



PRIME Secretarial Services

Application Form for Telephone Answering Service

Please complete **ALL** sections below in **BLOCK CAPITALS**.

The information that you provide on this form is solely for the use of PRIME Secretarial Services. The information always remains confidential and is not provided or sold to any third party.

A. CONTACT DETAILS AND COMPANY INFORMATION

Company Name _____

Main Contact _____

Address _____

Town _____ County _____

Post / Zip Code _____ Country _____

Telephone No. _____ Facsimile No. _____

Mobile No. _____ Pager/Other. _____

E-mail address: _____

Business Nature: _____

Tick (✓)

Tick (✓)

Legal Status:	Sole Trader	<input type="checkbox"/>
	Partnership	<input type="checkbox"/>
	Ltd. Co.	<input type="checkbox"/>
	Plc	<input type="checkbox"/>

Charity	Charity	<input type="checkbox"/>
	Government	<input type="checkbox"/>
	Local Authority	<input type="checkbox"/>
	Other (pls. state below)	<input type="checkbox"/>

VAT Reg. No.

Registration No. (for Ltd/Plc/Charity)

B. SERVICE REQUIREMENTS AND INSTRUCTIONS

We can provide a service on either a dedicated line (answered in your company name) or on a common line (answered as “good morning/afternoon, how can I help you?”).

When you have chosen which line that will best suit you, please select an appropriate package below.

Tick (✓)

DEDICATED/EXCLUSIVE LINES – Packages available		Monthly Cost (£)
LIGHT-USER – LOW VOLUME (Each call £1.25 – see literature for information) 9 to 5		19.99
LIGHT-USER – LOW VOLUME (Each call £1.25 – see literature for information) 24 HOURS		25.00
PRIME 50 – (50 calls inclusive) 9 to 5 Service		60.00
PRIME 50 – (50 calls inclusive) 24 HOUR Service		70.00
PRIME 100 – (100 calls inclusive) 9 to 5 Service		100.00
PRIME 100 – (100 calls inclusive) 24 HOUR Service		110.00
PRIME 200 – (200 calls inclusive) 9 to 5 Service		160.00
PRIME 200 – (200calls inclusive) 24 HOUR Service		170.00
24 HOUR DIVERTED LINE Own dedicated line on divert to a number of your choice. (plus normal BT costs + 25% handling)		£25.00

COMMON (SHARED) LINE ONLY – Packages available		
Live Telephone Answering on a Common Line (9am-5pm) Light User Package		£29.99
Live Telephone Answering on a Common Line (9am-5pm) Standard Package		£49.99
Live Telephone Answering on a Common Line (9am-5pm) Prime Package		£69.99
Live Telephone Answering on a Common Line (9am-5pm) Premier Package		£99.99

C. CALL HANDLING

1. How would you like us to answer your calls?.

(Not applicable to Common Lines as we automatically answer calls “good morning/afternoon, how can I help you?”.)

Use Default Greeting “good morning/afternoon, [company name] how can I help you?”

Use Other/Custom [please specify]

2. Please detail your employees / colleagues that callers may ask for:-

1	
2	
3	
4	
5	

Would you like us to advise the caller that you are: -

<input type="checkbox"/>	Out of Office	With Clients
<input type="checkbox"/>	In a Meeting	Overseas
<input type="checkbox"/>	Engaged on another call	Combination of the above
<input type="checkbox"/>	Other:- (please specify)	

C. CALL HANDLING (cont.)

4. Message Delivery

Deliver Messages either *ONCE/*TWICE/*THREE times daily via :- [*delete as appropriate]

<input type="checkbox"/>	E-MAIL	(Dedicated lines – Free / Common Lines - 15p per message)
<input type="checkbox"/>	FAX	(Dedicated lines – Free / Common Lines - 15p per message)

to:

OR

Deliver Messages Instantly via:

<input type="checkbox"/>	E-MAIL	(Dedicated lines – Free / Common Lines - 15p per message)
<input type="checkbox"/>	SMS	(Dedicated lines – Free / Common Lines - 15p per message)
<input type="checkbox"/>	FAX	(Dedicated lines – Free / Common Lines - 15p per message)
<input type="checkbox"/>	CLIENT PHONE-IN	(Dedicated lines – N/A / Common Lines – FREE)

to:

D. REMITTANCE AND PAYMENT INFORMATION

Payment Analysis

My/our initial payment enclosed is for the following: -

£

<input type="checkbox"/>	3 Month's Service Fees. (e.g. Office Hours Service would be £29.99 x 3 = £89.97)
<input type="checkbox"/>	Initial Call Account Deposit. (opening balance for calls received & despatched)
<input type="checkbox"/>	Sub-Total
<input type="checkbox"/>	VAT @ 17½ %
<input type="checkbox"/>	TOTAL DUE

When would you like the service to start?

