



Accolade Support

100% U.S. Based
Custom Call Center Services



Please contact us at 1-800-673-9298 with any questions!



Accolade Support is dedicated to providing the highest quality call center services possible at the best rates. 100% of our agents are U.S. based to provide the quality of services you and your customers expect. There are a variety of options available to suit your business. Simply select the plan that best fits your needs. Pricing begins as low as \$149 per month. All options include a custom greeting with your company's name and 24/7/365 support.

While there are dozens of services we can provide for your company, we have grouped our pricing into three different sets of services that Accolade Support provides:

- Sales
- Customer Service
- Technical Support

Accolade Support makes it impossible to pick the wrong plan!

With our flexible monthly plans, you cannot pick the wrong plan. Accolade Support automatically adjusts your rate to the most cost effective plan based on your call volume. You don't need to worry about paying higher additional per minute charges by picking a lower volume plan than your actual volume, and you'll never have to worry about contacting us to increase or decrease your plan.

If your monthly call volume exceeds the levels shown here, or, if you have custom needs that may not be listed, please don't hesitate to contact our sales department at 1-800-673-9298.

Thank you for considering Accolade Support

We're looking forward to working with you!



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Getting Started Takes Only 5 Easy Steps...

1. **Call us at 1-800-673-9298** to discuss your custom needs, any questions you have, and your timeline for getting services started with one of our sales representatives.
2. **Complete the last two pages of this document.** Then, just sign and fax it to us as 1-888-748-6690. Once we receive your signed faxed agreement and payment information, your sales representative will contact you to confirm the receipt and acceptance, usually within one to two business days.
3. **Your sales representative will contact you.** They'll setup a time to discuss the specific items needed to provide the services you signed up for. We'll gladly provide you with samples of each item, which we can customize for you. Many clients already have this information on hand and simply need to gather it and send it off to us. When you have the items needed, send an e-mail to your sales representative. Typically, these are the items we'll need:
 - a. The script for your phone system recorded greeting.
 - b. The opening script for our agents to greet your customers with.
 - c. A quick summary of how you want calls handled.
 - d. Frequently asked questions and answers about your products or services.
 - e. Contact information for when items need to be escalated or callers have unanticipated questions.
 - f. A list of data you want our agents to enter into our database or a link to your online database and passwords.
 - g. Web links that our agents will need to provide service to your customers.
4. **We'll handle the phone line setup for you.** We'll implement the greetings and scripts based on your specifications. During this setup period, we fine-tune the process, procedures, and information available so that our agents can provide quality service to your customers.
5. **Sit back and relax.** Enjoy the peace of mind that comes with knowing that your valuable customers will receive excellent service around the clock at incredible savings to your organization.



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What Clients and Customer Say About Accolade Support

Client Quotes

"I want to thank you for taking the initiative this weekend. Senior management here was impressed with your handling of the situation. As they put it, "It looks like Accolade paid for themselves already." You made me look good in making the decision to pick your company. Thanks!"

"Finally we have a reliable service and can concentrate on developing the business instead of fielding all of the calls because of our long time fear of letting the calls roll over to the old call center service."

"A job well done! This exactly what we wanted. You took the call from an inquiry and converted it in to a sale."

"Thank you for the wonderful job you did with providing excellent service to a special customer of ours!!! We all appreciate the extra effort you took on assisting this customer."

Customer Quotes

"I wanted to take this opportunity to thank you for not only your outstanding customer service, but your patience and commitment as well."

"The service i received from your representative was very, very excellent, the best, and exceeded all my expectations."

"The support I receive each time I contact you is terrific. Everyone there is as helpful, kind, knowledgeable, and friendly as you were today."

"Thank you for all your help today. I think you are an angel."



