



# Virtual Receptionist

## Telephone Answering Service

PLEASE COMPLETE ALL THE GREY AREAS, THEN EMAIL TO: info@workwithme.co.za  
This information is loaded into our computer system enabling our agents to answer calls in your company name.  
**VIRTUAL RECEPTIONIST WILL HANDLE THIS INFORMATION AS CONFIDENTIAL.**

<b>PART A COMPANY DETAILS</b>	
<b>Name of responsible person</b>	
<b>Designation</b>	
<b>Telephone number</b>	
<b>Mobile number</b>	
<b>E-mail address</b>	
<b>Company name</b>	
<b>Business registration number</b>	
<b>VAT number, if applicable</b>	
<b>Physical address</b>	
<b>Postal address</b>	

## PART B SUBSCRIPTION DETAILS

Select a dialling code for your new number

Select monthly payment method

Select a Package below most suited to your business needs.  
You may migrate to another package at any time. No migration fees.

### Starter

For entrepreneurs and small businesses.

- Dedicated number
- 200 Calls answered
- 100 SMS Notifications
- Unlimited Email notifications
- 65 Transfer Minutes
- No long-term contracts
- Month to month

**R715 pm. \***  
VAT incl.

### Business **Most Popular!**

For growing businesses with multiple staff that receive regular calls.

- Dedicated number
- 400 Calls answered
- 200 SMS Notifications
- 135 Transfer Minutes
- Calendar Management
- Unlimited Email Notifications
- No long-term contracts
- Month to month

**R1 155 pm. \***  
VAT incl.

### Corporate

For businesses with many staff receiving multiple calls a day.

- Dedicated number
- 700 Calls answered
- 350 SMS Notifications
- 265 Transfer Minutes
- Calendar Management
- Unlimited Email Notifications
- No long-term contracts
- Month to month

**R1 870 pm. \***  
VAT incl.

### Enterprise

For large companies with multiple branches and advanced call answering needs.

- Dedicated number
- 2 500 Calls answered
- 1 250 SMS Notifications
- Unlimited Email Notifications
- 965 Transfer Minutes
- Calendar Management
- No long-term contracts
- Month to month

**R5 545 pm. \***  
VAT incl.

### Invoice procedure

- Above packages do not include once-off registration fee of R300.
- You will receive an invoice on registration for the remainder of the month as well as once-off registration fee.
- Your account will activate on payment of the first invoice.
- Monthly invoices are sent around the 21<sup>ST</sup> of each month.
- Payment via EFT, Credit Card or Debit Order

### Itemised billing

\* Excludes itemised billing  
Once you have exceeded your Package Bundle

- Calls Answered - R3 per call.
- Calls Transfers - R2 per minute/per second billing
- SMS's - R1 per SMS

## PART C CALL HANDLING PROCEDURE

VIRTUAL RECEPTIONIST Office Hours: Monday to Friday – 8 am to 5pm. Any calls received after Hours will be answered by an auto attendant. Callers can leave messages which we will forward to you the next working day.

<b>In what name do we answer your calls (preferred company name)</b>	
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<b>Brief description of your company.</b>	
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Employee contact details who will be receiving transferred calls or messages of callers. We can load as many employees as required. Send additional employee information in a separate email if you have more than three.

Employee 1	Employee 2	Employee 3
Name	Name	Name
Division (HR, Sales, etc)	Division (HR, Sales, etc)	Division (HR, Sales, etc)
Mobile Number	Mobile Number	Mobile Number
E-mail Address	E-mail Address	E-mail Address
Instructions	Instructions	Instructions

## PART D Terms and Conditions

Work With Me T/A Virtual Receptionist reserves the right to change the configuration, product structure, cost or any other components on all services rendered from time to time and will give 14 (fourteen) days written notice of such changes. Every notice or other communication required or permitted hereunder shall be sufficiently given or transmitted. Work With Me T/A Virtual Receptionist undertakes to treat, protect, and safeguard as proprietary and confidential all confidential information disclosed to it under this agreement, not to use, either directly or indirectly, except with the client's specific prior written authorisation, any of the confidential information other than for the purpose for which it has been disclosed in connection with the performance of the services, and not to disclose the confidential information to any third parties. The Client hereby understand that the services rendered will be subject to Work With Me T/A Virtual Receptionist terms and conditions as amended from time to time. This agreement will automatically renew on a month-to-month basis. The Client may cancel this service at any time, The Client understands that if the account is up to date, the service will continue till month end, and The Client will not be billed. The Client indemnifies Work With Me T/A Virtual Receptionist against any damage, loss, claims or cost that may result from power failures, internet connections failures, mobile services and network failures, call centre equipment failures or errors made by agents working for Work With Me T/A Virtual Receptionist. Should The Client fail to pay their monthly account The Client shall be liable for any collecting, tracing and/or legal fees. The Client hereby confirms that the above-mentioned physical address shall be the place where the client will accept the services of notice. An administration fee of R80 shall be levied on all non-payments via Debit Order. Should The Client fail to pay their account, Work With Me T/A Virtual Receptionist reserves the right to terminate this agreement without notification. Interest is payable on all arrear payments at 2% per month. Payments not received by the 7th day of each month will result in service and number suspension. An administration fee of R250 will be invoiced when a number is suspended and is payable with any outstanding balances before the number is reactivated. Reactivation of a number can take up to 24 hours. Accounts not paid by the 20th of same month will result in termination of service and number re-located to another user. All outstanding monies to be settled before opening a new account.

Please note that the Work With Me T/A Virtual Receptionist will not be held responsible for any fraudulent misrepresentations made on behalf of The Client. Should it be found that the information supplied is suspected of any fraudulent activity or of a false nature, or that The Client is using Work With Me T/A Virtual Receptionist services to commit fraud, the service will terminate immediately and the client will be held liable for such in their personal capacity and any information passed onto Work With Me T/A Virtual Receptionist can be given to the police for further investigations.

<b>I have read the Terms and Conditions</b>		<b>Date</b>	
<b>Signed</b>			

OFFICE USE					
Allocated Number		Account Number		Initial Invoice	