

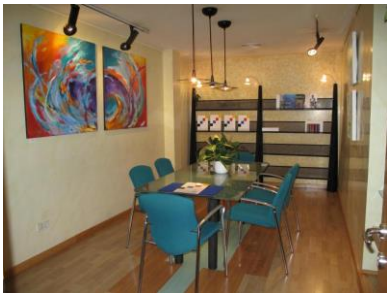


Fecha	2017	Reference	PERSONAL ASSISTANT - CALL CENTER
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Business Center	VIVENDI BUSINESS CENTER **** 93 363 38 30
Dirección	París 45-47, Barcelona 08029

Provision of Services	PACKAGE OF CLIENT ATTENTION - CALL CENTER
	We answer your client's calls with your Company name and with a proper telephone number. You'll have a personal secretary that advice you when any of your customers call you. We can divert the calls to your phone, or to another number you give us. We can organize your Schedule.

Description	<p>Here we relate the services and rates we have available.</p> <p>SCHEDULE MANAGEMENT We manage your Schedule according to your instructions...110 €/month</p> <p>CALL CENTER TELEPHONE SERVICE</p> <p>Option A: Personalized telephone service100 €/month It includes:</p> <ul style="list-style-type: none"> • Personalized telephone attention by multilingual staff, 10 hours/day, without interruption * • Calls transfer according your instructions • Immediate emailing by unattended ** • Monthly received calls service, no more than 140 <p>Option B: Personalized telephone service120 €/month It includes:</p> <ul style="list-style-type: none"> • Same than Option A • Plus monthly received calls service, no more than 220 <p>Option C: Personalized telephone service135 €/month It includes:</p> <ul style="list-style-type: none"> • Same than Option A • Plus monthly received calls service, no more than 260. <p>Option D: Personalized telephone service155 €/month It includes:</p> <ul style="list-style-type: none"> • Same than Option A • Plus monthly received calls service, no more than 300.
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Observaciones	<p>These prices do not includes 21% IVA. We require 2 month of retainer (national bank) for contracted fixed services, this retainer will be return at the end contract. We have additional services and parking</p>
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*Friday 9am-5pm. In accordance with the law Art. 5 de la Ley Orgánica de Protección de Datos de Carácter Personal, L.O.P.D. 15/99, we inform you that your data will be incorporate to our files in **VIVENDI BUSINESS CENTER S.L.**, unless you are not according, with the finality of make your Budget as well as keep you informed about our products and services.

