Pricing & Sign up Packet

Different, Better Pricing

Our pricing is unique, fair, and competitive. There is no need to choose a plan and you never pay an affordable monthly base rate plus a per minute rate for the services you use, as you use them.

Account Setup Fee	$300 (One-time Fee)
Base Rate	$100.00 per month
Live Services (See Below for List of Services)	$0.95 - $1.40 per minute (see table below)
Virtual Services (Voice mail & Patched Calls)	$0.15 per minute (billed per second)
Contract Length	No Contract Required
Forwarding Numbers	1 included. Each Additional $3 per month – Maximum of 5 per account

Live Services & Rates

Our Live Services per minute rate automatically adjusts each month to the lowest rate based on the number of minutes you have used.

You are always billed at the lowest per minute rate possible.

Live Services Billed Per Second
Talk, Message Processing, Delivering & Researching and Account Updating

Live Services Billed at Six Seconds Per
Inbound and Outbound Email, SMS, Fax, MSM & API, Database, Webhook and Web scripts Calls.

Additional Services
International Calls & Text – Per minute rate varies.

Toll Free Number
Add a domestic toll-free number for an additional $0.10 per minute.

Live Minutes Used	Per Minute Rate
0-250	$1.40
251-500	$1.35
501-1,000	$1.30
1,001-2,500	$1.25
2,501-5,000	$1.20
5,001-7,500	$1.15
7,501-10,000	$1.10
10,001-20,000	$1.05
20,001-30,000	$1.00
30,001+	$0.95

Benefits of Partnering with CoTech Solutions

- No additional fees for nights, weekends & holidays
- Simple pricing: Your per minute rate decreases as you usage increases.
- Dedicated Account Representatives for personalized support are available.

- Calls are never placed on hold to answer other calls
- We only hire experienced U.S Customer Service Professionals.
- Supervisor onsite and available 24/7/365

Services Overview

How quickly can I start using your services?

Most accounts are active, with messaging capability, within 1-2 business day. Full customization is typically completed within 2 to 3 business days from receipt of your instructions and contact lists.

How will calls for my business reach the CoTech Solutions call center?

We provide all account holders with a unique forwarding phone number. You forward your calls to that number and when the number rings at our contact center, a Customer Service Professional answers in your company
name and follows your account instructions.

How can I be sure that smart, friendly people will answer my calls?

Providing excellent quality starts with selecting the right Customer Service Professionals and offering more
than competitive pay through incentives. All of our CSPs have prior experience in customer service and must go through our rigorous training program to insure that they are familiar with our system and our clients' accounts before they are allowed to work. Also, they are reviewed, rewarded and given guidance based on their performance each day.

What am I billed for?

Typical line items on your bill will include:
• Base Rate
• Live Services
• Virtual Services (if any)
• Total
There are no surprises. You will not find any hidden fees on your invoice.

How will I get my messages and data?

We can deliver messages via, email, text messaging, paging, chat, social media, verbally over the phone, etc.or using any combination of these. Data can be written directly to your database and can be delivered as a .CSV

How do I forward my phone lines? Can you forward my phone lines for me?

There are several options that phone carriers provide for you to forward your calls to CoTech. The most common is the manual call forwarding feature. Manual call forwarding requires you to select the line you want to forward and dial an access code followed by the number to which you wish to forward. Some phone companies offer Busy No Answer. Busy No Answer forwarding allows your line to ring to us if it is tied up or if it is not answered by a predetermined number of rings. Remote call forwarding allows you to forward your calls from anywhere. Some clients use their advanced phone systems to forward their calls. Some phone systems have degradation in call quality when this type of call forwarding is used so it is a good idea to test this option before implementing.

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