

Alternative Office, Incorporated

Corporate Office
3102 NW Cache Rd Ste 102
Lawton, Oklahoma 73505
580-355-0592 Office
800-821-9168 Toll Free
800-371-6987 Fax

Areas We Service By City and State

Yuma, Arizona	928-782-3535	Ft. Worth, Texas	817-442-5864
Fayetteville, Arkansas	479-251-7313	Gainesville, Texas	940-665-1326
Naples/Collier County, Florida	239-775-5213	Irving/Las Colinas, Texas	972-986-1234
Valdosta, Georgia	229-242-4232	Laredo, Texas	956-712-9894
Boise/Nampa/Caldwell, Idaho	208-344-6644	Lewisville, Texas	972-986-1234
Lake Tahoe, Nevada	530-541-9100	Longview, Texas	903-526-7900
Las Vegas, Nevada	702-366-9387	McAllen, Texas	956-618-1163
Coos Bay, Oregon	541-269-9331	Plano, Texas	972-986-1234
Arlington, Texas	817-442-5864	Sherman, Texas	940-565-0535
Austin, Texas	512-933-9392	Tyler, Texas	903-526-7900
Dallas, Texas	972-721-1006	Atlanta, Georgia	404-420-0090
Denton, Texas	940-565-0535	Midland, Texas	432-684-8181
Seattle, Washington	206-624-8700	Port St. Lucie, Florida	772-335-4799
Houston, Texas	713-795-8080		
Sacramento, California	916-453-1122		

Thank you for calling Alternative Office, Inc. We are a 24/7 company, 365 days a year with over twenty years of experience. The computer equipment we use to operate the answering service is the very latest available in the industry.

Here are some of the many advanced features we offer;

- **Paperless System**---All calls and messages are taken through computers. Nothing is ever written on paper. All messages are stored in our system and can be retrieved for up to 12 months.
- **Free Personal 800#** - 800 number used as you wish at no charge.
- **Voicemail Services**---Full Voicemail Services including Fax to Voicemail, Fax to Email, Voicemail/Operator Revert
- **Email**---Scheduled or automatic dispatching for messages (email is a fee based service)
- **Fax**---Scheduled or automatic dispatching for messages (faxing is a fee based service)
- **Paging Services**---We can send digital (numeric) or text (alphanumeric) messages to any pager or Cell phone in the United States. We can also dispatch messages to pagers and Cell phones via email depending upon your service provider.
- **Patched Calls**---We can patch callers directly to you, either at your request, or in the event of an emergency situation. (patching calls is a fee based service)
- **Digital Recording**---All calls are digitally recorded and stored for up to a year in an electronic medium and can be reviewed or retrieved. For a nominal fee, we can even email you any recorded conversation as a “.wav” file.
- **Billing**---All accounts are billed in 6-second increments. We can, at your request, provide you with detailed call logs, time logs, and message logs.

Our operators are courteous and professional. We will customize your account to the way you prefer your phones answered. Many of our customers also use “on-call” personnel, which we can contact with their clients needs. We customize all call procedures to best accommodate your business. Thank you for giving Alternative Office, Inc. the opportunity to provide your company with quality, professional, and friendly telephone answering.

**Alternative Office Rates
Plan 1**

BASE RATE (Per Month)*	MIN\FREE	OVER PER MIN*
\$44.95	60	\$.95
\$59.95	70	\$.93
\$69.95	85	\$.91
\$89.95	105	\$.89
\$109.95	135	\$.89
\$159.95	200	\$.87
\$215.95	275	\$.86
\$315.95	400	\$.84
\$399.95	525	\$.82
Temporary Account – \$55.00	60	\$ 1.25
Operator Assist Voice Mail - \$69.95	100(Voice Mail Time)	Operator \$.82 – Voice Mail \$.22
Operator Assist Voice Mail - \$129.95	200(Voice Mail Time)	Operator \$.77 – Voice Mail \$.20
Patch Calls	Patch Per Call	\$.30 (Per Minute)
E-Mail Messages	Unlimited	\$ 10.00 (Flat fee per Month)
Fax Messages - \$15.00	2 per day (60 Free)	\$.25 (Per FAX)
Holiday Service	0	\$ 15.00 (Per Holiday)
Recording (Wave File)	0	\$.50 (Per Recording)
Personal Business Line/Toll Free #	0	FREE
Account Setup Fee	0	FREE

*These rates are contingent that the average call is less than 1 minute.