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Flexible Monthly Plans

Sales and Customer Service Pricing

- Inbound order taking
- Catalog and info requests
- Event scheduling
- Dealer, retailer, rep locator
- E-mail and live chat support
- Sales rep scheduling
- Product information line
- Service call scheduling
- Reservation scheduling
- Rebate and loyalty programs
- Demo scheduling

Business Startup Plan		640 Minute Plan	
Monthly Minimum:	\$149	Monthly Minimum:	\$499
Included Minutes:	167	Included Minutes:	640
Included Minute Rate:	\$0.89	Included Minute Rate:	\$0.78
Additional Minutes:	\$0.85	Additional Minutes:	\$0.82
1,295 Minute Plan		2,000 Minute Plan	
Monthly Minimum:	\$999	Monthly Minimum:	\$1,499
Included Minutes:	1,295	Included Minutes:	2,000
Included Minute Rate:	\$0.77	Included Minute Rate:	\$0.75
Additional Minutes:	\$0.80	Additional Minutes:	\$0.79
3,350 Minute Plan		6,650 Minute Plan	
Monthly Minimum:	\$2,499	Monthly Minimum:	\$4,999
Included Minutes:	3,350	Included Minutes:	6,650
Included Minute Rate:	\$0.75	Included Minute Rate:	\$0.75
Additional Minutes:	\$0.78	Additional Minutes:	\$0.77
9,300 Minute Plan		13,250 Minute Plan	
Monthly Minimum:	\$6,999	Monthly Minimum:	\$9,999
Included Minutes:	9,300	Included Minutes:	13,250
Included Minute Rate:	\$0.75	Included Minute Rate:	\$0.75
Additional Minutes:	\$0.76	Additional Minutes:	\$0.75

For higher volume pricing, please contact us at:

1-800-673-9298 - or - sales@accoladesupport.com



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Technical Support / Help Desk Pricing

- Helpdesk for companies and consultants
- Custom hardware support for manufacturers
- Support for PC retailers and resellers
- Technical support for ISPs
- E-mail and live chat support
- Remote Assistance

550 Minute Plan		1,125 Minute Plan	
Monthly Minimum	\$499	Monthly Minimum:	\$999
Included Minutes:	550	Included Minutes:	1,125
Included Minute Rate:	\$0.91	Included Minute Rate:	\$0.89
Additional Minutes:	\$0.91	Additional Minutes:	\$0.89
2,275 Minute Plan		3,450 Minute Plan	
Monthly Minimum	\$1,999	Monthly Minimum:	\$2,999
Included Minutes:	2,275	Included Minutes:	3,450
Included Minute Rate:	\$0.88	Included Minute Rate:	\$0.87
Additional Minutes:	\$0.88	Additional Minutes:	\$0.87
4,650 Minute Plan		7,050 Minute Plan	
Monthly Minimum	\$3,999	Monthly Minimum:	\$5,999
Included Minutes:	4,650	Included Minutes:	7,050
Included Minute Rate:	\$0.86	Included Minute Rate:	\$0.85
Additional Minutes:	\$0.86	Additional Minutes:	\$0.85
10,750 Minute Plan		14,500 Minute Plan	
Monthly Minimum	\$8,999	Monthly Minimum:	\$11,999
Included Minutes:	10,750	Included Minutes:	14,500
Included Minute Rate:	\$0.84	Included Minute Rate:	\$0.83
Additional Minutes:	\$0.84	Additional Minutes:	\$0.83

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Additional Service Items

Account Setup Fees:

Basic Account Setup and Training

\$99.95 and up

Basic setup includes: recording a custom greeting for your company, programming our phone system, provisioning a toll free number, uploading your FAQs and documentation into our CRM system, and time for our agents to review the information. If your call volume, product, or procedures require additional training or customization, additional charges may apply.

Rush Account Setup

\$99.95 additional to basic setup fee

Rush account setup only applies when a client requires calls to be taken less than two weeks from the initial payment or from receiving all documentation, FAQs, scripts, and training necessary to take calls.

Local Phone Number

\$19.95 per month & 5.9 cents per minute

Local phone numbers are not necessary for most clients. A local phone number is only required if you have a pre-existing toll free number, local phone number, or phone system that cannot be forwarded to a toll free number.

New Toll Free Number Setup

One Free / \$9.95 setup & per month addl.

We will provide you with one toll free number at no charge before you begin services. If you need more than one toll free number, additional toll free numbers can be added for a \$9.95 setup charge and a \$9.95 monthly recurring charge for each additional number.

Monthly Account Fees:

Account Management

One hour free per mo. / \$59.95 per addl. hr.

Accolade Support will provide you with our client services request line, as well as our client services e-mail address, to submit requests for changes or to discuss any matter. This typically includes changes to your call script, changes to your recorded greeting, inquiries into specific calls, changing or adding customer policies, and adding information to the documentation that our agents have to take your calls. After the first hour of account management per month, a charge of \$59.95 per hour may apply and will be billed to your account in twenty-minute increments.

