

Request Form for Message Taking Services



Save this file to your computer before entering information. Complete the form, then re-save.

To save: Right click > save as. Choose location (such as desktop) > name file > click save.

Date	
Business Name	
Does the business go by any other name?	
Business Address	
Office Phone	
Alternate Phone	
Fax Number	
Do you need a toll-free number? (See next page for pricing)	
Web address	
What are your office hours?	
What time zone is your business in?	
Email address we should send your invoices to	
Area code you want your forwarding number to start with (We do our best to get the area code you request but cannot guarantee this.)	
FYI—If/when we need to place an outbound call on your behalf, what do you want the caller ID phone number to show? (default is forwarding number we assign you)	
Your business answer phrase: (Example: Thank you for calling [name of your business]. My name is [our agent's name]. How may I help you?)	

Important Pricing INFO

Minutes Per Billing Cycle	Price Per Minute
First 100 minutes of Primary acct	\$100.00
First 100 minutes of additional accts	\$90.00
From 101 to 1000 minutes	\$1.00
From 1001 to 2000 minutes	\$0.98
From 2001+ minutes	\$0.95
Fees are billed in real time and rounded to the nearest second.	

- We charge a one-time **set-up fee of \$50.00 per hour** (most accounts can be set up in one to two hours).
- If you need an 800 number from us, add **\$0.10 to the above prices and \$10.00 per billing cycle.**
- We bill on a 28-day billing cycle. You will receive your invoice by email. (A paper invoice is available upon request. There is an additional \$10.00 fee per billing cycle for this service).
- If you choose to pay by credit card, we charge a processing fee of **\$0.35 per transaction plus 3.5% of total invoice. We accept Visa and MasterCard.**
- If you choose to pay by check, we reserve the right to charge your card if payment is past due (see Service Agreement at end of document. The credit card processing fee will be added to your invoice.)
- If you choose to pay by e-check, we charge a **\$3.00 per transaction processing fee.**
- We are available 24/7 except for Christmas. **We close for Christmas from Dec 24th 6 pm MT to Dec 26th at 6 am.**
- We charge an **additional \$100.00 to take your calls for each of the following holidays: New Year's Day, Easter, Memorial Day, July 4th, Labor Day, and Thanksgiving.** You may choose to opt out of holiday services.
- There is an **additional charge of \$10.00 per Sunday to take your calls on those days.** You may choose to opt out of Sunday services.

Description of your business (what service/product do you provide?):

Directions to your location (if applicable):

Information you would like us to gather (including any special instructions):

Do you want us to take your calls on Sundays? This is an additional charge of \$10.00 per Sunday.

Yes

☐

No

☐

Do you want us to take your calls on holidays (New Year's Day, Easter, Memorial Day, July 4th, Labor Day, and Thanksgiving)? This is an additional charge of \$100.00 per holiday. **Note: We close for Christmas from Dec 24th 6pm MT to Dec 26th 6am.**

Yes

☐

No

☐

Date services are expected to start:

Employee Contact Information: Please put a * next to all email addresses that need to receive an email and next to cell numbers that need to receive a text message.

Name	
Title:	
Work Phone:	
Cell:	
Email:	

Name:	
Title:	
Work Phone:	
Cell:	
Email:	

Name:	
Title:	
Work Phone:	
Cell:	
Email:	

Name:	
Title:	
Work Phone:	
Cell:	
Email:	

Name:	
Title:	
Work Phone:	
Cell:	
Email:	

CONFIDENTIAL CREDIT APPLICATION and SERVICE AGREEMENT

This AGREEMENT is between Call Center Plus, hereinafter called "CCP," and all telecommunications service clients, hereinafter called "Subscriber".

Payment Information: Credit card information is required to set up your account. The card will not be charged unless you request it as your preferred payment method OR we have not received payment within 28 days of invoice date.

Credit Card (*Visa or MasterCard Only*)

Name as it appears on card:	
Card Number:	
Expiration Date:	
CVVS Code:	


Billing Address and Zip Code of Card:

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SS# or Fed ID number of principle business owner:

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Would you prefer to pay your future invoices using a credit card, check or e-check?

