Intelligent Office

CORE PRODUCTS

One Brand. One Language. One Product Set.

A unified reference for the products we offer across every Intelligent Office location.

Why Core Products?

Speak the Same Language

As we adopt e-commerce and KPIs, every office needs common product definitions — not a different name in every market.

Market as One Brand

A unified catalog lets us share marketing collateral and present a consistent message to prospects, the way a national brand should.

Built by the FAC

Names were chosen based on search analytics, sales data, and industry trends — designed to match what customers actually search for. This was done by your Franchise Advisory Council.

Do It Right Once

We set out to do this right once. Every FAC member is updating their product names too, no one had the names that the data indicated was ideal. By aligning now, we don't have to do it twice.

The Catalog at a Glance

Five product families. Universally offered and optional add-ons.

Business Address	Meeting Rooms	Memberships	Private Offices	Phone & Reception
• Professional Business Address • Virtual Address	• Day Office • Meeting Room • Conference Room • Event Space • Day Pass	• Meetings Membership • Virtual Office • Complete Virtual Office • Coworking	• Private Office • Reserved Desk • Team Office • Workstation	• Live Answering Plans

Universal Services vs Optional Services

We have 2 types of services outlined:

Universal Services are services every office needs to offer both in name and in definition

Optional Services are services that an office can choose to offer or not – however, if the service is offered, it needs to use that name.

The top right corner of the product slides indicate what is Universal and what is Optional.

Pricing & Existing Clients

How prices are set

Benchmarked against regional and national competitors for both space and phone services.

Our closest peer in premium phone answering is Ruby Reception — and we beat them on local knowledge and dedicated teams. We are absolutely worth every dollar they charge.

Reference: ruby.com/plans-and-pricing and the pricing table in this doc

Do I have to change my existing clients to the new names?

No. Core Products are designed for new clients going forward.

As existing clients change services, best practice would be to move them into the new Core Product names. Retroactive cleanup of historical invoices is optional; if you choose to clean up existing clients, you can do it on your schedule.

SECTION 01

Business Address

BUSINESS ADDRESS

Professional Business Address

UNIVERSALLY OFFERED

RECOMMENDED PRICE

$75 – $125 per month

WHAT IT IS

The Professional Business Address allows a client to use our address as their business address. It includes a private locked mailbox and mail handling for Company and 1 Executive. It allows for hourly space use at RETAIL/Non-discounted rates.

CLIENT-FACING DESCRIPTION

Establish your business presence with a prestigious professional business address you can use on your business cards, stationery, and digital listings. Includes a secure private mailbox, professional mail handling, and access to meeting and workspace rentals at standard hourly rates.

Search Term Trend Data:
https://trends.google.com/explore?q=Business%2520Address%2Cvirtual%2520business%2520address%2Cbusiness%2520address%2520virtual%2Cvirtual%2520address%2Cvirtual%2520business%2520address%2Cvirtual%2520business%2520address%2Cbusiness%2520address%2520virtual%2Cbusiness%2520virtual%2520address&date=today%205-y&geo=US

WHAT'S INCLUDED

- Use of business address
- Private locked mailbox
- Mail handling (1 company, 1 exec)

UPGRADE PATH

- Virtual Office Membership (member hourly rates)
- Add phone services
- Additional execs / DBAs — $10–25 ea
- 24/7 access — $25–50/mo
- Larger mailbox — $10–15/mo
- Lobby listing — $0–15/mo

BUSINESS ADDRESS

Virtual Address

OPTIONAL

RECOMMENDED PRICE

$65 – $100 per month

WHAT IT IS

The Virtual Address plan allows a client (1 Company, 1 Exec) to use our address as their business address; however, it does NOT include a private locked mailbox. Client's must pick up their mail at the front desk during business hours, or have it scanned/faxed/forwarded for a fee.

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CLIENT-FACING DESCRIPTION

Build your professional presence with a recognized business address. This plan includes professional mail handling without a private mailbox — mail may be picked up at the front desk during business hours, or scanned, faxed, or forwarded for a small fee.

Search Terms:
https://trends.google.com/explore?q=Business%2520Address%2Cvirtual%2520business%2520address%2Cbusiness%2520address%2520virtual%2Cvirtual%2520address%2Cvirtual%2520business%2520address%2Cvirtual%2520business%2520address%2Cbusiness%2520address%2520virtual%2Cbusiness%2520virtual%2520address&date=today%205-y&geo=US

WHAT'S INCLUDED

- Use of business address
- Mail handling at front desk
- No private mailbox included

UPGRADE PATH

- Upgrade to Professional Business Address (adds mailbox)
- Virtual Office Membership
- Add phone services
- Additional execs / DBAs — $10–25 ea
- 24/7 access — $25–50/mo
- Larger mailbox — $10–15/mo
- Lobby listing — $10–15/mo

SECTION 02

Meeting Rooms

MEETING ROOMS

Day Office; aka “Hourly Office”

UNIVERSALLY OFFERED

RECOMMENDED PRICE

Day Office:

Discounted Rate: $15–25 /hr | Retail Rate: $35–45/hour

WHAT IT IS

An office, available by the hour/day to both clients and non-clients. Usually this would seat 3 people.

CLIENT-FACING DESCRIPTION

Our turn-key private offices and meeting rooms are ideal for client meetings, focused work, or temporary workspace needs on an as-needed basis. High-speed internet, conference phone, and front desk courtesies are always included.