Call Reporting

One free monthly call report / \$9.95 per addl.

There is no charge for a call report on a monthly basis. If you request weekly or more frequent reports, there is a \$9.95 charge for each additional report. Reports will be e-mailed to the address of your choice.

Call Escalation/Transfer

\$29.95 to \$89.95

Accolade support can escalate or transfer calls to your company. For plans under 1,500 minutes per month, the charge is \$29.95 per month. For plans over 1,500 minutes per month, the charge is \$89.95 per month.

Database Setup and Monthly Fees:

Database setup

\$99.95 setup fee

Data capture and delivery

\$59.95 per month

E-mailed orders or Information sent daily

\$49.95 per month

Accolade Support can provide a database to capture information about your customers, including; name, contact information, and any useful demographic or marketing information you may want to track. We can setup custom fields to track information about how each call was resolved. If you want us to take orders or send you information about your customers, we can send you encrypted e-mails with the information you would like to receive. The prices above are for setting up a database with up to ten custom fields and a monthly database delivery upon request.



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Database Setup and Monthly Fees (continued):

Trouble ticket system setup (with secure login) \$299.95 setup fee
Trouble ticket system monthly fee \$49.95 a month per login

Accolade Support can provide you with a trouble ticket system to track issues and assign them to your team members or our team. Much like a database, our agents will capture information in the trouble ticket system. However, with a trouble ticket system, our agents will have the added ability to escalate customer issues to you or your staff that can't be resolved by an agent or issues you indicate should always be escalated. Your team will have the ability to take ownership of issues, add notes, keep them open until the issue is resolved, and open tickets to have our agents address customer issues. This can be a very useful tool in many support situations. If you currently have a web accessible trouble ticket or data entry system, our agents can use that at no extra charge to you.

Database / trouble ticket system customization \$69.95 per hour

We can customize our database in addition to the customization options already included in our standard setup fees. Please discuss any additional customizations you feel you may need with your salesperson in order for us to provide an estimate of the total engineering hours required to enable the additional items you would like.

IVR (Incoming Voice Response) Fees:

How IVR can help you...

Incoming voice response (IVR) can be a useful tool for providing your customers with recorded answers to frequently asked questions or directing them to one of our live representatives. IVR can enable you to provide your customers with valuable information at a lower per minute rate while helping to reduce your overall monthly invoice by directing fewer callers to agents at a higher rate. For example, the system can be setup to say, "For sales, press 1; for customer service, press 2." If the caller hits 2, the next greeting could say, "For our return policies, press 1. For our fax number, e-mail address, or mailing address, please press 2. To speak with a customer service representative, please press 3".

IVR initial setup fee (includes first 4 recordings) \$99.95
Additional recordings / IVR options setup \$19.95 per recording

The setup fees include recording the greetings for each option you give your customers or recording the information that they called for. Setup also includes programming our system, loading all of the greetings and testing the entire system to ensure each option results in the proper voice response.

Monthly IVR fee \$49.95 per month
IVR per minute rate for incoming calls \$0.12

The monthly IVR fee is charged for hosting and maintaining your IVR system. When callers are listening to your IVR messages, you will be charged at a rate of just 12 cents per minute, which is a fraction of the cost for having a live representative provide the same information.

Call Recording

- Listen to your recently recorded calls
- Save recordings to your PC

This feature can empower you to remain tightly connected to your customers when you have time available. You can hear customer experiences first-hand in order to build better business practices and customer policies. Having access to 100% of call recordings is useful for other uses as well, such as validating a customers' claim or a billing dispute ("I never ordered that").

