
BUSINESS CENTERS

12520D Olive Blvd
Creve Coeur, Missouri 63141
314-469-0500

Dear Customer;

Many times, people ask us what is the cost for our service. We range from one-man companies that use voice mail for \$20 dollars a month (our voice mail captures caller ID and sends it for the 69% of people who do not leave messages) to a 20-location company with 7 divisions and over 1,200 employees. Our job is to get the caller to the right person to solve their problem. Almost all of our customers have services that have been tailored to their individual requirements. A one size fits all service almost always spells disaster because it is not going to fit the needs of your business.

Our prices run on the low end from \$20 a month basic voice mail or at 79 cents per message (for a 4-line live operator message) through several intermediate packages to a higher end triaged service at \$1.16 a minute. We provide 3 different types of service categorized as good, better, to best that is determined by the call answering priority.

Which category fits you best is generally determined by the value you place on a call and how often the customer calls you. For example, if you are an insurance claims office (and hopefully your clients only call you infrequently if this is the case) then the speed that they are answered is not important. If your customer has more frequent phone contact, you may want to select a higher-level service. What matters is the quality of the message so as to ensure clarity of communication between the client and your company.

Some of the most important questions that are never asked:

Do I have to sign a long-term or auto-renew contract?

No, all of our contracts are on a month to month basis, so auto-renew or long-term contracts are not a problem.

Am I billed every 28 days or monthly?

We bill in 12 monthly periods, 28 days billing periods looks cheaper but a 13th bill a year adds 8.3% to your bill..

What counts as a message, is every operation done a call or does a call over a minute count as two calls?

We count a call as a call.

Are minutes rounded up to the next tenth of a minute or to the next full minute, (it make a big difference)?

We round in tenths of a minute. Adding on a minute instead of a tenth of a minute can make a huge difference in your bill.

What is the average retention of your customers?

Our average customer retention rate is over 11 years with month-to-month contracts.

The most important question of all is how much do you make gaining just one customer or how much do you lose from just one customer leaving? In most cases what our clients make on one customer pays for our services for months to years at a time.

I think if you check us out thoroughly, you will find that we provide a quality service at multiple levels that will help you grow your business.

We have included our good, better, and best pricing basic price sheets, I'm sure you will have questions so please feel free to give me a call.

Sincerely,

Joel Kray
Manager
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