



Order Taking Intake Form

Date Taken:

Business Name:

Answer Phrase:

Do you go by any other names?

Address:

Office Phone:

Other Phone:

Fax:

Website:

Email:

Phone Number Assigned:

Billing Plan: \$25 account maintenance, +

Description of Business:

Directions to location (if needed):

Approximate date we would start taking calls:

Order Taking Accounts:

What credit cards do you accept?

Do you accept checks? Money Orders?

If so where should they be sent?

Do you do COD?

Do you accept PO's?

How do you ship?

How long does normal shipping take?

How many days after the order is placed is product shipped?

What is the expected delivery time?

Do you have expedited shipping?

If so, please give details:

What is your return policy?

Is there a warranty on your product(s)?

Do you have a catalog?

What email account would you like us to use if the customer does not have email?

Will we be taking your orders on-line?

If so, what is the web address?

Would you like us to program an order form for you?

If so, what information would you like us to gather?

Would you like the order faxed or emailed or both?

If so, what is the email address we should use?

If faxing, the fax number?

Do you ship international orders?

Please give details

Employees:

Name:

Title:

Phone:

Cell:

Home Phone:

Pager:

Work:

Name:

Title

Phone:

Cell:

Home Phone:

Pager:

Work:

Information you would like us to gather:

How would you like your messages delivered: email, fax etc.

Email address:

Fax Number:

Pager Number:

Cell Phone Number:

Credit Card Number (Visa or MasterCard Only w/expiration date)

\$200 to be charged to account: Covers setup and first billing.

Remainder to be applied to next invoices:

Card Number:

Expiration Date:

Name as it appears on card:

Billing Address and Zip Code of Card:

CVVS Code

SS# or Fed ID number of principle owner:

Would you like to pay your future invoices by credit card shown above?

Or

Would you like to pay by check? (We will send you an invoice)

If you found us using a search engine what one did you use?

What keywords did you use?

If you were referred by someone, please tell us who (we want to tell them thanks):

SERVICE AGREEMENT

This AGREEMENT is between Call Center Plus, hereinafter called "CCP" and all telecommunications service clients, hereinafter called "Subscriber".

TERMS

CCP will provide telephone answer and other communications services 24 hours a day, 365 days per year, plus an additional day in Leap Years. It is agreed that service provided herein will be for an uninterrupted period from the first of one billing cycle to the first of the next billing cycle, that service shall be automatically provided for the like periods unless canceled by the Subscriber in writing.

PAYMENT

Subscriber agrees all charges are DUE AND WITHIN TWO WEEKS OF INVOICE DATE and are LATE 28 DAYS after the bill was generated. Amounts due in excess of 28 days shall accrue interest at a rate of 1.5% or \$10 (whichever is greater) every 28 days. Subscriber shall pay CCP a \$35.00 fee each time a check is dishonored. CCP may suspend service of any Subscriber who is in arrears in the payment of his or her bill. CCP shall include a \$10 charge on Subscriber's invoice to maintain live operator services for each of the following holidays: New Year's Day, Easter Sunday, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and Christmas Day, unless otherwise notified. If Subscribers total balance exceeds \$1000 at any time during the current billing cycle Subscriber agrees to complete a "Confidential Credit Application and Service Agreement" provided by CCP. CCP maintains the right to charge your credit card each time your account balance reaches \$1000 at any time during the current billing cycle. If credit card processing fails for any reason, CCP reserves the right to terminate services without notice. CCP also maintains the right to charge your credit card for any balance not paid by the start of the next billing cycle unless prior arrangements have been made.

RATE ADJUSTMENTS

CCP reserves the right to adjust charges for services rendered thereunder upon 28 days notice.

COMPLIANCE

CCP may cancel service without notice for reasons of non-payment, misuse of the line, abuse of the service, or if Subscriber is otherwise in violation of the terms of this agreement, if service is disconnected due to non-payment or otherwise as a result of the actions of the Subscriber, Subscriber authorizes creditors to release relevant information regarding credit information. Subscriber shall bear any and all costs of collection; such costs to include, but not be limited to, legal fees and costs as well as the use of a collection agency. If legal action should become necessary, Subscriber submits to the jurisdiction of the applicable court located in Logan, UT.

