

## Telephone services and prices

	Basic	Premium	Premium 24
Telephone No.	✓	✓	✓
Voicemail	✓	✓	✓
Receptionist	X	✓	✓
Sales Filter	X	✓	✓
Calls Transferred	X	✓	✓
Call Manager	X	✓	✓
Call Plan	X	20 calls per month	20 calls per month
Additional Calls	X	£1.50 per call	£1.50 per call
Setup Fee	Free	Free	£25.00
<b>Monthly Cost</b>	<b>£18.90</b>	<b>£37.40</b>	<b>£57.40</b>

### Additional services

Fax Number (consecutive number to the phone number)	£12.50 per month
Directory Listing	£65.00
Transfer & forwarding call costs	BT local call rate

Please allow up to 24hrs for your order to activate.

MBE Telephone services is provided by an accredited Investor in People call centre.



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**MAIL BOXES ETC.®**

[www.mbe.co.uk](http://www.mbe.co.uk)

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## Telephone services

Mail Boxes Etc.



**MAIL BOXES ETC.®**

## Mail Boxes Etc. telephone answering services



### A complete solution

**Our telephone answering service will handle your calls when you can't. A professional voice on the end of the phone – someone who knows your business and understands the importance of every call you receive. Don't put your business on hold just because you can't make it to the phone. With telephone services from MBE you need never miss another call.**

Telephone services is a complete telephone answering solution with no minimum contract commitment. Our Premium and Premium 24 services provide you with a localised prefix number, with your very own dedicated receptionist who understands your business and will handle your calls as if they were based in your office.

Your receptionist will transfer calls to a landline or mobile phone, or simply take a message which they will pass on to you via email or SMS message. The Premium service reception operates from Monday to Friday, 8am to 7pm, and Saturday from 9am to 3pm. With Premium 24, telephone answering is available round the clock.

### Making your business life easier

It's difficult to maintain a professional business presence when resources are stretched, if you work on your own, or when you've just started up. Without the support of a receptionist, it's too easy to miss important business calls. You may be at a meeting, away from the office, or already using the telephone. But it's imperative that your customers can contact you when they need to, and that your business looks and sounds professional at all times. With telephone services from MBE you can benefit from the assistance of a full-time receptionist without the overhead.

Your calls will be answered quickly and professionally, with time-wasters politely filtered out, leaving you more time to get on with your day while your customers benefit from first class customer service. A dedicated account manager will be on hand to update your business script or change your diary status to reflect your needs on a day-to-day basis.

Only need a phone number? Our basic service comes with a localised prefix telephone number or 08 prefix which redirects your calls to a voicemail service. You control your own outbound and recorded message administration. It couldn't be simpler.

### Your virtual office

In addition to telephone services, Mail Boxes Etc. offers small businesses a range of everyday support services that add up to a bespoke virtual office package. Just choose the services you need and we'll do the rest. A mailbox will provide your company with a professional business address for all mail and signed-for deliveries. You'll have 24-hour access\* to your mailbox, you can call or email us to check for deliveries, and we'll forward your mail anywhere in the world.

We're also experts in UK and international shipping, and will be pleased to advise you on any export requirements. We offer all Royal Mail postal services and can handle any bulk mail needs – from invoice runs to direct marketing, and our print and copy expertise lets you leave behind the headache of maintaining the office printer. We also stock a range of stationery and office supplies.

For more information on how a virtual office can help your business grow, please contact us on 0800 623 123 or visit your nearest store.

\* Available at most stores