



### VIRTUAL OFFICE PREMIUM PLUS

All of the below plus  
 Customer set-ups  
 Customer updates  
 Billing enquiry handling  
 Daily activity reports

### VIRTUAL OFFICE PREMIUM

All of the below plus  
 Personal greeting service  
 Nine product fault management  
 Provisioning of all Nine products  
 Weekly activity reports

### VIRTUAL OFFICE BASIC 365

Out of hours message taking  
 Out of hours faults logged on WLR  
 Monthly activity report  
 Monthly itemised invoice

### LIFE WITHOUT VIRTUAL OFFICE



**Faults Advisor**  
**Fault management**  
 Our services come in a variety of flavours, from simply taking messages to complete fault management.



**Receptionist**  
**Call answering**  
 Our teams are trained in the life cycle of our products and are able to support all customer interaction 24 hrs a day, 365 days a year.



**Administrator**  
**Order management**  
 We cover all the administration associated with product orders and provisioning.



**Billing Expert**  
**Complex billing enquiries**  
 We take away all the stress of updating customer details, tariff pricing and investigating customer billing enquiries.