



# Answer Metro USA

Answering Service & Call Center

[www.answermyline.com]

## Service Information

**Please complete the following information. The agreement on page 6 must be signed.**

Company or Business Name: \_\_\_\_\_

Address: \_\_\_\_\_

Billing Address: \_\_\_\_\_

Type of Business or Profession: \_\_\_\_\_

Office Hours: \_\_\_\_\_

Telephone Number (s) To Be Answered: \_\_\_\_\_

Other Phone Numbers in your office: \_\_\_\_\_

Fax #: \_\_\_\_\_

### Company Officers or Staff who will be receiving calls:

Name	Title	Address	Phone

Name	Title	Address	Phone

Name	Title	Address	Phone

Name	Title	Address	Phone

May we give out home phone numbers? Yes \_\_\_ No \_\_\_ Only when instructed \_\_\_

Important and/or frequent callers:

Name	Title

Name	Title



## Rates for Service

Service Hours	Monthly Rate	Call Allowance	Excess Calls
Monthly Rate	\$ _____	_____	@ _____ each
Holiday Charge (optional)	\$ 9.50		
One-Time Connection Charge	\$ _____		
Our Line	\$ _____		
Deposit	\$ _____		
Will you be call forwarding?	_____		

## Agreement for Telephone Secretarial Service

Date: \_\_\_\_\_

The undersigned, hereinafter known as Subscriber requests Baggary Corporation d/b/a Answer Metro USA/Anserfone Services to furnish telephone answering service, subject to its schedule of tariffs and to the following conditions:

1. Subscriber agrees to remit service charges monthly in advance, or may elect to pay charges quarterly in advance upon agreement with business office.
2. In event of non-payment, the serving agency may cease to furnish service until all charges have been paid, and may terminate this contract without notice. The Serving Agency may withhold messages from any Subscriber who is in arrears in the payment of his account and the Subscriber shall pay all collection agency fees and commissions and/or the costs of any action instituted and any attorney fees made necessary in the collection of any monies due the Serving Agency for services rendered under this agreement.
3. Subscriber is privileged to cancel this contract after the initial 30 days. In return, subscriber agrees to give notice of cancellation in writing.
4. Serving Agency may cancel this contract upon due notice in writing.
5. The Serving Agency shall treat all messages as confidential with the exception that is shall cooperate with all law enforcement agencies, in disclosing whatever information they shall require about the subscriber, in performance of their legal duties.
6. In view of difficulties that may arise in the transmission of oral messages by telephone, no liability shall in any case attach to the Serving Agency and all such risks are assumed by the Subscriber should any service failure occur.
7. Enclosed is a check or Master Card/Visa authorization in the amount \$\_\_\_\_\_ covering the first month's service and setup fees (one month's minimum applies to all new service). Service is to begin on or about \_\_\_\_\_.

\_\_\_\_\_  
If Company, give name in full

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Answering Service Representative

# Holiday Service Policy

Your account number \_\_\_\_\_

Company Name \_\_\_\_\_

Authorized by \_\_\_\_\_

There is a \$9.50 holiday charge for customers requiring service as we pay our staff a premium rate on these important family holidays. This information is very important for our scheduling of the holiday staff.

**Please indicate** by marking a “**Yes**” or “**NO**” by each Holiday for Holiday service. Also please indicate if your office is open or closed for the holiday. If your office is open for normal business on any of the holidays listed you will not be charged for holiday service.

## Holiday Schedule

<b>Holiday</b>	<b>Holiday Service Yes/No</b>	<b>Is your office open or closed?</b>
<i>Example: July 4<sup>th</sup></i>	<i>Yes</i>	<i>Closed</i>
<b>MLK Day</b>		
<b>President's Day</b>		
<b>Memorial Day</b>		
<b>July 4<sup>th</sup></b>		
<b>Labor Day</b>		
<b>Thanksgiving</b>		
<b>Christmas</b>		
<b>New Years</b>		

## **SUPPLEMENTAL TERMS AND CONDITIONS OF SERVICE**

The following information supplements your Service Agreement with the Baggarly Corporation and its companies (Answer Metro USA, [www.answermyline.com](http://www.answermyline.com), Anserfone) and is provided so that you can better understand the terms and conditions of our service. To the extent that the Terms and Conditions of the Service Agreement differ from those contained below. The terms and conditions of the Service Agreement shall prevail. The Baggarly Corporation is a Georgia Corporation. Our Federal Tax Identification number is 58-1150629.