(the start date will be confirmed by Prime)

Declaration

I/we apply the above services as indicated on this form and hereby confirm that I/we have read, understood and fully accept and agree to the terms and conditions of service.

I/we understand that the above amount is payable in full upon application as my/our payment for 3 months service fees together with an opening balance for my/our calls received and despatched from which you will deduct such charges from. When my/our call account runs low, I/we understand that PRIME Secretarial Services will send me/us a call account from time to time and such invoices relating to my/our call account are due within 7 days from the date of invoice.

I/we agree that all fees are non-refundable and undertake to give a minimum of one month's written notice of intention to terminate this agreement. This agreement is in addition to our standard terms and conditions.

Signed Date

Print Position

Method of Payment

Tick (✓)

<input type="checkbox"/>	CASH	<input type="checkbox"/>	CREDIT CARD (please complete below)
<input type="checkbox"/>	CHEQUE	<input type="checkbox"/>	DEBIT CARD (please complete below)
<input type="checkbox"/>	POSTAL ORDERS	<input type="checkbox"/>	OTHER
<input type="checkbox"/>	BACS TRANSFER		

Name as EXACTLY on Card

.....

Card No.

.....

Expiry Date

.....

Start Date

.....

Issue No. (for Switch Cards)

.....

Card Type

<input type="checkbox"/>	VISA	<input type="checkbox"/>	MASTERCARD
<input type="checkbox"/>	SWITCH	<input type="checkbox"/>	SOLO
<input type="checkbox"/>	DELTA	<input type="checkbox"/>	ELECTRON
<input type="checkbox"/>	AMEX		

Billing Address (if different from page 1)

.....

[For Office use only]

Cash: Cheque/PO No.: C/C: Source: Completed:

Invoice No.: Confirm Letter: YES/NO Start Date:.....

TELEPHONE ANSWERING SERVICE – TERMS AND CONDITIONS

1. In these terms and conditions of business, "the Company" shall mean PRIME Secretarial Services and "the customer" shall mean any Company, firm, partnership, organisation or private individual trading with the Company being the signatory on the application form and being responsible for service decisions and monies owned to the company.
2. **Minimum Terms and Application Procedure** The contract between the Company and the Customer shall have a minimum duration of 3 months from the service start date on the application form unless otherwise agreed in writing. At the end of the second month, the company will contact the customer in writing for an immediate decision as to continuing the contract on a month by month basis or to terminate the contract after month 3.

On receipt of such letter, the customer must inform the company in writing as to whether the customer wishes to continue on a month by month basis or terminate the services at the end of the initial 3 months. If the customer wishes to terminate the services and notice has been received in writing, any monies due to the customer such as a deposit or prepayment shall be refunded to the customer after deducting any monies due to the company for services provided. If the customer wishes to continue the services, an invoice will be generated on the last day of the initial 3 month period being advance fees for the following month. This invoice is to be settled as detailed in clause 10d. Service provided by the company to the customer shall continue from month to month unless one month's prior written notice of termination is given by either party.

If no decision to continue or to terminate in writing by the last day of the initial 3 month period, the company will deem that the customer is not contactable and no longer requires the services provided and the company will automatically terminate the services provided at the close of business on the last day of the 3 month period. In this situation only, the company will retain all monies such as deposits and prepayments.

