LIVE TELEPHONE ANSWERING
ESTERO, FLORIDA

Dena's ANSWERING SERVICE
AT YOUR SERVICE

We are the right *answer.*

Friendly, professional telephone agents answering your calls 24 hours a day, 7 days a week, with personalized message handling for businesses large and small.

RATES & CLIENT SIGN-UP PACKET

- Breaks & meetings
- Sick-day coverage
- Full-time receptionist
- Overflow calls

24/7
live, personal answering every day of the year

30+
years serving businesses large and small

6-sec
billing increments: pay only for time used

$86
packages start at $86 per 28-day cycle

Dena Aranzamendi, Owner/CEO
10600 Chevrolet Way #231, Estero, FL 33928

239-277-3800
denassecretarialservices@gmail.com

WELCOME

Thank you for considering *Dena's Answering Service.*

Thank you for your interest in Dena's Answering Service. We are a full-service, live answering service available 24 hours a day, 7 days a week. As we like to say, **we are the right answer!**

For more than 30 years, we have provided high-quality, personalized message handling for businesses large and small. Our friendly, professional telephone agents are at your service at any hour of the day or night.

Whether you need someone to answer your calls during breaks and meetings, to cover the phones when an employee is out sick, or to serve as your full-time receptionist, Dena's Answering Service is your answer.

Enclosed you will find our rate sheet, which outlines our base packages and additional services, along with our client sign-up form. Please complete the enrollment form and email it back to us. We will then call you with your final onboarding instructions, including the number to forward your business line to and how to set up call forwarding, and we will confirm your call-handling protocol. Once we go live, simply send in your deposit, but don't worry, we'll already be answering your calls! Welcome to Dena's Answering Service, the advantage that sets you apart from the competition!

Thank you. I look forward to hearing from you soon!

Sincerely,

Dena Aranzamendi

Dena Aranzamendi

Owner/CEO, Dena's Answering Service

> *"We are the right answer!"*
>
> Live agents, around the clock, for more than 30 years.

How we can help

- **Breaks & meetings:** never miss a call when your team steps away.
- **Sick days:** coverage when an employee is out.
- **Full-time receptionist:** a professional voice for every caller.
- **Overflow calls** during business hours get captured, not lost.

In this packet

Page 3 Answering service rates
Page 4 Add-on features
Pages 5–6 Fillable client sign-up form

Billed in 6-second increments. You pay only for the operator time you actually use, not rounded up to the next full minute.



AT YOUR SERVICE · 24/7

Real people answer your calls, *100% of the time.*

Professional, US-based, English-speaking agents.

TELEPHONE ANSWERING SERVICE RATES

Simple packages. *Honest billing.*

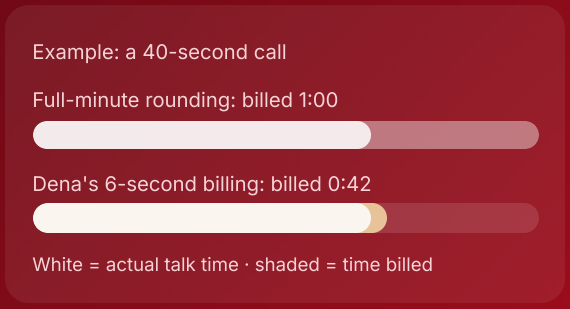
Every package is billed on a 28-day cycle and includes a set number of operator minutes free. Additional operator time is billed at your package's per-minute rate.

STANDARD PACKAGE	DELUXE PACKAGE	PREMIUM PACKAGE
$86.00 base rate, billed every 28 days	**$246.00** base rate, billed every 28 days	**$376.00** base rate, billed every 28 days
Operator time included: **30 min**	Operator time included: **200 min**	Operator time included: **350 min**
Each additional minute: **$1.25**	Each additional minute: **$1.15**	Each additional minute: **$1.05**
Deposit: **$86.00**	Deposit: **$246.00**	Deposit: **$376.00**

OUR BILLING ADVANTAGE

We bill in 6-second increments.

