

## Telephone Messages On Hold

*"have proved to reduce customer hang-ups by 30%"*

On-hold messages keep callers informed, promote products, enhance business reputation, provide useful information and educate callers who are on hold or being transferred.

When a caller is on hold, that is your chance to tell them what you do, how you do it, affiliated services and a little about your history. That way your customers are much less likely to hang up when they are on hold and you get your message across, gain further respect, and with any luck make that extra sale.

Established in 1996 in Geelong, **Voice Opus On Hold** produces on-hold information services for both business and government customers across Australia.

## Voice Opus On Hold

*"a leader in on-hold technology"*

**Voice Opus On Hold** is a leader in the on-hold industry using technology and production systems that are now sold overseas in over 30 countries. We continue our commitment to providing quality *Australian* products and services. Our specialist recording studio is state-of-the-art and achieves superior quality audio over the telephone medium for our customers.

We employ experienced script writers and professional voice over artists and guarantee our productions will enhance the image of your business. We also pride ourselves in our quick turnaround time - you can have on-hold messages on your phone within 7 days in most cases.

## The Production Service

*"includes everything from scripting to installation"*

**Voice Opus On Hold** offers a complete on-hold message solution. Our service includes creative scripting, professional voicing, music licenses, studio production, digital messaging equipment, delivery and technical and installation support.

Our production service covers a number of messages (usually between 8 and 10 depending on your requirements) running around 15 seconds each. We always use 2 voices (a male and a female) on each production because it sounds better. We mix a number of different music tracks between the messages and all music licences are included so there are no extra fees (such as PCCA or APRA).

If you have something playing on hold now, you know you can play on-hold messages. If not, and your office has a telephone key system (PABX) you almost certainly can connect on-hold because almost all modern phone systems have that facility. If in doubt, please ask us.

## On-Hold Players

*"can start or expire a message exactly at a preset time and date"*

### Equipment options:

The *IMS On-Hold Messages Player* is a computer controlled player. There are many benefits of using a PC including the ability to date-time schedule individual messages (for date sensitive promotions), you can control your own messages and you can have immediate updates via email or the internet.

For the computer controlled player option you need a Windows PC with an available sound card. This option is strongly recommended if you want to use date-sensitive material.

## Recommended

*"...in my opinion does the best voice over messages I've heard. I could not recommend Gary and his company high enough to you" - Phil Golotta, Director, Westside Talent.*

*"Outstanding service...extremely professional, works very well for us" - Gavan Comport, Manager, Yarraville Club*

Alternatively, we supply USB Digital Message Players which we recommend where a computer is not the preferred option. With this option we email your messages directly to you.

**Pricing for either player is extra** and there's a full new for old replacement service for the duration of the contract. **Voice Opus On Hold** will cover all additional equipment costs. The only other fee you may need to pay is to your telephone company if your telephone system is too far away or needs special programming or if you don't have a Music On Hold Plug.

**To order please complete the following Production Order Form.**

### Voice Opus On Hold

Phone: (03) 5278 8579 **E-mail: [onholdmessages@voiceopus.com](mailto:onholdmessages@voiceopus.com)**

Postal Address: PO Box 5331 Nth Geelong Vic 3215 Australia

**[www.voiceopus.com](http://www.voiceopus.com)**



# Production Order - Telephone On Hold Messages

Under this offer either the IMS Software or Digital Message player equipment is extra.

## Standard Production Pricing (plus GST): (based on a 1 year FIXED PRICE contract)

Updates per year	Our Price per annum (messages & music)	Your investment per week (Billed Quarterly in Advance)
<b>1 Production per year</b>	<b>\$756</b>	-
2 Productions per year (Half Yearly)	\$1,093*	<b>\$21.02</b>
4 Productions per year (Quarterly)	\$1,330*	<b>\$25.58</b>
6 Productions per year (Bi-monthly)	\$1,710*	<b>\$32.89</b>
<b>Unlimited Updates per year</b>	<b>\$3,255*</b>	<b>\$62.60</b>

A single 'production' or 'update' is usually eight to ten messages with music gaps between. The single production fee covers *all* these messages (you don't pay per message). The production fee includes scripting, professional voicing (two voices-male & female), music licensing, studio production, mixing and delivery to your door.