- ☐ **Use my credit card.** I understand if I choose to pay by credit card, I will be charged a processing fee of \$0.35 per transaction plus 3.5% of total invoice.
- ☐ **Pay by check.** I understand that if I choose to pay by check, CCP has the right to charge my credit card (including credit card fees) if payment is not received within 28 days of the invoice date.
- ☐ **Pay by e-check.** I understand that if I choose to pay by e-check, I will be charged a \$3 processing fee. We will need you to provide your account information. Please fill out information below: 

E-Check Banking Information

Bank Name:	
Checking/Savings:	
Bank Telephone Number:	
Routing Number:	
Account Number:	

Business Information

Business Name:			
Attention:			
Street Address:			
City, State, Zip:			
Telephone (including area code):		Business Tax ID:	

Business Structure:

<input type="checkbox"/> Individual Owner	<input type="checkbox"/> Partnership	<input type="checkbox"/> LLC	<input type="checkbox"/> Incorporated
Year Business Established:			
How long under present management:			

Name(s) of Owner, Partners, or Officers, & Titles

Name:		Name:	
Street Address:		Street Address:	
City, State, Zip:		City, State, Zip:	
Social Security #:		Social Security #:	

Name:	
Street Address:	
City, State, Zip:	
Social Security #:	

Name:	
Street Address:	
City, State, Zip:	
Social Security #:	

Bank Reference Information

Bank Name:			
Telephone Number:			
Street Address:			
City, State, Zip:			
Type of Account:		Account Number:	

Trade Reference Information – 2 Required

Name:	
Account Number:	
Street Address:	
City, State, Zip:	
Phone Number:	

Name:	
Account Number:	
Street Address:	
City, State, Zip:	
Phone Number:	

TERMS

CCP will provide telephone answer and other communications services 24/7, except for Christmas Day (we close from Dec 24 at 6pm to Dec 26 at 6am MT). It is agreed that service provided herein will be for an uninterrupted period from the first of one billing cycle to the first of the next billing cycle that service shall be automatically provided for the like periods unless canceled by the Subscriber in writing.

PAYMENT

Subscriber agrees all charges are DUE WITHIN TWO WEEKS OF INVOICE DATE and are considered LATE 28 DAYS after the bill was generated. Amounts due in excess of 28 days shall accrue interest at a rate of 2% per billing cycle past due or \$25 (whichever is greater) every 28 days. Subscriber shall pay CCP a \$35.00 fee each time a check is dishonored. CCP may suspend service of any Subscriber who is in arrears in the payment of his or her bill. CCP shall include a \$100 charge on Subscriber's invoice to maintain live operator services for each of the following holidays: New Year's Day, Easter Sunday, Memorial Day, Fourth of July, Labor Day, and Thanksgiving Day, unless otherwise notified (see Terms above for Christmas Day). CCP shall include a \$10 charge on Subscriber's invoice to maintain live operator services for each Sunday, unless otherwise notified. If Subscriber's total balance exceeds \$1000 at any time during the current billing cycle Subscriber agrees to complete a "Confidential Credit Application and Service Agreement" provided by CCP. CCP maintains the right to charge the Subscriber's credit card each time the account balance reaches \$1000 at any time during the current billing cycle. If credit card processing fails for any reason, CCP reserves the right to terminate services without notice. CCP also maintains the right to charge the credit card for any balance not paid by the start of the next billing cycle (including additional credit card fees) unless prior arrangements have been made.

RATE ADJUSTMENTS

CCP reserves the right to adjust charges for services rendered thereunder upon 28 days' notice.

COMPLIANCE

CCP may cancel service without notice for reasons of non-payment, misuse of the phone number, abuse of the service, or if Subscriber is otherwise in violation of the terms of this agreement, if service is disconnected due to non-payment or otherwise as a result of the actions of the Subscriber. Subscriber authorizes creditors to release relevant information regarding credit information. Subscriber shall bear any and all costs of collection; such costs to include, but not be limited to, legal fees and costs as well as the use of a collection agency. If legal action should become necessary, Subscriber submits to the jurisdiction of the applicable court located in Logan, UT.