Call Recording Fee: \$49.95 per month + \$0.05 per minute



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SERVICE AGREEMENT TERMS

1. **RIGHTS.** I hereby engage Tier 3 Support, Inc., owners of Accolade Support, to perform the duties and responsibilities set forth in this Agreement. I acknowledge that Tier 3 Support, Inc. will have all the rights and privileges incidental and necessary to the services contemplated under this Agreement. I am fully aware that the execution of this Agreement is wholly dependant on the acceptance and approval of Tier 3 Support, Inc. Upon execution, Tier 3 Support, Inc. agrees to make full commercially reasonable efforts to provide the services that I have chosen. I acknowledge that my account includes up to one hour of account management time per month. In the event that I make inquiries into individual calls, make changes to my policies, procedures, or product offerings, or other changes, account management fees may apply. It is expressly clear that all services, copyrights, trade secrets and trademarks, including any telephone numbers provided to me by Tier 3 Support, Inc., are proprietary in nature and are the property of Tier 3 Support, Inc. I agree that I will not, under any condition or premise, sell or transfer the service of Tier 3 Support, Inc. to any third party or entity without prior approval from Tier 3 Support, Inc. in writing.

2. **AUTHORIZATION.** By agreeing to this Agreement, I authorize Tier 3 Support, Inc. to serve as my company's answering service. In this Agreement, "Answering service" includes processing sales orders, customer service, technical support and similar services. I agree to all of the terms of this Agreement and authorize Tier 3 Support, Inc. to verify that the information provided on this Service Agreement is accurate.

3. **TERMS OF PAYMENT.** Payments will be automatically charged to my credit card. The first payment will include the amount of my service plan, a security deposit of equal amount, applicable setup fees, and fees for any other services chosen by me. In the event that the credit card is declined, payment is due within Net ten (10) days from presentation of invoice. Recurring charges will be charged to my credit card or billed one (1) month in advance. Any billable minutes that exceed my monthly limit will be charged to my credit card retroactively outside normal billing intervals if billable minutes for services exceed my included monthly minute limit. If my billable minutes increase, my deposit will be due to equal the amount of my monthly invoiced amount. In the event my credit card is declined, I shall be considered delinquent if payment is not received by the 10th day after the invoiced date. If payment is not received by the due date, I realize that the account balance will be subject to a monthly late charge of (7%) of the outstanding principal balance. Service may be discontinued by Tier 3 Support, Inc. for non-payment of charges by me when such charges become delinquent. I agree that I will be charged thirty-five dollars (\$35.00) for every check or payment to Tier 3 Support, Inc. that bounces or is otherwise rejected by a financial institution for any reason.

4. **CREDIT CARD AUTHORIZATION, INFORMATION AND RECURRING PAYMENTS.** I authorize Tier 3 Support, Inc. to charge the below credit card on a monthly, recurring basis for payment. In order to prevent any unnecessary interruption in service, I agree to notify Tier 3 Support, Inc. of any significant change to my credit card information, including: change of expiration date, change of name on the card, and change of billing address. I certify that I am the legal signor and holder for the above referenced credit card and that I am legally authorized to enter into this Agreement

5. **DISPUTE RESOLUTION.** In the event of a billing dispute, I agree that I will notify Tier 3 Support, Inc. in writing of any such dispute within forty-five (45) days after the statement date. After forty-five (45) days, the billing will be considered valid. I will work with Tier 3 Support, Inc. to resolve the dispute and not file any dispute resolution with my credit card provider until fifteen (15) business days after I have notified Tier 3 Support, Inc. of such dispute if it has not been resolved. In the event of any legal action over billing disputes where Tier 3 Support, Inc. prevails, I agree to pay Tier 3 Support, Inc.'s costs, reasonable attorney's fees, and expenses incurred in connection with both litigating and collecting amounts due Tier 3 Support, Inc.

6. **AGREEMENT TERMS AND TERMINATION.** I acknowledge that after the first (5) days of service this Agreement will be in effect for a minimum of one (1) month, and will remain in place on a month-to-month basis thereafter. This Agreement can be terminated by either party upon thirty (30) days written notice. I may terminate this agreement with thirty (30) days notice after all outstanding balances are paid. I acknowledge that Tier 3 Support, Inc. reserves the right to increase any of its monthly rates or charges upon thirty (30) days notice. If I fail to pay any bill within ten (10) days of its due date, Tier 3 Support, Inc. may restrict or terminate my services under this Agreement with or without written notice. I agree that I will pay applicable setup fees in order for my service to be re-instated. I will only use Tier 3 Support, Inc. services for legal and ethical purposes, and will abide by the terms of this Agreement. I recognize that should Tier 3 Support, Inc. become aware of, or suspect, unethical and/or illegal use of Tier 3 Support, Inc. services, Tier 3 Support, Inc. may immediately terminate my service without notice. I must give Tier 3 Support, Inc. fourteen (14) days written notice of any significant increase in my call volume. Failure to provide Tier 3 Support, Inc. with adequate notice of a call volume increase may result in insufficient resources to provide services for other clients and may result in an interruption of services without notice until call volumes return to normal levels or resources can be made available.