INDEMNIFICATION

Except as provided in any other agreements between CCP and Subscriber, CCP does not assume any of the risks associated with the Subscriber's business, and the compensation paid to CCP does not contemplate any such assumption of risk. Subscriber agrees that any additional risk exposure to the Subscriber, resulting from the use of the service in its business activities, has been considered by the Subscriber; and the Subscriber hereby releases, discharges and agrees to indemnify, defend and save harmless CCP and its employees and principals from and against all liability, cost and expense arising out of or in connection with the work or business performed by the Subscriber, except for any liability resulting from any negligence. CCP endeavors to provide efficient and reliable service; however, Subscriber expressly agrees that the nature of telephone equipment and oral communications is such that neither CCP nor any of its employees shall be liable in any way to either the Subscriber or its callers for any error of omission or commission, regardless of cause. Also that CCP is not responsible for any interruption of service caused by defects or deficiencies in the telephone answering equipment or system including interruption of the electrical utility service or telephone lines or service interruption for equipment maintenance or repair or by war, riot or acts of nature. Except as provided in other agreements between CCP and Subscriber, it is expressly agreed that the liability for any damages arising out of the provision of the services under this agreement to the Subscriber, whether caused by negligence of CCP employees or otherwise, is limited to actual damages.

EMPLOYEE SOLICITATION

It is expressly agreed that all employees of CCP are to be held safe from any and all solicitation, including harassment, donations, and recruitment. There will be a penalty of at least, but not limited to \$1,000 for recruiting CCP employees for employment elsewhere.

PROVISIONS

Subscriber shall review their account information and advise CCP within ten (10) business days of problems, or the information all be deemed correct. No collect calls shall be accepted on Subscriber owned lines unless specifically requested in writing by the Subscriber. If service is provided by use of CCP owned lines(s), Subscriber agrees that no charges of any kind will be billed to said line(s) without prior approval of CCP. However, if such charges are made, Subscriber expressly guarantees payment of all such charges. Service shall not be used for any illegal or illegitimate purpose. CCP shall treat all messages and information as confidential with the exception that CCP shall cooperate with all law enforcement agencies in disclosing whatever information they may require in the performance of their legal duties.

ASSIGNMENT

This agreement may not be assigned without the express prior written consent of CCP. This writing constitutes the entire agreement of the parties relating to the subject matter hereof. No representations are made or relied upon by either party, other than those that are expressly herein set forth.

AMENDMENTS

No employee, agent or other representative of either party is empowered to alter any of the terms hereof, unless done in writing and signed by an authorized representative of the respective parties.

AUTHORIZATION

Subscriber authorizes CCP to order from ELI (Electric Light Wave) or other carriers any services or connections which may be necessary for the purpose of providing the above services to the extent that the Subscriber requests this service from CCP.

TERMINATION

Subscriber may terminate service any time by notifying CCP in writing. Regardless of termination, Subscriber shall remain liable for payment for services rendered thereunder until CCP shall actually receive written notice of termination. \$200 original deposit is non refundable.

BY USING THE SERVICE THE SUBSCRIBER HAS AGREED TO ALL THE TERMS AND AGREEMENTS WITHIN.

Confidential Credit Application & Service Agreement

(Please complete if you anticipate your account balance to exceed \$1000 – 1500 calls or more during any billing cycle)

Call Center Plus/BridgerNET Divisions of SmartCare Systems, LLC

2519 North 330 East • North Logan, Utah 84341
Tel. 435-753-2030 • Fax 435-787-9200 • Toll Free 888-247-9996

Company Name: _____ Attention: _____

Address: _____ City: _____ State: _____ Zip: _____

Telephone & area code: _____ Business Tax ID: _____

Business Structure: Individual Owner _____ Partnership _____ Incorporated (state of) _____

Year Business Established: _____ How long under present management: _____

Name of Owner, Partners or Officers & Titles

Name: _____ Name: _____

Address: _____ Address: _____

City: _____ State: _____ Zip: _____ City: _____ State: _____ Zip: _____

Social Security #: _____ Social Security #: _____

Bank Reference Information

Name: _____ Telephone Number: () _____

Address: _____ City: _____ State: _____ Zip: _____

Type of Account: _____ Account Number: _____

Trade Reference Information – 3 Required

Name: _____ Account Number: _____ Telephone Number: () _____

Address: _____ City: _____ State: _____ Zip: _____

Name: _____ Account Number: _____ Telephone Number: () _____

Address: _____ City: _____ State: _____ Zip: _____

Name: _____ Account Number: _____ Telephone Number: () _____

Address: _____ City: _____ State: _____ Zip: _____

I hereby authorize SmartCare Systems, LLC or any credit bureau or other investigative agency employed by SmartCare Systems, LLC to investigate the references herein listed or statements or other data obtained from me or any other person pertaining to my credit and financial responsibility. In consideration of the extension of credit by SmartCare Systems, LLC to us, we agree to promptly pay all bills in accordance with the terms expressed on the invoice. We further agree that if the services rendered shall remain unpaid past the due date, shall bear interest at the rate of 1.5% per month until paid. In the event that any suit or action is instituted to collect money due on our account, whether the principle or interest or both, we agree to pay, in addition to the amount owed, all legal fees and collection agency fees incurred, including a reasonable sum for attorney's fees.

Signed: _____ Title: _____ Date: _____