3. Three months fees are also payable at the time of application and BEFORE any services are set up. In the event that the customer should decide not to proceed with the services after submitting an application and paying the initial monies to the company, the company reserve the right to retain a £50 administration fee before returning such monies to the customer.
4. The customer agrees with the Company not to carry on any business which could be construed or interpreted by the Company as illegal, defamatory, immoral or obscene. In addition, the customer agrees not to use their allocated telephone or fax numbers whether common or dedicated for any of the aforesaid purposes. In the event of the same, rights of the Company shall be as contained in clause 4 of these conditions.
5. The Company shall be bear no responsibility whatsoever either to the sender or the customer or to any third party.
6. The Company will take all reasonable steps to ensure accurate and efficient dealing with all communications received for the customer and that calls are handled in accordance with the customer's instructions on the application form. However, no warranty or liability is accepted by the Company, its staff or agents in relation to services provided, nor for losses or damages to the customer nor for money, valuables or loss of business, however so caused.
7. In emergencies, the Company will make every attempt to locate the Customer and pass on messages. Costs for doing so will immediately pass to the customer. In this event, right of the Company shall be as contained in Clause 6 of this agreement.
8. The customer is entitled to print and display their allocated common or dedicated telephone or fax numbers on their stationery and business literature only during the terms of their contract. The Company remains the owner of all numbers allocated to the Customer at all times.
9. The customer will fully indemnify the Company against all liabilities, expenses, losses, claims, damages or penalties incurred by the Company in respect of this Agreement and due to the way in which the business services are however occasioned including through defamation, suing or being sued as a result of the breach whatsoever and howsoever committed by the customer or any third parties.
10. The Company, its staff or agents will have no liability to any third party.
11. **Accounts and Payment**
 - a) All fees including disbursements are to be paid strictly within the settlement terms on the original are payable upon application and thereafter in advance at intervals as indicated on the application form. Incidental disbursements and other charges incurred by the Company are payable on demand and the Company reserves the right to suspend the services provided to the customer without prejudice to claim for any monies owing should any fees remain outstanding after 7 days of request for payment or any other due date agreed.
 - b) The Company shall notify the customer in writing of any changes in fees or services. Any changes or alterations to services will take effect no earlier than 14 days.
 - c) Any contract shall be subject to the Company being satisfied as to the customer's creditworthiness and without prejudice to the generality of the foregoing, the Company may, in its absolute discretion, having informed the customer that their services are set-up, refrain from delivering the service, until such time as the customer tenders money in a satisfactory form accepted by the Company.
 - d) **Settlement of Terms:**

Accounts are to be paid strictly within the settlement terms on the original invoice. Settlement terms for credit account customers on a monthly invoice is **within 7 days** from the date of invoice. Invoices are generated on the last day of each calendar month and are due for payment by the 7th day of the following month. The Company reserves the right to charge interest on overdue accounts calculated at 4% per calendar month. Where the contract is to be fulfilled on a monthly or instalment basis, payment for each instalment shall be made as if the same constituted as a separate contract. If the customer fails to pay for any part of the service in accordance with terms of this contract, the Company may withhold such services/messages/correspondence or article(s) belonging to the customer without prejudice until such payment is made or (at the Company's option) may exercise any of the following rights, either alone, or in a combination:

- (i) terminate the contract of service. (see clause 14)
- (ii) recover payment for services / work all ready rendered.
- (iii) retain all payments and deposits already made or convert the same to a payment .
- (iv) vary the terms of this contract as to payment.

12. The Company shall have a general lien on all belongings of the customer that may be on the Company premises and/or for all monies owing by the customer to the Company on any account whatsoever.
13. The Company undertakes not to disclose any of the customers details to any third party whatsoever. However, the customer agrees that the Company can use its discretion as to whether or not to disclose the customer's private information to legal bodies if so legally obliged to or requested.
14. In the event of breach by the customer of any of the above conditions, the Company may terminate this Agreement forthwith without any explanation whatsoever as to reason by sending written notice of such termination to the customer of which a prepaid letter addressed to the customer at his last known address shall be deemed sufficient notice. The customer will lose any deposit money paid in advance in such circumstances and the customer will also lose the deposit where the Agreement is terminated by the customer prior to the minimum contract period.
15. The customer hereby confirms that the information provided in this Agreement is accurate at the time of signing the Agreement and any change(s) of customer's personal details or business details will be notified to the Company immediately.
16. **Termination of Service(s)**
Subject to completing the first 3 months of the contract, this agreement is subject to one months written Notice of Termination or one months fees in lieu to be given by either party and to expire at any one time one month after sending same in a prepaid envelope addressed by the customer to the Company or by the Company to the customer respectively. Subscriptions are not transferable or refundable.
17. **Legal Construction**
Unless otherwise agreed by PRIME Secretarial Services in writing, these conditions shall be construed in accordance with English law and are in addition to your statutory rights.

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