



Since 1968

**Telesec Answering Service**  
**1290 Lincoln Rd. Ste. 4**  
**Yuba City, CA 95991**  
**Phone 530-751-9331 or 877-282-3232**  
**Fax 530-751-3399 or 888-262-0313**

**www.telesec.net**

email: manager@telesec.net or joyce@telesec.net

**CUSTOMER INFO FORM**

Call Forward # \_\_\_\_\_ (This number will be provided by us – the last 4 digits of the call forward number is your account number)

**WE DO NOT GIVE OUT INFORMATION WITHOUT YOUR PERMISSION:**

**Tell Us About Your Company**

We start by understanding your basic needs. This form is a great introduction to help us learn more about your company and set up your account. The more information you provide us with, the better we can serve you.

**Business**

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

Phone 1# \_\_\_\_\_ Backline # \_\_\_\_\_

Phone 2# \_\_\_\_\_ Fax # \_\_\_\_\_

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

\_\_\_\_\_

**Type of Business:** \_\_\_\_\_

Services you offer in general:

\_\_\_\_\_

\_\_\_\_\_

**Phrase When Answering:** We greet callers with good morning, afternoon or evening depending on the time of the day. Please try to keep the greeting short.

\_\_\_\_\_

\_\_\_\_\_

**Office Hours:** \_\_\_\_\_ **Lunch** \_\_\_\_\_

**Information requested on messages:** (we always ask for a name and phone number)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Special Instructions:** \_\_\_\_\_  
\_\_\_\_\_

If more space is needed to provide us information please feel free to attach a word document or a pc of paper

**Message Delivery:** Your messages can be delivered in many ways. How do you want to receive your messages? Please note once we have worked a call, on a normal bases we would clear the ticket, if you want to track all handled tickets/messages you would need to notify us.

Call your office when you open and deliver to your receptionist: \_\_\_\_\_

Fax your messages: \_\_\_\_\_ Hold your messages and your office will check in: \_\_\_\_\_

E-mail your messages: \_\_\_\_\_ Other: \_\_\_\_\_

**Responsible Person:**

**Owner/Manager**

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

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

Residence Phone: \_\_\_\_\_ Cellular Phone: \_\_\_\_\_

Pager: \_\_\_\_\_ 2<sup>nd</sup> Cellular Phone: \_\_\_\_\_

“In which order should we call you” Res \_\_\_ Pager \_\_\_ Cell \_\_\_ Email \_\_\_ Fax \_\_\_

**Staff Information:**

Name: \_\_\_\_\_ Position: \_\_\_\_\_

Residence Phone: \_\_\_\_\_ Cellular Phone: \_\_\_\_\_

Pager: \_\_\_\_\_ 2<sup>nd</sup> Cellular Phone: \_\_\_\_\_

Name: \_\_\_\_\_ Position: \_\_\_\_\_

Residence Phone: \_\_\_\_\_ Cellular Phone: \_\_\_\_\_

Pager: \_\_\_\_\_ 2<sup>nd</sup> Cellular Phone: \_\_\_\_\_

Name: \_\_\_\_\_ Position: \_\_\_\_\_

Residence Phone: \_\_\_\_\_ Cellular Phone: \_\_\_\_\_

Pager: \_\_\_\_\_ 2<sup>nd</sup> Cellular Phone: \_\_\_\_\_

Name: \_\_\_\_\_ Position: \_\_\_\_\_

Residence Phone: \_\_\_\_\_ Cellular Phone: \_\_\_\_\_

Pager: \_\_\_\_\_ 2<sup>nd</sup> Cellular Phone: \_\_\_\_\_

Name: \_\_\_\_\_ Position: \_\_\_\_\_  
Residence Phone: \_\_\_\_\_ Cellular Phone: \_\_\_\_\_  
Pager: \_\_\_\_\_ 2<sup>nd</sup> Cellular Phone: \_\_\_\_\_

Are we allowed to take personal messages for your employees? \_\_\_\_\_

Give out Residence Address & Phone #      Yes or No      Collect Calls:      Yes or No

The Features below are available through your phone company. Below is a brief explanation of the features. We are not responsible for any features not working properly. You will need to contact your phone company in the event they fail and to set up service and transfer your phone lines. These features may cost between three or four dollars per month. Some phone companies provide these features for free depending on the plan you have set up with them.

**Call Forward:** You will use code \*72 to transfer your phones & \*73 to get them back. When needed you can roll your phone lines to the answering service and take them back as needed. If you have a power outage before your lines are rolled to us, this feature will not work.

**Delay Call forward:** The phones ring in your office for a preset amount of rings until they automatically transfer to us. No Daily transfer is needed. Your phone line(s) will roll if the line is not answered on your end. This feature is useful if you are in and out of your office or if there is a power outage. During a power outage, your phones will automatically roll over.

**Remote Call Forward:** This feature allows you to transfer your phone lines from outside the office. This will allow you to manage the phone line from any location. This feature is best for clients who do NOT wish to have the calls ring in their office.

The phone number you are signed, only rings in our location. It can only be answered by our company agents. You are welcome to use and advertise your assigned number.

**All information is private and confidential!**

**All start up accounts will be required to either pay with  
Credit card or send a check in advance.**

## Credit Card Authorization

I \_\_\_\_\_ authorize Telesec Answering Service to automatically charge my credit card monthly for services rendered.

Not to exceed the amount shown: \$ \_\_\_\_\_

Name as it appears on the card \_\_\_\_\_

Billing Address \_\_\_\_\_

\_\_\_\_\_

Type of Credit Card

American Express \_\_\_\_\_

MasterCard \_\_\_\_\_

Visa \_\_\_\_\_

Expiration Date \_\_\_/\_\_\_ Security Code \_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

### FAX OR MAIL TO:

Telesec Answering Service

1290 Lincoln Rd. Ste. 4

Yuba City, CA 95991

PHONE (1-877-282-3232) or (530-751-9331)

FAX (1-888-262-0313) or (530-751-3399)

Email: [manager@telesec.us](mailto:manager@telesec.us)

Fax information sheet to the office at Fax **530-751-3399** or **888-262-0313**

Fill out the form, Circle the plan, And we will start building your account.

**Thank you for allowing us the opportunity to serve you**