INDEMNIFICATION

Except as provided in any other agreements between CCP and Subscriber, CCP does not assume any of the risks associated with the Subscriber's business, and the compensation paid to CCP does not contemplate any such assumption of risk. Subscriber agrees that any additional risk exposure to the Subscriber, resulting from the use of the service in its business activities, has been considered by the Subscriber; and the Subscriber hereby releases, discharges and agrees to indemnify, defend and save harmless CCP and its employees and principals from and against all liability, cost and expense arising out of or in connection with the work or business performed by the Subscriber, except for any liability resulting from any negligence. CCP endeavors to provide efficient and reliable service; however, Subscriber expressly agrees that the nature of telephone equipment and oral communications is such that neither CCP nor any of its employees shall be liable in any way to either the

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Subscriber or its callers for any error of omission or commission, regardless of cause. Also, that CCP is not responsible for any interruption of service caused by defects or deficiencies in the telephone answering equipment or system including interruption of the electrical utility service or telephone lines or service interruption for equipment maintenance or repair or by war, riot, or acts of nature. Except as provided in other agreements between CCP and Subscriber, it is expressly agreed that the liability for any damages arising out of the provision of the services under this agreement to the Subscriber, whether caused by negligence of CCP employees or otherwise, is limited to actual damages.

EMPLOYEE SOLICITATION

It is expressly agreed that all employees of CCP are to be held safe from any and all solicitation, including harassment, donations, and recruitment. There will be a penalty of at least, but not limited to \$1,000 for recruiting CCP employees for employment elsewhere.

PROVISIONS

Subscriber shall review their account information and advise CCP within ten (10) business days of problems, or the information will be deemed correct. No collect calls shall be accepted on Subscriber owned lines unless specifically requested in writing by the Subscriber. If service is provided by use of CCP owned lines(s), Subscriber agrees that no charges of any kind will be billed to said line(s) without prior approval of CCP. However, if such charges are made, Subscriber expressly guarantees payment of all such charges. Service shall not be used for any illegal or illegitimate purpose. CCP shall treat all messages and information as confidential with the exception that CCP shall cooperate with all law enforcement agencies in disclosing whatever information they may require in the performance of their legal duties. CCP reserves the right to block the number of any caller we deem to be abusive, profane, or offensive in any way.

ASSIGNMENT

This agreement may not be assigned without the express prior written consent of CCP. This writing constitutes the entire agreement of the parties relating to the subject matter hereof. No representations are made or relied upon by either party, other than those that are expressly herein set forth.

AMENDMENTS

No employee, agent or other representative of either party is empowered to alter any of the terms hereof, unless done in writing and signed by an authorized representative of the respective parties.

AUTHORIZATION

Subscriber authorizes CCP to order from TelegentIP or other carriers any services or connections which may be necessary for the purpose of providing the above services to the extent that the Subscriber requests this service from CCP.

TERMINATION

Subscriber may terminate service any time by notifying CCP in writing. Regardless of termination, Subscriber shall remain liable for payment for services rendered thereunder until CCP shall receive written notice of termination.

BY USING THE SERVICE, THE SUBSCRIBER HAS AGREED TO ALL THE TERMS AND AGREEMENTS WITHIN.

I hereby authorize SmartCare Systems, LLC or any credit bureau or other investigative agency employed by SmartCare Systems, LLC to investigate the references herein listed or statements or other data obtained from me or any other person pertaining to my credit and financial responsibility. In consideration of the extension of credit by SmartCare Systems, LLC, I agree to promptly pay all bills in accordance with the terms expressed on the invoice. I further agree that if the services rendered shall remain unpaid past the due date, they shall bear interest at the rate of 1.5% or \$25.00, whichever is greater, per billing cycle, until paid. If any suit or action is instituted to collect money due on my account, whether the principle or interest or both, I agree to pay, in addition to the amount owed, all legal fees and collection agency fees incurred, including 40% of the balance due if the account is referred to an outside agency for collection, and a reasonable sum for attorney's fees and court costs incurred in the collection of balance due, with or without suit.

Signature: _____ Date: _____
Print Name: _____ Title: _____

Call Center Plus **Division of SmartCare Systems, LLC**

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