



## STOP LOSING MONEY

**VOICEMAIL OR A POOR ANSWERING SERVICE IS HURTING YOUR BUSINESS!**

*Still using voicemail? People are three times as likely to leave a message with a live voice than with a recording. Voicemail leads to hang ups and hang ups lead to lost revenue.*

*Unhappy with your current answering service? 7 out of 10 customers will leave if unsatisfied with your customer service. Our live operator solution is the missing key to increasing your overall profits.*

## STAY AHEAD OF THE COMPETITION

**LET US BE YOUR AROUND THE CLOCK PERSONAL SECRETARY!**

*A live voice to capture every phone call will give you a distinct advantage over your competition. Often times prospective clients will call you while your hands are tied with other aspects of your business. We make sure there is always a friendly voice to greet your callers.*

*Concentrate on growing your business...let us concentrate on answering your calls.*

**1.877.331.8845**  
[libaweb.specialtyansweringservice.net](http://libaweb.specialtyansweringservice.net)

## WHY CHOOSE SPECIALTY?

- Industry Experienced
- Advanced Technology
- Superior Customer Service
- Unmatched Reliability
- 24-Hour Live Service
- Friendly Operators
- Attention to Detail
- Quick Pick-Up
- All Messages Verified
- Trained Staff
- Easy Set-Up
- Low Hold times
- Rapid Dispatch
- Quiet Call Center
- Low Monthly Rates
- No Long Contracts
- Custom Message Delivery
- Flexible Plans
- 100% FREE TRIAL

**FREE**  
**2 WEEK TRIAL**

**GETTING STARTED IS EASY, TURN THE PAGE FOR DETAILS!**



# **FREE** **2 WEEK TRIAL**

- **100% FREE** (No tricks)
- **EASY Set-up**
- **NO account is activated after your trial** until you decide if you want to continue service

## **GETTING STARTED IS EASY!**

1. Complete the form on page 3, the Messaging Information Sheet on page 4 and fax both back to our office at 1.888.644.4129
2. A customer service representative will contact you within 24 hours to review your information
3. Forward your phones to our service when you would like us to start managing your calls
4. We will contact you throughout the FREE trial period to ensure our operators are managing your calls properly
5. After your FREE trial period, we will review and analyze your call volume, usage and suggest the proper plan

## **MESSAGE DELIVERY**

### **6 ACCOMMODATING METHODS OF HOW YOUR MESSAGES ARE DELIVERED!**

- **FAX**  
Messages sent to your fax machine at anytime
- **EMAIL**  
Messages sent to your email addresses at anytime
- **PAGER**  
Messages sent to your pager at anytime
- **CELL PHONE**  
Messages sent to your cell phone at anytime (Operator, Voicemail, Text)
- **CALL PATCHING**  
Callers placed on hold and patched through to you
- **LIVE OPERATOR**  
Operator calls with messages

**1.877.331.8845**  
**libaweb.specialtyansweringservice.net**

## **FREQUENTLY** **ASKED** **QUESTIONS**

### **HOW DOES IT WORK?**

We assign your business a phone number. Forward your lines to our service when you want us to manage your calls

### **HOW MANY RINGS BEFORE YOU ANSWER?**

Calls are often picked up on the first ring

### **WHEN DOES MY TWO WEEK TRIAL BEGIN?**

When you first forward your phones

### **FREE TRIAL ACTIVATION TIME?**

Average activation time is less than 24 hours

### **ANY LONG CONTRACTS AFTER THE TRIAL?**

All contracts are on month-to-month terms

### **DO I NEED ANY EQUIPMENT?**

All you need is call forwarding service provided by your local telephone or cell phone provider.

### **HOW MUCH CONTROL DO I HAVE?**

Total control. Everything from how we answer your calls to how we manage your messages.

### **HOW DO I GET MY MESSAGES?**

Multiple options to choose from

### **CAN I CHANGE MY MESSAGING INFORMATION?**

Yes. Call, email, or fax your customer service representative with any changes at any time

### **ORDER PROCESSING? APPOINTMENT SETTING? BILINGUAL OPERATORS?**

Yes. All are covered through our advanced call center package.

### **HOW DOES YOUR BILLING SYSTEM WORK?**

We bill 12 times a year. A 10% late fee is applied to all balances that are 15 days past due. Accounts 45 days past due are shut off for non payment.