7. **RESPONSIBILITIES.** Tier 3 Support, Inc. will use due care and diligence in handling my company's telephone calls. However, owing to the nature of oral communication, Tier 3 Support, Inc. shall not be held liable to Customer, or the calling party, for errors of communication or omission. Tier 3 Support, Inc. shall not be held responsible for any claims of special, indirect, consequential or punitive damages or fines or penalties which include, without limitation, loss of revenues or anticipated profits, loss of use, cost of replacement services, claims by Customer or third parties, service interruptions occasioned by atmospheric conditions, and damages resulting from acts of God, civil disorder or war, user error, equipment failure, electronic grid malfunction, or natural disasters. Further, Tier 3 Support, Inc. does not warrant nor claim that it has sufficient resources to handle rapid, nor unexpected increases in call volume, nor does Tier 3 Support, Inc. claim that the service will be free of temporary outages, nor free of errors. The Customer hereby agrees to indemnify and hold Tier 3 Support, Inc. harmless from and against all liabilities from such solutions and related interest and penalties, arising out of any and all claims, suits, actions, administrative or other proceedings against the Service Provider from work done under this Agreement. The Service Provider will not be held liable for any damages whether tangible or intangible due to mistakes or misconduct of an individual contractor or employee.

8. **GENERAL MATTERS.** This Agreement shall be governed by the laws of the State of New Mexico exclusive of its choice of law provisions, and shall be legally interpreted under the laws of the State of New Mexico. No provision of this Agreement may be waived, except by an agreement in writing signed by both parties. A waiver of any term or provision shall not be construed as a waiver of any other provision. If any provision of this Agreement is declared by a court of competent jurisdiction to be invalid for any reason, such invalidity shall not affect any other provision of this Agreement. On the contrary, such remaining provisions shall be fully severable, and this Agreement shall be construed and enforced as if such invalid provision had never been part of this Agreement. The terms of the Dispute Resolution; Responsibilities; Authorization; and General Matters sections will survive any termination of service.



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Contact Information and Plan Selection

Billing Information

Company name: _____
 Primary contact name: _____
 Billing address: _____
 City, state, zip: _____
 Employer Identification Number (EIN) or SSN: _____
 Company address: _____
 City, state, zip: _____

Contact Information

Main phone number: _____ Secondary phone number: _____
 Cell phone number: _____ Emergency phone number: _____
 Fax number: _____
 E-mail address: _____

Service Plan Selection

Please make your service plan selection by circling one of the following:

		Plan Minutes							
Sales & Customer Service		167	640	1,295	2,000	3,350	6,650	9,300	13,250
		(Please circle one)							
Technical Support / Help Desk		550	1,125	2,275	3,450	4,650	7,050	10,750	14,500

I would also like the following additional services

- | | |
|--|--|
| <input type="checkbox"/> Call recording | <input type="checkbox"/> E-mailed orders sent daily |
| <input type="checkbox"/> Local 505 area number | <input type="checkbox"/> Database setup |
| <input type="checkbox"/> Rush account setup | <input type="checkbox"/> Additional database customization |
| <input type="checkbox"/> Trouble ticket system | <input type="checkbox"/> IVR setup |



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Recurring Monthly Credit Card Payment

Account Information

Company name: _____

Primary contact phone number: _____

Billing Information

Name as it appears on credit card: _____

Type of card: ___ VISA ___ MC ___ AMEX

Credit card number: _____

Expiration date (mm/yy): _____

Billing address on record for credit card: _____

Billing: city, state, zip: _____

Authorizations

Service Agreement Terms – Agreement and Authorization

I hereby agree to all of the conditions and terms contained herein, and I am legally authorized to enter into this Agreement.

Your Name (printed): _____

Your Signature: _____ **Date:** _____

Company Name: _____

Title: _____

Credit Card Authorization and Information

I hereby authorize my credit card to be charged according to all of the conditions and terms contained herein.

Name of Cardholder: _____

Title of Cardholder: _____

Signature of Cardholder: _____ **Date:** _____