### Please note:

- Pricing is firm and this offer valid for the next 30 days.
- Must be accepted on this form only (please complete below).

### Terms & Conditions

The IMS software is copyright 1996-2010 by NCH Swift Sound. The software was created in Australia. The copyrights apply internationally.

- 1) A telephone key system with on hold capability is required for IMS.
- 2) We may need access to your offices to install the system. If we cannot install when we attend a call out fee will be charged.
- 3) The IMS option requires a Windows computer and sound card that should be maintained and backed-up by your IT staff. Your IT administrator may need to install software.
- 4) **The establishment fee or Deposit will fall due on delivery of the first draft script. \*Establishment Fee/Deposit (which is included in total) = \$275**
- 5) Recurring billing will begin from the date we mail you the production, player and instructions.
- 6) No credit will be given for periods where the service is not working due to delays by your staff, telephone installers, third-party IT staff or otherwise outside the control of Voice Opus On Hold.
- 7) The production must be checked soon after installation.
- 8) If there is a problem with the messages or the player at any time this must be reported to us by fax or email. We will credit you for any out-of-service periods if we cannot fix the problem within 7 days from receipt of notice.
- 9) Accounts more than 30 days overdue will have a \$22per mth account keeping fee applied.
- 10) Copyright of all material belongs to Voice Opus Ent.
- 11) Equipment remains the property of Voice Opus Ent.
- 12) The hire equipment must be kept securely in circumstances covered by your insurance for personal injury and property loss. If the equipment is stolen or damaged while on your premises you will be required to pay replacement cost.
- 13) Termination requires 3 months notice in writing. Billing will continue until all equipment is returned to us.
- 14) Upon payment of the agreed fee, you may use this software to play messages recorded only with the NCH authorised IMS encoder.

15) Neither Voice Opus Enterprises, NCH Swift Sound nor any of its agents will be held liable for any loss arising out of the use of the software including but not limited to any special, incidental or consequential loss.

16) NCH Swift Sound, Voice Opus Enterprises and its agents do not warrant that the software will meet your requirements or that the operation of the software will be uninterrupted or error free.

17) Neither NCH Swift Sound nor any of its agents will be held responsible for any problems or damage caused by the software or that may result from using the software; whether licensed or not. This includes, but is not limited to, computer hardware, computer software, operating systems, and any computer or computing accessories.

18) End user agrees to hold NCH and Voice Opus Enterprises and/or any persons associated with the creation of this software harmless for any problems arising from the use of the software.

19) The software must not be distributed to any other person or equipment sub-let.

20) The registered version of the software may be used only by the registered user at the registered location and may not be copied or distributed.

21) The software may not be distributed or copied if it is related to the supply of professional messages, not being supplied by Voice Opus On Hold.

**Installation of the IMS software program on your computer will indicate acceptance of these Terms & Conditions.**

**\*\* prices effective from 9<sup>th</sup> July 2010**

To proceed with an on-hold message service for your business or organisation please complete this form:

Business Name: \_\_\_\_\_

Tel: \_\_\_\_\_

Address: \_\_\_\_\_

Fax: \_\_\_\_\_

\_\_\_\_\_

Email: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Sign & Date: \_\_\_\_\_

Number of productions required per year: (please  ) One [ ] 2 [ ] 4 [ ] 6 [ ] Unlimited

**Please SCAN this completed form & return to: [onholdmessages@voiceopus.com](mailto:onholdmessages@voiceopus.com)**

Further information visit: [www.voiceopus.com](http://www.voiceopus.com) or call (+613) 5278 8579

