

Company preferences

Let us make your life easy

Business information

Company name _____

Advertised address _____

Website _____

Email _____

Advertised telephone _____

Advertised fax _____

What does your business do?

A brief description of how you would like us to explain your business to your callers.

Who are your major clients?

How do you take your tea/coffee?

For us to serve you professionally in your meetings.

Special events in next 6 months:

Date /

Event _____

Date /

Event _____

Special instructions:

How to handle visitors without appointments or specific working requirements.

Birthdays:

So that we can celebrate with you!

Name: _____

Date

/ /

Name: _____

Date

/ /

My Address

Mail and courier arrival nomination

Name of person to be notified _____

Contact details _____

Please leave a complimentary voicemail message on my Servcorp voicemail

Please call on my mobile (call cost applies*)

Please send a complimentary notification email

Please SMS notification on my mobile (message cost applies*)

Mail and courier redirection

Please note that a handling fee* plus postage applies should you not provide self-addressed stamped envelopes for mail redirection.

Address for redirection _____

Please select the days of the week on which you would like your mail sent

Monday Tuesday Wednesday Thursday Friday

Please forward by way of

Express Post Courier Standard Post

My Fax

Onefax - Fax to email service

For members with a dedicated fax number, Onefax can immediately send your faxes to your email address as an Adobe pdf file all for a small fixed monthly cost*. The first 100 incoming faxes are included in your Onefax package and you can also send outgoing faxes via the internet from anywhere – home, office or on the road saving time and money.

Yes, I want Onefax to deliver my faxes to me immediately via email address: _____

My Communications

How would you like your calls answered?

Example: "Good morning and welcome to Smart Company, this is Jane speaking"

Corporate team members and call handling options

Please specify a phone number where you require your calls to be immediately transferred (mobile phone, home or office). Three diversions are included complimentary in your package, fourth and each additional number will incur an additional charge per month plus calls*.

Contact one

Name _____ **Position** _____
Number _____ **Email** _____

- Transfer my calls to the number above (call charges only apply)* Receptionist to take a message and SMS (message cost applies*)
 Offer the caller my personalised voicemail to leave a message (included) Receptionist to take a detailed message and email (message cost applies)*

Contact two

Name _____ **Position** _____
Number _____ **Email** _____

- Transfer my calls to the number above (call charges only apply)* Receptionist to take a message and SMS (message cost applies*)
 Offer the caller my personalised voicemail to leave a message (included) Receptionist to take a detailed message and email (message cost applies*)

Contact three

Name _____ **Position** _____
Number _____ **Email** _____

- Transfer my calls to the number above (call charges only apply)* Receptionist to take a message and SMS (message cost applies*)
 Offer the caller my personalized voicemail to leave a message (included) Receptionist to take a detailed message and email (message cost applies*)

TIP: Log on to <https://home.servcorp.com> to change and control your telephone answering and call handling instructions in real time.

Voicemail greeting

Business hours greeting (8.30 am to 5.30 pm)

"You have reached the office of _____"

We are not available to take your call at the present time; however, you may leave a message after the tone, dial 1 to reach me on my mobile, or dial 0 to return to my receptionist during business hours. Thank you for calling".

Dial 1 to be diverted to: (Telephone number) _____

After hours greeting

"You have reached the office of _____"

It is currently outside our normal business hours, which are 8.30am to 5.30pm, Monday to Friday. Please leave a detailed message after the tone or alternatively dial 1 to reach _____ or dial 2 to reach _____ Thank you for calling."

Dial 1 to be diverted to: (Telephone number) _____ Dial 2 to be diverted to: (Telephone number) _____

NOTE: These options are suggestions only and we would be pleased to discuss alternatives if you require.

Voicemail notification - receiving your messages automatically

Please select from one of the two options below for automatic voicemail delivery:

Option 1

Voicemail to Email (a small monthly fee applies*)

Email address _____

Option 2

Voicemail to mobile (call charges only apply*):

Phone number _____

Days _____

Times _____

We would suggest 3 times per day, e.g. 10am, 1pm, 4pm depending on your business requirements.

Please note: if you are travelling interstate/overseas or going on holiday and do not wish your calls to follow you need to inform us in writing. (Programming charges may apply)*.

Option 3

Voicemail to SMS (a small monthly fee applies*):

Mobile phone number _____

Onefone

Servcorp Onefone is a portable, cost-effective and secure VOIP technology which literally turns your laptop into your business phone! Make and receive calls from your Servcorp business phone number no matter where you are. Enjoy call savings of up to 71%. Highly secure connection via Cisco VPN tunnel for conversations without interference or listening in.

Servcorp Onefone is complimentary to trial for 1 month, thereafter a monthly fee applies*. To register for Onefone enter your email address below and the simple installation software shall be emailed to you within 24 hours.

Email address _____

Telephone directory listing

We can arrange for your company details to be registered in the White Pages printed and online directory and Telephone Directory Assistance. For more information please select:

YES

NO

Date

□ □ / □ □ / □ □

* For a full list of pricing, please refer to prices in the services directory available on <https://home.servcorp.com> .

Send your completed form back to the Servcorp team to ensure your preferences are setup.