

RELAY COMMUNICATIONS CENTER

CLIENT REQUIREMENTS WORKSHEET

PLEASE CHECK THE APPROPRIATE BOXES FOR THE SERVICES AND/OR INFORMATION THAT YOU WILL REQUIRE OR PREFER AND THEN RETURN THIS CHECK-OFF LIST VIA FAX TO US AT 1-631-727-8719 FOR OUR PROGRAMMING DEPARTMENT TO REVIEW. WE THEN WILL PROVIDE YOU WITH A COST ESTIMATE. PLEASE RETURN "ALL" 3 PAGES WHETHER APPLICABLE OR NOT.

THIS IS NOT A CONTRACT – IT IS NOT BINDING - IT IS FOR INFORMATION ONLY

FROM: _____ OF _____
PHONE _____ E-MAIL _____

ANSWERING PHRASE (THIS IS LIMITED TO 38 CHARACTERS INCLUDING SPACES)

-----STOP; END OF ANSWERING PHRASE

ALTERNATIVE VOICE MAIL GREETING FOR LONGER ANSWERING PHRASE OPTIONAL

CUSTOMIZED CLIENT COMMERCIAL FOR ANSWERING PHRASE OPTIONAL

CALLER'S NAME

CALLER'S BUSINESS NAME

CALLER'S STREET ADDRESS

NEAREST CROSS STREET

DESCRIPTION OF HOUSE/BUILDING

CALLER'S MAILING ADDRESS

CALLER'S "SHIP TO" ADDRESS (IF DIFFERENT)

CALLER'S BILLING ADDRESS (IF DIFFERENT)

CALLER'S PHONE NUMBER

CALLER'S AREA CODE [] ABSOLUTELY IMPORTANT

CALLER'S FAX NUMBER

CALLER'S E-MAIL ADDRESS

CALLER'S WEB SITE ADDRESS

CALLER'S MESSAGE – BRIEF

CALLER'S MESSAGE – DETAILED

TELL CALLER THAT CLIENT WILL CALL BACK

BEST TIME TO CALL BACK

OTHER _____

MESSAGE DELIVERY and/or RETRIEVAL

(ALL SERVICES)

- CLIENT WILL CALL IN – VOICE MAIL BOX – OPTIONAL AT EXTRA COST
- CLIENT WILL CALL IN – LIVE OPERATOR – CHARGED FOR OPERATOR TIME
- FAX MESSAGES TO CLIENT – ONCE DAILY – OPTIONAL AT EXTRA COST
- FAX PHONE NUMBER: () _____
- FAX MESSAGES TO CLIENT – AS RECEIVED – OPTIONAL AT EXTRA COST
SPECIAL PROGRAMMING AND ADDITIONAL FEE REQUIRED
- FAX MESSAGES – ACCESSED ON DEMAND BY CLIENT – OPTIONAL AT EXTRA COST
- E-MAIL MESSAGES/REPORTS/ORDERS TO CLIENT – [] REAL TIME WHEN RECEIVED
- E-MAIL MESSAGES/REPORTS/ORDERS TO CLIENT – ONCE DAILY: TIME _____
- E-MAIL ADDRESS _____
- PATCHING – OPTIONAL AT EXTRA COST
- CALL OUTS/PAGE OUTS – OPTIONAL AT EXTRA COST
- PROVIDE PAGER NUMBERS (use separate list if necessary) _____
- RE-PAGE AFTER 10 MINUTES IF NO RESPONSE – OPTIONAL
- PHONE NUMBER TO BE CALLED: () _____ (H)
- PHONE NUMBER TO BE CALLED: () _____ (W)
- CELLULAR PHONE NUMBER TO BE CALLED: () _____
- MAKE AND MAINTAIN APPOINTMENT SCHEDULES – OPTIONAL AT EXTRA COST
- MAINTAIN “ON CALL” PERSONNEL LIST – PROVIDED BY CLIENT

PAGING INFORMATION & INSTRUCTIONS

- CALL OUT/PAGE OUT EMERGENCIES/URGENT MESSAGES ONLY
- CALL OUT/PAGE OUT ALL CALLS AT ANYTIME
- PAGE OUT BETWEEN THE HOURS FROM _____ TO _____ OR _____
- PAGE OUT WITH FULL MESSAGE (VOICE & ALPHA PAGERS ONLY)
- PAGE OUT MESSAGE INCLUDING CALLER’S NAME AND REACH NUMBER
- PAGER PHONE NUMBER(S) _____
- IF NO ANSWER/RESPONSE IN _____ MINUTES,
CALL _____ NUMBER _____
NAME [] PHONE [] CEL [] PAGER

