

# Leadline®

## Call Centre Services Terms of Agreement Date of Agreement

.....  
Between Leadline Services Limited &  
.....

All of our prices are subject to VAT at the current rate

**Standard Tariff**

|  |   |
|--|---|
| One off set up fee   | £50.00  |
| Monthly Account Management Charge  | £50.00  |
| Monthly call duration charges<br>Calculated on a price per second basis<br>Band applies to total number of mins in a month | Up to 400 minutes – 95p per minute<br>400-750 minutes – 75p per minute<br>750+ minutes – 60p per minute |
| Messages forwarded by email or SMS   | FREE OF CHARGE  |
| Lines Open   | 8.00am – 6.00pm Monday – Friday<br>9.00am – 5.00pm Saturdays  |
| Divert Number  | 01905   |
| Payment Method   | Direct debit on 21 <sup>st</sup> of each month  |
| Notice Period  | 1 month   |

**Select Tariff**

|  |   |
|--|---|
| One off set up fee   | From £100.00  |
| Monthly Account Management Charge  | From £100.00  |
| Monthly call duration charges<br>Calculated on a price per second basis<br>Band applies to total number of mins in a month | Up to 400 minutes – 95p per minute<br>400-750 minutes – 75p per minute<br>750+ minutes – 60p per minute |
| Messages forwarded by email or SMS   | FREE OF CHARGE  |
| Lines Open   | 8.00am - 6.00pm Monday – Friday<br>9.00am – 5.00pm Saturdays  |
| Divert Number  | 01905   |
| Payment Method   | Direct debit on 21 <sup>st</sup> of each month  |
| Notice Period  | 3 months  |

**Personalised Out of Hours Voicemail Message**

Charge of £25.00 per out of hours voicemail

**NGN Rates**

|                          | Scale of Charges             | One off set up fee | Monthly fee | Price per minute |
|--------------------------|------------------------------|--------------------|-------------|------------------|
| <input type="checkbox"/> | 0800/0808<br>FREEPHONE       | £30.00             | £5.00       | 6p               |
| <input type="checkbox"/> | 0844/0845<br>LOCAL CALL RATE | £30.00             | £5.00       | 3p               |
| <input type="checkbox"/> | 0870<br>NATIONAL CALL RATE   | £30.00             | £5.00       | –                |

Service to commence on.....Payment by: DD  BACS  CHQ

(please tick as appropriate)

I have read and accept the terms and conditions

Name.....Signed.....