

Five Warning Signs That It May Be Time to Change Answering Services

You thought you liked your current answering service. Everything went so well at first. But now, you're not so sure. You're beginning to notice that things just don't seem right anymore. You might even feel like you're not happy.

If this sounds like you, you may be in an unhappy relationship with your answering service. It's nothing to be ashamed of – every year, lots of businesses just like yours realize that their answering service is not benefiting them the way they had hoped.

The first step to getting help is recognizing the problem. **Below are five warning signs to watch out for:**



- 1 Lack of Message Delivery Preferences**
You have the right to get your messages any way you want them – by text, email or phone, or a combination of those options. You should also be able to confirm receipt of your messages without having to call into the service. Your answering service should be respectful of your needs.
- 2 Inaccurate Messages**
Your messages are important to you. It's not okay for your answering service to deliver them with mistakes. You deserve 100% accuracy every time.

3 Billing You Can't Understand

Communication is the key to any relationship. If your answering service bill is full of charges that don't make sense to you, something is wrong.

4 No Review Process

When was the last time you and your answering service really talked about your relationship? You shouldn't have to make the first move. A good answering service reaches out to you periodically to see how things are going.

5 You're Just Another Name

Has your answering service ever asked you about your industry, your staff, or your specific business needs? You're an individual – you should get customized, personal service that's all about you.



Get the relationship you deserve. At Main Line TeleCommunications, you'll never see the five warning signs you just read about. You'll be treated like our most important client – because you are.

Make a change today. Call 877-992-9700, or visit mltcom.com/change.