Real people, all based in the USA, with years of experience process your calls quickly. You're billed in 6-second increments, and only while we're actually speaking with you or your caller. **That all adds up to incredible service at a price that can't be beat!**



How billing works

Billing cycle	Your base rate is billed every 28 days.
Included minutes	Standard includes the first 30 minutes of operator time, Deluxe the first 200 minutes, and Premium the first 350 minutes.
Additional time	After your included minutes, operator time is $1.25 per minute (Standard), $1.15 per minute (Deluxe), or $1.05 per minute (Premium), measured in 6-second increments.
Deposit	A deposit equal to your package's base rate ($86.00, $246.00, or $376.00). Your deposit will be applied to your final bill. Cancellation requires 30 days' prior notice to take effect. We can have your account set up and live the same day as your onboarding call. You then mail in your deposit with no worries, because we're already answering your calls!
Changing packages	Package changes must be made at least 7 days before your next billing cycle and carry a $15 administrative fee.

ADDITIONAL ADD-ON FEATURES

Tailor your service *to fit.*

Add any of these features to your package to receive messages the way that works best for you.

Fax Messages

2 per day allowance

$12.00

Have your messages delivered to you by fax.

E-mail Messages

Unlimited

$5.00
for 1–3 addresses

Have your messages delivered by e-mail. A list of all messages, delivered or not delivered, can also be scheduled to come to you by fax or e-mail for your records.

Voicemail with Live Operator Option

First 60 minutes free

$0.20
per minute

Voicemail can prescreen calls, which in some cases helps keep your costs down. It can be customized to your needs: it can give callers information and, in certain situations, offer them the option to reach a live operator.

E-Voicelink

Voicemail-to-email delivery

$5
per box

A convenient way to retrieve your messages. If you choose to have some or all calls left in voicemail, E-Voicelink converts each message to a .wav audio file and e-mails it to you.

Getting started is easy

1

Choose a package

Pick Standard, Deluxe, or Premium, plus any add-on features you'd like.

2

Complete the sign-up form

Fill in pages 5–6, or send us your own call-handling protocol and employee contact list.

3

Save and email it to us

Send it to denassecretarialservices@gmail.com or call us at 239-277-3800 with any questions.

CLIENT SIGN-UP FORM · PAGE 1 OF 2

1. Fill in the form.
2. **Click the download/save icon or press Ctrl+S (Cmd+S on Mac) before closing.**
3. Attach the saved file and email it to **denassecretarialservices@gmail.com**.

Prefer to use your own document? Send us your call-handling protocol and employee contact information instead. Questions? Call **239-277-3800**.

Account Setup

Start date *MM/DD/YYYY*

Number to forward to

Company name

Mailing address

Physical address

Answer phrase for your business *35 characters or less, e.g. how we should greet your callers*

Important Office Information

Contact person

Office #

Back line #

Fax #

Other #

Office hours

Lunch hours

Would you like a daily fax/email?

☐ Yes ☐ No

If so, what time would you like it?

Please provide a brief description of your company

What address would you like us to give your customers?

Do customers visit your office?

☐ Yes ☐ No

If so, please provide directions

CLIENT SIGN-UP FORM · PAGE 2 OF 2

Call Handling

Whom should we notify in case of an office emergency? (alarm, fire, break-in, etc.)

What information would you like us to collect from your callers?

☐ Name ☐ Address ☐ Phone # ☐ Fax # ☐ Regarding

Other information to collect

Approximate number of calls received per day

If you use another answering service now, total minutes billed per month (from your invoice)

This lets us quote exactly what you would pay with us.

Which calls (if any) should we hold for the office?

Which calls (if any) should we dispatch?

How should we contact the on-call person?

If there is no response, what is the next step?

Please list employees with their cell and alternate numbers, if needed

Employee name	Cell / SMS #	Alternate #

Daily Message Summary

Would you like a daily summary of all messages sent by e-mail or fax?

☐ E-mail to — E-mail address — Time

☐ Fax to — Fax number — Time

Please include any additional information not covered above

Authorization

Authorized by (print name)

Title

Signature (type your full name)

Date *MM/DD/YYYY*