise insights

1-5 DEDICATED AGENTS

**\$4989**  
per agent per month

6-10 DEDICATED AGENTS

**\$4816**  
per agent per month

11-20 DEDICATED AGENTS

**\$4644**  
per agent per month

21+ DEDICATED AGENTS

**\$4300**  
per agent per month

## Dedicated CSRs

- Specialized recruitment and training
- Fully customize your brand
- Analyze support performance
- Sophisticated integrations
- Complete control

1 DEDICATED AGENT

**\$4650**  
per agent per month

# Customer Service. Starting at \$0.

Your two-week free trial starts with everything SAS has to offer, on the house. No fees. No cost. No joke. Hold on to your credit card. We don't want it.

## Start your FREE trial!

**1**

Visit  
[specialtyansweringservice.net/register](http://specialtyansweringservice.net/register)  
or call us at  
**1-888-532-4794**

**2**

Enjoy two weeks  
of **free** service

**3**

If you like what you  
hear, **pick up a plan**  
and stick around.

# Terms & Conditions

## Services

Specialty Answering Service (herein referred to as SAS) is to provide inbound or outbound telephone answering services or call center services pursuant to my choices when my account was first set up and I agree to those services in accordance with the terms and conditions of this agreement. SAS agents will capture information and data as required in my script or protocol utilizing an e-mail, fax, entering my information online, or utilizing another means of electronic transmission within the capabilities of SAS. I understand that I must provide any telecommunications equipment or services that are used to deliver my messages to me including e-mail, pager, fax services, call forwarding services, cell phones, and any and all telecommunications devices or services outside of those provided by SAS. SAS agrees to make reasonable efforts to perform all services requested upon acceptance and approval of my account. SAS intends to provide service pursuant to this proposal. SAS cannot control failures in telephone, electric service, or other matters beyond its control and shall not be responsible to me for interruptions of service caused by matters beyond SAS's control. If I am expecting an increase in call volume, I agree to give SAS at least five (5) business days notice so SAS can appropriately staff my account. Initial staffing of my account shall be based on projections and program deposits.

## Improper use of service

I will not use SAS's service for any illegal, illegitimate or fraudulent purpose. If SAS believes I am using their service for such a purpose, SAS has the right to terminate my service without giving me any prior notice. I will also not sell their service or make it available to any parties without written approval from SAS. The service will only be used by me or my authorized agents. The service is owned by SAS including all copyrights and trademarks.

## Billing

Payment by credit card or check by phone is required and a credit authorization limit is to be established. All plans have a \$50.00 non-refundable activation charge applied to billing setup. Base rate is due in advance and overage minutes are billed the following month. If the use of services depletes the base rate, SAS reserves the right to require that the base rate be restored. All calls are measured in six (6) second billing increments and calls have a minimum of six (6) seconds. Time of call is measured from connect to disconnect time as recorded by SAS's telephone carrier. Charges include all inbound and outbound actions. Invoice terms are twenty (20) days from date of invoice. Payments must be in possession of SAS on or before their due date. SAS reserves the right to require payment outside of a regular billing cycle. If bill is not paid within fifteen (15) days of the due date, a \$10.00 late fee is applied to the balance. A \$25.00 fee for each returned check will be charged to cover bank fees. Accounts thirty (30) days past due will be shut off for non-payment. Accounts that are shut off for non-payment are sent to a collection agency and a 25% charge is added to the total due for their fees. To dispute any charges on my bill, I agree to send SAS written notice of the dispute within thirty (30) days of my statement date, or the statement and the charges on the invoice will be deemed payable in full. I will provide detailed information of the dispute to the best of my abilities including all applicable bank and credit card transactions, and I agree to cooperate with SAS during their investigation of the dispute. If SAS initiates legal proceedings to collect any amount owed to SAS and the courts or verdict rules in favor of SAS, I agree to pay a reasonable amount of SAS's attorney fees and subsequent court costs associated with any judicial proceedings or appeals. In accordance with this agreement, I waive all rights to a jury trial.

## Terms

This agreement shall be on a month to month basis [one (1) month minimum] [dedicated agent, dedicated telemarketing, and all dedicated programs have a ninety (90) day minimum contract period for new clients, thirty (30) day minimum contract period for current or recurring clients] and shall continue unless cancelled by either party upon

thirty (30) days written notice [for dedicated agent, dedicated telemarketing, and all dedicated programs, services shall continue until the contracted end date of the dedicated program or unless cancelled by either party upon thirty (30) days written notice]. SAS agrees to provide telephone answering services and call center services up to 24 hours per day [for dedicated agent, dedicated telemarketing, and all dedicated programs, SAS agrees to provide call center services up to eight (8) hours per agent per day between the hours of five (5) o'clock am to eight (8) o'clock pm Monday thru Saturday for up to 172 hours per agent per month]. I shall not use SAS's service for any illegal, illegitimate or fraudulent purpose and agree to adhere to the terms and conditions of this agreement. If SAS believes I am using their service for such a purpose, SAS has the right to terminate, suspend, or restrict my service immediately without prior notice for any violation of these terms or any activities which SAS deems fraudulent or illegitimate.

## Regarding errors

I agree that, due to the nature of oral communications, SAS shall not be held responsible in any manner for accuracy in receiving and transmitting communications under this agreement. SAS makes no guarantee that it will be equipped to handle unexpected increases in call volume. SAS does not guarantee that its service is error free, information will be transmitted without delays, the security of information carried over any telecommunication medium, or that data will remain uncorrupted and otherwise intact. SAS will engage in all reasonable efforts to provide service to its customers. If any error occurs where I feel SAS was not providing appropriate services which resulted in error in message reception or transmission, it is my responsibility to inform SAS within thirty (30) days following such reception or transmission. Any credit for such errors in transmission or reception shall be at the discretion of SAS and any credit offered on my account will be applied to my account and any forthcoming invoices. Credit for SAS's actual charges shall be my sole remedy. If SAS assumes responsibility, it shall only assume responsibility for direct damages and not for any indirect damages (including loss of profits, loss of business, loss of revenue, loss of property) for any cause of action. Any liability SAS takes shall be limited to the amounts I paid SAS for their services during the time of the incident.

## Confidentiality

Each party agrees that it will not permit the duplication, use, or disclosure of any confidential information including reports and summaries of activities of the parties, person or entity unless written consent has been obtained from the other party. Confidential information shall not include information that is generally known by the public and any competitors of either party or is required to be publicly disclosed by law, regulation or other acts of governmental authority.

## Authorization

All services SAS provides to me are subject to the approval of SAS. I hereby authorize SAS to investigate my credit if they deem it applicable to the nature of my account. SAS reserves the right to request a letter of credit from my bank or financial institution and/or security deposits to ensure my account remains in good standing. I understand that my responsibility for payment to SAS for all charges and services rendered shall survive any termination of this agreement for whatever reason.

## Other

This agreement shall be governed by and interpreted in accordance with the laws of the jurisdiction of the State of Pennsylvania, without regard to the principles of conflict of laws there under. In the event of legal action, I agree the location of the venue will be in any state or federal court which has jurisdiction over business dealings and actions performed in Montgomery County, Pennsylvania. The terms and conditions of this agreement may be amended or waived provided written consent is obtained from both parties, SAS and customer.