PLEASE FAX COMPLETED FORMS TO:  
**1.888.644.4129**

### 100 CALL PACKAGE

- LIVE OPERATOR answering support
- LOW VOLUME SOLUTION
- LOW BASE RATE

**\$85.95** BASE Per/Mo.  
 Plus \$.62 Per/CALL Over 100

### 250 CALL PACKAGE

- LIVE OPERATOR answering support
- MEDIUM VOLUME SOLUTION
- LOW BASE RATE

**\$156.95** BASE Per/Mo.  
 Plus \$.62 Per/CALL Over 250

### 500 CALL PACKAGE

- LIVE OPERATOR answering support
- HIGH VOLUME SOLUTION
- LOW BASE RATE

**\$289.95** BASE Per/Mo.  
 Plus \$.62 Per/CALL Over 500

### ADVANCED CALL CENTER

- LIVE OPERATOR answering support
- ORDER PROCESSING & APPOINTMENT SETTING
- ADVANCED CAPABILITIES

**\$37.95** BASE Per/Mo.  
 Plus \$.85 Per/Minute

### FAX SERVICE PACKAGE

- WE PROVIDE FAX #
- TOLL FREE # INCLUDED
- ALL FAXES ROUTED to email address (2 email address limit)

**\$11.95** BASE Per/Mo.  
 UNLIMITED FAXES

### AUTOMATED PACKAGE

- VOICEMAIL SERVICE
- UNLIMITED CALLS per month
- VOICEMAIL EMAILED as .WAV file

**\$28.95** BASE Per/Mo.  
 UNLIMITED CALLS

### LIVE ECONOMY PACKAGE

- LIVE OPERATOR answering support
- LOW BASE RATE
- AFFORDABLE PER-CALL PRICING

**\$28.95** BASE Per/Mo.  
 Plus \$.72 Per/CALL

### HYBRID PACKAGE

- UNLIMITED VOICEMAIL
- CALLERS HAVE OPTION\* to speak to Operator
- VOICEMAIL EMAILED as .WAV file

**\$42.95** BASE Per/Mo.  
 \*Plus \$.72 Per/Operator Managed CALL

**ADD A TOLL-FREE NUMBER TO ANY OF THE PACKAGES FOR JUST \$5.65/MONTH! (TOLL-FREE INCLUDED WITH FAX SERVICE)**  
 We recommend adding a toll-free number if you do not have a phone plan with unlimited local and long distance service.

**PLEASE FILL OUT THE FOLLOWING INFORMATION TO GET STARTED ON YOUR FREE TRIAL**

### SELECT YOUR PACKAGE:

When choosing the right plan for you, keep in mind that every inbound or outbound action is counted as a call towards your call plan. (Does not apply to fax, automated or advanced package)

- FAX SERVICE   
  AUTOMATED   
  LIVE ECONOMY   
  HYBRID  
 SUPER SAVER   
  100 CALL   
  250 CALL   
  500 CALL

#### ADVANCED CALL CENTER – CHOOSE IF YOU NEED:

- Order Processing
- Long Call Script Management
- Bilingual Service
- Appointment Setting
- Help Desk
- Credit Card Processing
- Website Navigation/Integration

DO YOU NEED A TOLL-FREE NUMBER?     YES     NO

**PLEASE CONTINUE TO NEXT PAGE, COMPLETE THE FORM, AND FAX BOTH PAGES TO 1.888.644.4129 TO BEGIN YOUR TWO WEEK FREE TRIAL**

# Messaging Information

**PLEASE FAX COMPLETED FORM TO 1.888.644.4129**

FAX ANY ADDITIONAL PAGES IF NEEDED

<b>SPECIALTY ANSWERING</b>	<i>*Please fill out &amp; fax back to 1.888.644.4129 If you have any questions, Please call 1.866.688.8912</i>	Enter Affiliate/ Promotion Code	<b>LIBAWEB</b>
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Company Name:	
Preferred Start Date:	Main Contact Name:
Web Site Address:	Email address:
Main Phone Number:	Back Line Number:
Answerphrase or Voicemail Greeting:	

**Services You Provide:**

**Estimate of Monthly Call Volume:**  <25  25-50  50-75  75-100  100-150  150-200  200-250  300+

<b>Fax or Email Copy of Messages in a.m.? Y / N</b> <b>If yes What Time?</b> List fax # or email address to send a.m. report to below:	<b>Physical Address:</b>
	<b>Billing Address:</b>

<b>Office Hours</b> Time Zone where office is located: Hours of Operation:	<b>Billing Contact &amp; Phone Number:</b>  If your acct is past due, may we fax a reminder? Y / N <b>If yes, to what fax number?</b>
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**STOP HERE** If choosing automated or fax package, no further information is needed

<b>Contact on-call for the following types of messages:</b>	<b>Info Needed on Message Ticket</b> <i>(List all information you need retrieved from caller)</i>
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<b>Contact Procedures:</b> <i>(for situations listed above)</i>  <i>If we can't reach on-call in _____ minutes, how should we proceed:</i>	<b>Contact Names and Phone Numbers</b> <i>(For text or alphapagers, please include paging co.)</i>
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<b>Have you used an Answering Service Before?</b> <input type="checkbox"/> YES <input type="checkbox"/> NO	<b>Do you need appointment setting?</b> <input type="checkbox"/> YES <input type="checkbox"/> NO	<b>Do you need order processing?</b> <input type="checkbox"/> YES <input type="checkbox"/> NO	<b>Do you need bilingual operators?</b> <input type="checkbox"/> YES <input type="checkbox"/> NO
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*\*You must have call forwarding on your lines to use our answering service, if you don't have call forwarding, please call your phone company to set it up or we can call your phone company on your behalf to set up the call forwarding service.*