

# HVAC Contractor

Telephone Answering Services

## WE CONNECT WITH CUSTOMERS WHEN YOU CANNOT.

The HVAC business is not a 9-5 job. Customers call at all hours, often with a request for an emergency repair to a refrigeration unit, air conditioner, or heating system. Being unavailable means missing out on work, or even losing a valued customer.

Partnering with Dexcomm for telephone answering services keeps you in the game, around the clock. No down time. No jobs missed. No lost opportunities because nobody was there to answer the phone.

We are HVAC veterans, well versed in the market demands and pressures that are part of every day and night. We make connections for our customers so they never miss a chance at a new job or important sale.

Dexcomm is ready to take the call for you, 24/7/365.

## YOUR VOICE. HEARD.

Dexcomm, Inc.  
518 Patin Road  
Carencro, LA 70520  
(800) 252-5552  
[www.dexcomm.com](http://www.dexcomm.com)



## GET MORE THAN JUST A MESSAGE

The HVAC industry is a non-stop business demanding round-the-clock attention and service. How can you be sure your business will be available at the time opportunity knocks? What can you do to expand your day, without going on a 24-hour shift?

Dexcomm can be your voice with customers, answering their calls when you cannot. We give you an active presence 24/7/365.

### Industry-Trained Operators

When we answer calls from your customer you are guaranteed more than the simple message you would receive from most answering services. Our experience and training allow for accurate, timely, and actionable communications. Our operators have a deep understanding of HVAC terminology, spelling, pronunciation, and other aspects of the industry that far exceed anything you will ever receive from other answering services.

Our operators are trained for nearly one year before taking calls, and we will never cut corners when it comes to your customers. The result is more complete, accurate and actionable messages. And more business for you.



**HIGHLY TRAINED  
PROFESSIONALS TO  
REPRESENT YOUR BUSINESS**



**'ROUND THE CLOCK,  
EVERY DAY,  
ALL YEAR LONG**



**FULL RECORD KEEPING  
OF CALLS AND MESSAGES  
FOR REVIEW**

# 5

## REASONS TO PARTNER WITH DEXCOMM.

### 1. DEPENDABLE UPTIME

- 24/7/365 coverage
- System backup and redundancy
- 99.9% connection record

### 2. THE BEST TECHNOLOGY

- Integrated voice/data systems
- Automated services to speed information transmission

### 3. SUPERIOR TRAINING

- Industry-best training with HVAC industry-specific programs
- miSecure message platform allows encrypted two-way communication

### 4. FLEXIBLE PLANS

- Scalable base packages
- No hidden fees
- No complex billing structure

### 5. PROFESSIONALISM

- Your customers and prospects are treated with dignity, care and compassion
- We represent your company just as you would yourself!

# NEVER MISSING A CUSTOMER CALL? THAT'S COOL.

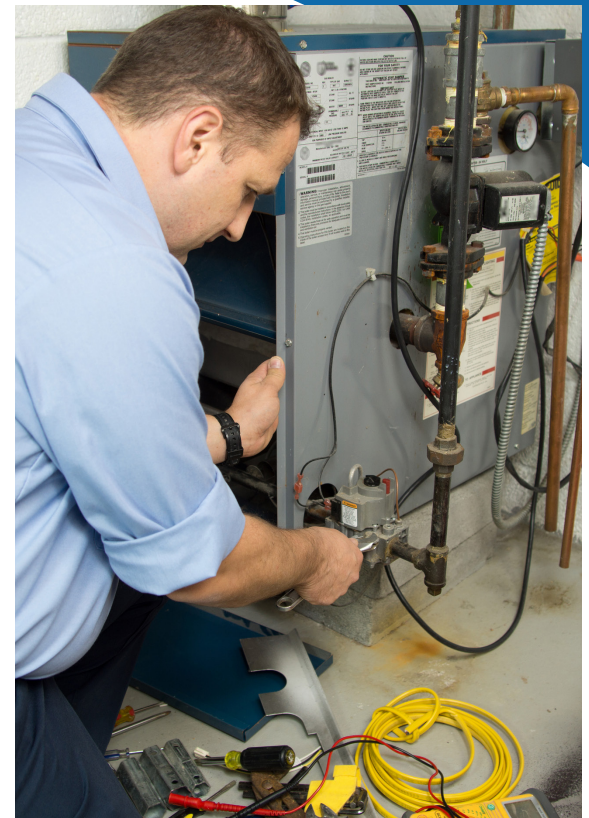
## More Experience

Dexcomm's award winning service has been earned through constant improvement and listening to our customer's needs. Automatic escalation, script programming, and understanding your preferred protocols help to ensure that complete information is gathered and forwarded to the right person, swiftly and accurately. You and your staff can make better use of your time as we assist your customers quickly and professionally.

## Connecting You with Your Customers and Prospects

Dexcomm has extensive experience in answering office calls, on-call, and after hour messages for companies in the heating, ventilation and air conditioning industry. We can make a substantive difference in the way callers view your company, helping you to grow and prosper through improved communications and responsiveness.

Dexcomm is ready to answer your call.



*"Since 1999, Butcher Air Conditioning has used Dexcomm for our after hours calls. We find they are caring and concerned. They go the extra mile to make sure the call is delivered promptly to the correct person the first time. We have been very pleased with their service."*

*Butcher Air Conditioning  
Lafayette, LA*



**NO NONSENSE PRICING:  
PAY ONLY FOR THE TIME WE  
SPEND WORKING FOR YOU**



**TRAINED IN HVAC  
TERMINOLOGY FOR MORE  
ACCURATE COMMUNICATIONS**



**ACCESS YOUR CALLS FROM  
ANYWHERE, AT ANY TIME,  
VIA VOICE, TEXT OR DATA**

## NO NONSENSE PRICING

We are here to serve as a partner to help you maintain open communications with your customers. To ensure that we are always working toward this common goal, we have simplified our pricing structure to make it easy to use and understand. Our price is basically \$1.50 per minute of operator work time.

Answering services that bill on a "per call" basis have an incentive to rush through a call quickly, creating a less than positive experience for patients. Our call professionals take and deliver the exact information you want, quickly and accurately. We answer for you as you would answer for yourself!

We have no hidden fees or extra charges for things like faxes, e-mails, text messages or holiday hours. We send a simple bill to you once per month. When services can be automated to reduce costs, we do so.

<b>Account Set Up:</b>	<b>\$195.00</b>
<b>Monthly Base Rate:</b>	<b>\$150.00</b>
<b>Minutes Included:</b>	<b>100</b>
<b>Overage Rate per Minute:</b>	<b>\$1.65</b>
<b>Voice Mail Minutes Included:</b>	<b>200</b>
<b>Overage Voice Mail Rate per 100 Minutes:</b>	<b>\$15.00</b>
<b>24/7 Access via Web Portal:</b>	<b>\$15.00</b>



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