

# DESIGNATED CALL-BACK NUMBER FOR ON-CALL REPRESENTATIVES

**IMPORTANT:** When your on-call representatives (delivery drivers, service techs, managers) respond to a page or voice message left by an operator, it is important that they call the answering service back on our designated call-back number:

**1-866-882-0154**

This call-back number has been established specifically for your on-call personnel to respond when they are paged or when they receive a voice message. Its purpose is to minimize the amount of time your personnel may be on hold in our queue system.

Please instruct your personnel not to call back on the phone number that appears in their home or cell phone caller ID. This is NOT the appropriate number to call back on.

*Make Copies of this sheet, cut out the cards, fold in the middle and provide to your on-call personnel.*



<p><b>CALL-BACK NUMBER FOR ON-CALL REPRESENTATIVES</b></p> <p><b>1-866-882-0154</b></p> <hr/> <p>The above toll-free number should be called when responding to an operator's page or voice message.</p> <p><b><u>DO NOT</u></b> call the number that appears in your caller ID.</p>	<p><b><u>IMPORTANT CALL-BACK INSTRUCTIONS</u></b></p> <ol style="list-style-type: none"><li>1. <b><u>DO NOT</u></b> call the answering service back on the number that appears in your caller ID.</li><li>2. <b><u>ALWAYS CALL</u></b> the designated call-back number: <b>1-866-882-0154</b></li><li>3. <b>NOTE TO OFFICE: <u>NEVER</u></b> forward your office phones to this call-back number.</li></ol>
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