

Our Services and Pricing

REMOTE RECEPTIONIST

All of our services start with a remote receptionist. You can add Order Entry, Scheduling, Dispatch or create a customized service anytime you like.

CALLS

Our fees for service are based on the number of calls you receive each month. We don't charge per minute and count only calls we place to an associate/department, voice mail or messaging.

BASE "Remote Receptionist" SERVICE OPTIONAL SERVICES

| FREE Calls | Monthly | Associates | Per Call After FREE |
|------------|---------|------------|---------------------|
| 100 | \$85 | 4 | 25 Cents |
| 250 | \$150 | 8 | 20 Cents |
| 400 | \$250 | 10 | 15 Cents |

| Service | Description | Cost |
|---------------------------------|--|------------------------------|
| Private Number Voice Mailbox | Includes a local private number that rings directly to a voice mailbox. Also includes VM to Email and MSG Notification | \$25 |
| After hours Automated Attendant | Presents a menu of choices to your callers after hours, weekends and holidays. | \$10 |
| Fax Service | Includes a private local FAX number that that emails your incoming faxes to you as a PDF or TIF document | \$15 |
| Private Local Number | Includes one local number with remote forwarding capability. Use this number in your advertising or simply forward the number to your cell phone to keep your cell number private. | \$5 |
| Toll Free Number | Includes a private toll free number that rings anywhere you like. | \$10+LD |
| Early Call Service | Add On Feature: We will begin answering your calls at 6 a.m. Arizona time | \$75 |
| Personal Assistant | Add this feature to your existing Remote Receptionist. We'll answer a new private number we issue you like "Jim Smith's Office" | \$25 per associate per month |
| 6 Hour Coverage Block | We will answer your calls from 5 p.m. to Midnight | 200 |
| National Numbers Option | You can purchase telephone number is almost any U.S. City. | \$20 |
| Mail Service | You'll get a local locked mailbox with 24/7 access. We can hold or forward your mail/packages to anywhere. | \$50 |

YOUR ASSOCIATES

Each Associate of your company that might receive a call should be listed in our systems. Each service level comes with a minimum number of four voice mailbox. Associates may be added for just \$5 per associate.

Associates may define their availability by date/day/time and even by caller-id. They can also provide different contact numbers at different times of the day.

We use these numbers to announce calls they receive. If an associate wants the call, it is connected to them. Otherwise, we offer the caller the staff members voice mailbox.

Associates may also be defined within a specific department. When a call comes in, say for the SALES department, we start calling each member of that department until one agrees to accept the call.

Vacation coverage can also be defined in the way.

MESSAGING

Each associate of your company is given a voice mailbox. The mailbox is accessible 24/7 anywhere in the world. There are many useful features of our voicemail system: Message notification, Voicemail to Email, One-Number-Access and many more.

We can also send a summary of every message to your cell phone as a SMS message.

- Your associates can access voice mail 24/7
- Voice mail messages can be emailed to that associate
- Your associates can leave messages for other associates or a group of associates.
- Callers that end up in your voicemail have the option of reaching you on your cell by pressing a single button.
- You can receive notification when a voice mail has been left for you

COVERAGE TIMES

We will answer your calls M-F 8 a.m. to 5 p.m. Additional coverage options are shown in the table on the left.

APPOINTMENTS & SCHEDULING

This is an add-on service to our popular Remote Receptionist Service. Using our proprietary scheduling software, we schedule your appointments, send out intake documents, place reminder calls and track remaining sessions all while giving you complete access to your schedule from anywhere.

| Monthly | Software |
|---------------|----------|
| \$200 + Calls | FREE |

ORDER ENTRY

Do you sell a product or service? Let us take your orders over the phone and we'll deliver your orders via email or using our proprietary software in real-time. Print shipping labels, packing slips and reports.

| Monthly | Software |
|---------------|----------|
| \$200 + Calls | FREE |

The Mercado Group

We open your doors to business—Anywhere!



- Remote Receptionist Service
- Order Entry Services
- Customer Care Services
- Dispatch Services
- Scheduling and Appointment Setting
- Temporary Meeting Room or Office Use
- Mail Box & Forwarding Services
- Short Run Digital Printing Services
- All Inclusive Serviced Offices
- Document imaging services



Call 480.467.0250

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Now I can work from ANYWHERE and take only the calls I want.

My receptionist is my new best friend. She takes care of my callers while I take care of my business.

I should have done this a long time ago!



There's just four of us and we all live in different parts of the country. The Mercado Group ties us all together. Our Calls and Faxes all come to one place and they always know where we are. We can mark ourselves in or out at any time. When callers ask for pricing information they just email it during the call. They save us a lot of time!

We love it!

Open your doors to business!

With remote reception Services

Think of a remote receptionist as a member of your own staff that works out of another office. You'll never have to worry about sick days, vacations, lunch breaks, payroll taxes or benefits. Your receptionist is always on duty. In fact, several receptionist are always on duty. We've been in business for 10 years, look how we've help these businesses.

Medical—Practitioners

- Online appointment setting
- Confirmation calls and new patient processing
- Lunch hour answering
- After hours answering and messaging
- Staff meeting phone coverage

Order Entry Services

- Order entry for your product or service
- Real-time access to your orders from anywhere
- Print shipping labels, packing slips and reports
- Free private toll free number for your customers
- Customer service and returns management

Training, Seminars, Groups

- Registration Services with FREE toll FREE number
- Disbursement of participant materials
- Manage cancelations and refunds policies
- Real-time access to registrations
- Add this service for FREE (Ask us how!)

Dispatch Services

- Dispatch maintenance or repair personnel
- Manage caller ticket and ensure caller satisfaction
- Real-time access to all calls and trouble tickets

Remote Receptionist Service

- Great for any size office
- A fraction of the cost of an onsite employee
- "How may I direct your call" to anyone inside or outside your office
- Music hold, Call transfer, Conferencing and other PBX features on Your office, home, or cell phone with no new equipment. It's magic!
- After hours automated attendant or automated emergency contact
- Advanced Voice Mail with notification and copies sent to your email

Home Office Services

- No more lost business to voice mail
- Answered professionally with your company name every time
- Where are you? It doesn't matter.. Go to lunch, Pickup the Kids, Go on Vacation! We'll find you or mark yourself out for awhile.
- Music hold, Call transfer, Conferencing and other PBX features on your office, home or cell phone with no new equipment.
- Set your call availability as you like and our system will ensure it
- "How may I direct your call" to anyone inside or outside your home office

My service to you begins with my service to your callers. When someone calls your company, I record their name and the company they are with. The next time they call your company, I greet them by their name. Callers love to be recognized!



FIRST IMPRESSIONS ARE ALWAYS THE BEGINNING OF GREAT THINGS FOR YOUR COMPANY— LET US DELIVER YOURS!

How does it work?

The Call

We receive calls on the private number we issued your company. Our systems automatically display your company information and a list of all your associates, their current location and In/Out Status.

Presentation

When greeting your caller, we always represent your office as if we were part of your staff. We ask the callers name and company and record it to the number they called from. The next time they call, we greet them by name. In this way, we don't continually ask the same information of a frequent caller.

Processing

Once we have greeted your caller, we can take an order, mail or email information, schedule an appointment, register the caller for a seminar/class or simply locate the person or department they need to speak with, announce the caller and patch the caller through.

Tracking

Each call is automatically tracked and presented to you in real-time using our customizable software.