### **BILLING AND PAYMENT TERMS**

All statements/invoices include the upcoming base charges, and will reflect the past billings period's charges in excess of stated allotments. The base charge is calculated monthly and any excess charges are calculated from the 20th of the month to the 20th of the next month. Payments are due upon receipt and are considered past due and delinquent after the date indicated on the front of this statement / invoice, and as such are subject to a late fee of 1.5% of all charges due. We reserve the right to interrupt service for nonpayment and to charge a reconnect fee of \$35.00. An additional deposit may also be required. All returned checks are subject to a \$35.00 fee. All billing should be examined upon receipt. Any objections to accuracy of the bill must be communicated to us within 15 days. If we don't hear from you within 15 days, we will consider the bill accurate and will not consider further objections.

### **BILLING PRACTICES**

The subscriber is billed for all basic fees and services in advance, any overcalls or additional messages or units (calls in excess of the call unit allowance), additional minutes, (time in excess of the time allowance included in the basic fee), or extra charges incurred since the last billing date. A call unit is considered to be any incoming or out going call or service handled by an operator made on the subscriber's behalf. Payments received after the billing date will be posted on the next statement / invoice. Base rates and excess charges are subject to change.

### **NONPAYMENT POLICY**

Charges are due and payable at Company offices upon receipt. After the date indicated on the front of the statement/ invoice, the company will levy a late charge, which reflects the extra expense involved in collecting the charges due. In the event of non-payment, The Company may, without limiting its other rights, withhold messages, interrupt or terminate service without notice. Such interruption of service does not relieve the Subscriber of responsibility of all accrued charges. The subscriber shall be liable for all collection fees, including interest on all unpaid amounts at the lesser of eighteen percent (18%) or the highest rate permitted by law, attorney's fees and other cost incurred in the collection of monies due to the company.

### **TERMINATION NOTICE**

The Company will continue providing the Subscriber with services listed on the front of this statement/ invoice until cancelled in writing by either party. Cancellation shall be effective at the end of the billing cycle following the billing cycle in which written notice of cancellation is received. There will be no refunds or credits for portions of a billing cycle or unused service.

### **DISCLAIMER LIABILITY**

The Company cannot and does not assume any responsibility for any damages, consequential or otherwise, resulting from any failure to receive or deliver messages, even where such a failure is a result of the Company's negligence, Misconduct, Error, or Omission. The Company's liability shall not in any event exceed an amount equal to the charges payable by the subscriber for the days on which such act or omission occurred. Accordingly, you and your insurer should be aware that this express disclaimer of your liability is an integral part of your contractual relationship with the company. The subscriber will protect, indemnify and hold the company harmless from any claim or liability that may be asserted by anyone else, including your insurer, in the event of loss, injury, or damage to property or persons sought to be protected by this service, even if such loss, injury, or damage results in or is claimed to have resulted from the Company's negligence, misconduct, error or omission.

### **ACCEPTANCE OF SUPPLEMENTAL TERMS AND CONDITIONS**

Unless you notify us in writing, your continued use of our services will constitute your acceptance of the Service Agreement, these Supplemental Terms and Conditions, and to the amounts and charges stated on the front of the statement/ invoice.

**Signed:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Bagarly Corporation**  
Answer Metro USA – Corporate Office  
Answerphone Service - Macon

**404-363-9795 Corporate Office**  
**404-363-9741 Corporate Fax**

**478-746-3211 Macon Office**  
**478-746-5872 Macon Fax**

**Attention:** \_\_\_\_\_

**Credit Card Authorization Approval Form**

Customer Account Number: \_\_\_\_\_

Print Name: (As it appears on Credit Card): \_\_\_\_\_

Credit Card Type: ( ) Visa ( ) Master Card **(please select one)**

Credit Card Number: \_\_\_\_\_

Expiration Date: \_\_\_\_\_

Amount to be Charged: \_\_\_\_\_

Print your address as it appears with your credit card company:

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

Date: \_\_\_\_\_

***\* Please fax copy of your credit card and driver's license with this form***