

## **PRO CALL CENTER INC**

We do understand every phone call is important to your business. Pro Call Center takes pride in providing the fastest answering times with the lowest cost, in the industry. No lengthy contracts, hidden fees, or outsourced operators!

When you are unavailable, our professional answering service will provide:

- Appointment Scheduling
- Overflow Calls
- Detailed Message Taking
- After-Hour Calls
- Emergency Calls
- And more!

### **Pricing Structure**

We charge a **base rate of \$127.95 monthly**. This ensures our office is staffed with operators to fit your needs as well as, **covers the first 50 minutes of your operator assisted calls**. Any minute used **in addition to the first 50**, will be billed at a rate of **\$1.06 per minute**.

**During business holiday closures, we charge a fee of \$25.00 to guarantee our office is staffed to handle the high volume of calls.**

### **Customer Portal**

The calls we take, on behalf of your business, will be sent to you in a variety of ways for no additional charge. Calls can be sent via text, email, fax or a secured web-based portal. We can send them simultaneously as they are received or at a set time, for your convenience. Our customer portal gives you access to archived messages, business directories, any “on call” or after hour employee schedules.

### **Secure Messaging Platform**

This **\*HIPAA compliant platform** allows our office to instantly send messages to the “on call” employee. Operators ensure the message was received, viewed and handled accordingly. This platform enables your “on call” employee to also contact our office directly or, if necessary, patch calls from operators to any landline or cellphone. This “add-on” feature is billed at **\$12.00 monthly, per device with unlimited messaging**. Pro Call Center Inc. does **NOT** bill your company for any message sending of emails, text messages or faxing.

### **Emergency Services**

With multiple backup generators on site, Pro Call Center Inc. ensures your customers and patients have the ability to stay connected, **24/7**. If a region experiences a natural disaster of any kind (fire, floods, power outages, snow/ice, wind, etc) calls will be routed to our operators directly. With over 30 years of service, we have supported several communities during challenging times and are prepared to handle all calls accordingly.

### **Service Set Up**

There is a one-time fee of **\$150.00** in addition to the monthly base of **\$127.95**.

The total cost of set up is billed at **\$277.95**, after 30 days, you are billed only the monthly base rate and any additional minutes used after the first 50.

**No long term contracts! We are a month-to-month contract, to ensure you are satisfied with your services!**

*With over 30 years of outstanding customer service, Pro Call Center Inc. is happy to provide you with Professional Customer Testimonials, upon your request. We are available to answer any additional questions you may have in regards to our pricing structure and answering services! T: (253) 922-4422*