All calls digitally recorded **FREE**

Bilingual English/Spanish service **FREE** / 800 #'s Free

Specialized Rates

We offer many custom plans to meet the specialized needs of our clients with high volume accounts, accounts averaging 2 minutes or longer per call, order taking accounts, inbound telemarketing accounts, Appointment Scheduling, and more.

To Begin Service

1. First month base rate in advance plus any optional services
2. Refundable deposit equal to 1 month base rate or choose our “Convenient Credit Card Billing Program” and have the required deposit waived.

Payment Options

****New accounts will go into service upon receipt of check or debit/credit card payment****

If your calls average 2 minutes or longer, please call us for a personalized quote.

Billing cycle is 26th thru the 25th of the following month; all bills are mailed on or near the 25th and due on the 10th.

On the 15th a \$10.00 late fee will be assessed to all bills not paid. All accounts over 30 days are subject to an additional fee of up to \$50.00.

Rates Current As Of: Sunday, February 08, 2009

Alternative Office Incorporated

Business Agreement Contract

The Telephone Answering Service subscriber agrees to the following terms and conditions;

1) Alternative Office, Inc., nor it's personnel or management will in no way be liable to the subscriber or his/her callers for any errors or omissions in the transmission of calls, because incoming calls are all taken orally. Nevertheless, we do everything humanly possible to handle all calls properly.

2) The subscriber shall always give us 30-days notice before disconnecting and will be billed for same. Subscribers are responsible for long distance calls placed on their line or our line if billed to us.

3) The service shall not be used for any illegal or illegitimate purpose. The Telephone Answering Service shall treat all messages as confidential, except it shall cooperate with all law enforcement agencies in disclosing whatever information they shall require about the subscriber, in the performance of their legal duties.

4) The subscriber shall pay all collection agency fees and commissions and/or costs of any action instituted, and any attorney fees made necessary in the collection of any moneys due to the Telephone Answering Service for services rendered under this agreement.

5) The Telephone Answering Service reserves the right to cancel service at any time for any violation of this agreement, and may hold any and all messages until such time as billing is made up to date upon receipt of payment in full. Also a late fee ranging between \$10.00 and \$50.00 will be added monthly to billing if not paid by the 15th of each month as due.

6) Alternative Office, Inc. reserves the right to collect payment in full at any time during your accounts service.

NOTE: The base rate is due and payable 1 month in advance. Overcall charges will be invoiced with the next month's bill. Accounts are considered **DUE ON THE 10TH** of the month and are considered **LATE ON THE 15TH**. Late accounts are then subject to a **late fee** ranging between **\$10.00 up to \$50.00**. Services not paid by that time may be terminated at any time. This agreement when signed by both parties constitutes authorization for the Telephone Answering service to take calls.

Start Date: _____

Authorized Signature: _____ Date: _____
Subscriber Signature

Salesperson: _____ Date: _____
Salesperson Signature

Alternative Office Incorporated

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3102 NW Cache Rd Ste 102
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800-821-9168 Toll Free
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New Account Questionnaire

Today's Date _____

● **Business Name:** _____

● **Type of Business:** _____

● **Business Phone:** _____ **Billing Phone:** _____

● **Back Line:** _____ **Fax Number:** _____

● **Business Email Address:** _____

● **Billing Contact:** _____

● **Business address:** _____

● **Billing Address:** _____

● **Business Hours:** _____

● **Please provide at least 2 of the following numbers for security purposes;**

● **SS#:** _____ **FEI/Tax ID:** _____

● **Drivers License#:** _____

● **How would you like your phones answered?:** _____

● **What specific questions do you want us to ask?:** _____

(C)

● How do you want your messages delivered? Please choose below

A) Call your office and deliver at a specific time? *Yes No* _____

B) Scheduled Fax? *Yes No* OR Automatic Fax? *Yes No*
If scheduled, what days and times? _____

C) Scheduled Email? *Yes No* OR Automatic Email? *Yes No*
If scheduled, what days and times? _____

