

Finally, an answering service that appreciates the importance of every call.

Every phone call that comes in to your office is important. You know that you and your staff can handle every call correctly when the office is open. Can you really trust someone else to do it when the office is closed?

The answer is yes – you can and you should.

The right answering service will ask what's right for your business, so each one of your calls will be handled the way you want. Whatever time of day you need us, you can be confident that Main Line TeleCommunications will handle each call professionally, take messages accurately, and deliver those messages promptly.

With MLT handling your calls, you can focus your attention on running a successful business. MLT has the staff, the technology, and the procedures in place to ensure that every call is handled with exceptional accuracy, speed and professionalism.



Businesses rely on Main Line TeleCommunications' answering services for accuracy, professionalism, speed and convenience.

Services Include:

- 24 Hour Answering
- Emergency Service
- Call Overflow Support During Office Hours
- Appointment Setting and Reminders
- Virtual Receptionist
- After Hours Support



4009 Market Street/Suite E
Aston, PA 19014
484-766-7500
(Toll Free) 877-992-9700
www.mltcom.com

THE MESSAGE IS CLEAR:

Date _____ Time _____
WHILE YOU WERE OUT

If you miss even one phone call, that's one call too many!



Main Line
TeleCommunications

MLT is unlike other answering services... in a lot of important ways.

You'll see a real difference with Main Line TeleCommunications. It's apparent from the services we provide, from the promises we keep, and most of all from the ways our people interact with you and your callers in order to deliver your messages the way you want them.

We get to know your business so we can do things your way.

As part of our *Main 20™ Consultative Approach*, we ask about your unique business needs, industry specifics, financial parameters, message delivery requirements, and more. From this information, we create a plan that's right for you ... in every way.

Rigorous training, ongoing evaluations, and multiple quality checks ensure exceptional accuracy and professionalism.

Our Staff goes through extensive training before taking a single client call. All agents are evaluated weekly on five random calls to comply with MLT's Main Point™ Quality Checklist featuring 17 specific aspects of handling each incoming conversation. These include:

- Double-checking the spelling of names
- Repeating phone numbers
- Confirming message content
- Communicating effectively with the caller
- Verifying delivery methods

We don't stop there. Each message goes to MLT's Command Central™ for another round of review and accuracy checks. Then our Pro-Dispatch Manager™ system not only ensures that the message is properly routed, but acts as another accuracy checkpoint.

That's why we consistently place in the national top 10 in ATSI's Award of Excellence.

Your messages are delivered when and how you want them.

MLT's My Messages™ Delivery Preferences system gives you flexible and customizable message delivery. Your messages will be delivered in whichever way you choose:

- Home Phone / Cell Phone
- Text Message
- Email
- Fax
- Alpha Pager



Wondering if MLT is a smart business investment? We can show you how much income you may be losing if you're not using MLT.

Every call coming in to your office is important, but your customers – and potential customers – don't always call during regular business hours. Those missed calls can mean lost income.

With our *Lost Revenue Calculator™* we can provide an assessment of just how much additional revenue you could be making if you did use our answering services. You may be very surprised at the result.

Don't spend another minute worrying about missed calls or deciphering unclear messages. Contact Main Line TeleCommunications today. You can be sure we'll answer the call promptly and efficiently.