

i2 Virtual Office - Gold Call Answering Service

Your own dedicated local telephone number with calls professionally answered in your business name.

- **24/7 service**
- **No set-up fee**
- **Available within 24 hours**
- **Minimum period: 3 months**

Additional Lines:

Call answering for additional lines available at £39 plus VAT per line per month

Calls & Messages:

Calls answered by professionally trained personnel with a pre-agreed script. Choose your call answer preferences:

- After a certain period of rings or
- When the line is busy or
- All calls

Messages:

Messages taken and emailed at no extra cost

Or send messages by SMS at £0.20 per message

Call Transfers: 20 transferred calls per month included at no extra charge, thereafter £0.45 per call.

All international calls transferred at £2 per call.

Fair Usage Policy: This Call Transfer tariff is based on average call durations (ACDs) being similar to the national average (1min 40secs). If ACDs should significantly exceed the national average for two or more consecutive months, i2 reserve the right to revise the call transfer tariff.

Operator Time:

20 Minutes per month is included at no extra charge, thereafter **£1.09 per minute** (billed per second).

Invoicing:

An account will be sent at the end of each month for any overage charges and will be due for payment within 14 days.

Payment will be made by Direct Debit.

Setting up the Gold Call Answering Service:

Once an application has been made online, the first month paid and proof of ID, Address and Direct Debit mandate sent to clientservices@i2office.co.uk, call answering instructions should be provided through completing the following link: <http://www.i2office.co.uk/Call-AnsweringInformation>

i2 Office Ltd reserve the right to amend the future cost of the provision of the Gold Call Answering service at any time.