If fax or email destinations are different from page B, please list here

D) You or your office will call and check in for messages periodically? *Yes No*

E) Text or Page every message to specific person? *Yes No*
If yes, how many times per message and in what time intervals?:

● Text or Page specific types of calls? – Please specify: _____

● Please describe what constitutes an emergency with your company: _____

Please provide names and numbers of key personnel and in what order they are to contracted: (Residence, Mobile, Pager, or E-Mail)

● **Name:** _____ **Pager:** _____

● **E-Mail:** _____ **Office Number:** _____

● **Residence:** _____ **Mobile:** _____

● **Name:** _____ **Pager:** _____

● **E-Mail:** _____ **Office Number:** _____

● **Residence:** _____ **Mobile:** _____

● **Name:** _____ **Pager:** _____

● **E-Mail:** _____ **Office Number:** _____

● **Residence:** _____ **Mobile:** _____

● **Name:** _____ **Pager:** _____

● **E-Mail:** _____ **Office Number:** _____

● **Residence:** _____ **Mobile:** _____

● **Name:** _____ **Pager:** _____

● **E-Mail:** _____ **Office Number:** _____

● **Residence:** _____ **Mobile:** _____

● **Name:** _____ **Pager:** _____

● **E-Mail:** _____ **Office Number:** _____

● **Residence:** _____ **Mobile:** _____

For more information or any other questions,

Contact **Sue Neal**
Irving, TX Office: 972-986-1234

Contact **Kevan Fortney**
Lawton, OK Office: 800-821-9168 *Fax:* 800-353-7188 or 580-355-0398

Alternative Office Incorporated

Today's Date: _____ Start Date: _____ Account Number: _____

Call Forwarding Number: _____

Emergency Forwarding Number: _____

(Please contact us before using the Emergency Forwarding Number)

Base Rate/ _____ \$ _____ Free Mins _____ Overage Rate _____

Deposit (1st month base rate) \$ _____
(Waived if Credit card is used)

1 Time Setup Fee \$ FREE

800 Personal Bus Line \$ FREE

Fax/Email Base Rate \$ _____

Holiday Fee \$ Yes? No?

(\$15.00 per 6 Major Holidays)

(New Years Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, Christmas Day)

Prorate/ _____ \$ _____

Total Bill \$ _____

Total Base Monthly Bill \$ _____

(This base monthly total **does not include** any overcalls, holiday fees, or other fees. This is just provided to give you an idea of your **base** monthly cost)

PLEASE DIRECT BILLING INQUIRIES TO Kevin AT 800-821-9168

Please select a payment method

Visa MasterCard American Express Discover

Debit Card Other Card _____

Auto debit your card each month? Yes No

Credit Card Number: _____ Exp Date: _____

(F)

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References

We will gladly provide more references at your request

Gopher Oil
4750 Frank Luke Drive
Addison, TX 75001
Peggy
972-931-3075

Dr Edwin Lew
2919 South Lancaster
Dallas, TX 75216
Christina Lew
214-375-5900

St George Cable Company
PO Box 1090
St George Island, FL
Charles Sumner
850-927-3200

Journey Home Health Care
512 West Hickory
Denton, TX 76201
940-382-1011

Law Offices of Richard Corbitt
and Jimmy Bailey
3400 Carlisle Suite 350
Dallas, TX 75204
214-744-1234

Jack Bell Property Management
521 East Windsor
Denton, TX 76201
Nina
940-382-9556

Dr Shraddah Talati
3500 Hwy East I-30 Suite E-101
Mesquite, TX 75150
972-270-8777

Craftmaster Builders
1123 B Fort Worth Drive
Denton, TX 76205
Jerry Koltes
940-382-7870

Dr Major Blair
1209 Bent Oak Court
Denton, TX 76210
940-591-9191

Stoffels and Associates
207 West Hickory Suite 304
Denton, TX 76201
Janel Stoffels
940-565-9797

Adapt
400 Virginia Suite 201
North Bend, Oregon 97459
Al Neubauer
541-751-0357

Everett Well Drilling & Shaea's
Pump Service
Rt 3 Quitman, GA 31643
229-559-7955