

TELEPHONE SERVICES

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FEES AND BRIEF DESCRIPTIONS

Telephone Handset (includes voicemail to email audio file)	\$95.00
<u>Call Answering</u> operator answers with name of company then transfers to your extension	\$75.00
<u>Call Screening</u> operator answers call and announces caller - call is either accepted or transferred into voicemail	\$110.00
<u>Call Patching</u> operator transfers call to another phone (such as cell phone)	\$20.00
<u>Hard Forward</u> caller is automatically forwarded to another number	\$30.00
<u>Auto Attendant</u> (includes the first VM Box) for after hours or non-operator handled calls, a dial-by-name or department directory	\$30.00
<u>Additional Auto Attendant VM Box</u> add extensions to your auto-attendant	\$15.00
<u>Voicemail Box</u> additional voicemail boxes can be added to your company profile	\$30.00
<u>Scribe</u> (limited to 1 minute of transcription per call) receive transcription of voicemail messages via email <b>\$25.00 set up fee</b>	\$35.00
<u>eFax</u> send and receive faxes via email	\$25.00
<u>Conference Bridge</u>	\$15 monthly + one time set up fee \$15 + \$.13 per minute per call
<u>Business Phone</u> (Offnet—includes phone set, and domestic calls) \$200 deposit and \$100 set up fee on phone required	\$99.00
<u>M/A/C</u> (Move, Adds, Changes) (larger or complex tasks may require special pricing)	\$50.00 per task
<u>VoiceMail Password Reset</u>	\$5.00 per occurrence
<u>Temporary Changes</u> to Call Answering/Screening/Patching/Forwarding	\$15.00 per occurrence
<u>Voice Mail Greeting Recording</u> if you would prefer RGBC records your greeting for you, one revision included	\$35.00 per occurrence
<u>“Hoteling” of Phone</u> (requires additional phone set, and one time set up fee per phone of \$100 and a \$200 deposit if hotel phone is removed from RGBC location)	\$60.00

*certain services have initial start-up fees associated with them, please inquire for details*