Search Terms:
https://trends.google.com/explore?date=today%205-y&geo=US&q=conference%2520room%2520rental%2Ctraining%2520room%2CMeeting%2520Room%2520Rental%2CConference%2520Room%2CMeeting%2520Room%2CHourly%2520Room%2CDay%2520office%2CHourly%2520office

WHAT'S INCLUDED

- Access to the space
- Front desk courtesies
- Phone / AV equipment where equipped
- High-speed internet

UPGRADE PATH

- Meetings Membership (member rates)
- Hours Bundle — 5-hour blocks, 20% off (use it or lose it)
- Catering — cost + 20%
- Notary stamp — $5 ea
- Witness signatures — $1 ea
- Add phone services

MEETING ROOMS

Meeting Rooms

UNIVERSALLY OFFERED

RECOMMENDED PRICE

Meeting Rooms:

Discounted Rate: $15–25 /hr | Retail Rate: $35–45/hour

WHAT IT IS

A meeting room, available by the hour/day to both clients and non-clients. Meeting Rooms usually seat 4-12 people.

CLIENT-FACING DESCRIPTION

Our turn-key private offices and meeting rooms are ideal for client meetings, focused work, or temporary workspace needs on an as-needed basis. High-speed internet, conference phone, and front desk courtesies are always included.

Special Note

Search trends indicate customers looking for 4-12 person rooms are searching for “Meeting Rooms” and customers looking for 50+ person rooms are searching for “Conference Rooms”

Search Terms:
https://trends.google.com/explore?date=today%205-y&geo=US&q=conference%2520room%2520rental%2Ctraining%2520room%2CMeeting%2520Room%2520Rental%2CConference%2520Room%2CMeeting%2520Room%2CHourly%2520Room%2CDay%2520office%2CHourly%2520office

WHAT'S INCLUDED

- Access to the space
- Front desk courtesies
- Phone / AV equipment where equipped
- High-speed internet

UPGRADE PATH

- Meetings Membership (member rates)
- Hours Bundle — 5-hour blocks, 20% off (use it or lose it)
- Catering — cost + 20%
- Notary stamps
- Witness signatures

MEETING ROOMS

Conference Room

OPTIONAL

RECOMMENDED PRICE

Varies by space

WHAT IT IS

A room with a **capacity larger than 15 people**, often a building amenity IO can reserve.

CLIENT-FACING DESCRIPTION

Our turn-key conference room is ideal for client meetings, focused work, or temporary workspace needs on an as-needed basis. High speed internet, conference phone and front desk courtesies are always included.

Special Note

Search trends indicate customers looking for 4-12 person rooms are searching for “Meeting Rooms” and customers looking for 50+ person rooms are searching for “Conference Rooms”

Search Terms:
https://trends.google.com/explore?date=today%205-y&geo=US&q=conference%2520room%2520rental%2Ctraining%2520room%2CMeeting%2520Room%2520Rental%2CConference%2520Room%2CMeeting%2520Room%2CHourly%2520Room%2CDay%2520office%2CHourly%2520office

WHAT'S INCLUDED

- Access to the space
- Front desk courtesies
- Phone / AV equipment where available

UPGRADE PATH

- Upgrade to Member Hourly Rates (Meetings Membership)
- Add Hours Bundle (20% Discount for Blocks of 5 Hours, use it or lose it)
- Add Phone Services
- Catering (Rec. Price Cost + 20%)
- Notary Signature/Stamps (Rec. Price $5/stamp *Check local laws for Notary fee maximum)
- Witness Signatures (Rec. Price $1/signature)

MEETING ROOMS

Event Space

OPTIONAL

RECOMMENDED PRICE

Varies by space

WHAT IT IS

Space you can offer for events, whether that's networking, hack-a-thon, Chamber Mixers, and more! This could be space in your office, space in your building, or a combination. Not everyone has space that they can tap for events.

CLIENT-FACING DESCRIPTION

Stylish, modern spaces available to host business or social events, providing a professional setting with on-site support and amenities. We offer flexible layouts for workshops, networking events, or celebrations. Our space is equipped with AV technology for seamless presentations and professional staff available for support during your event. We create an impressive backdrop for clients, teams, or guests!

WHAT'S INCLUDED

- Access to the space
- Front desk courtesies
- Phone / AV equipment where available

UPGRADE PATH

- Meetings Membership
- Hours Bundle
- Add phone services
- Catering — cost + 20%
- Notary & witness services

Search Terms:
https://trends.google.com/explore?date=today%205-y&geo=US&q=event%2520space%2520for%2520rent%2Cconference%2520room%2520rental%2Cclassroom%2520for%2520rent%2Cmeeting%2520space%2520for%2520rent%2Ctraining%2520room%2520for%2520rent%2Cworkshop%2520venue%2520for%2520rent

MEETING ROOMS

Day Pass

OPTIONAL

RECOMMENDED PRICE

Day Pass : $25 – $150 / day

WHAT IT IS

An access pass booked by the day, allowing use to first come, first serve desks/workstations/common areas.

CLIENT-FACING DESCRIPTION

Enjoy access to our shared workspace and business amenities for a single day. Perfect for remote work or a productive change of scenery without a long-term commitment.

Search terms
https://trends.google.com/explore?date=today%205-y&geo=US&q=hot%2520desk%2Ccoworking%2520desk%2Ccoworking%2520day%2520pass%2CHourly%2520desk%2Cdesk%2520rental%2CDay%2520Pass

WHAT'S INCLUDED

- Access to the space
- Front desk courtesies
- Phone / AV equipment where available

UPGRADE PATH

- Upgrade to Member Hourly Rates (Meetings Membership)
- Reserved Desk
- Add Phone Services
- Catering (Rec. Price Cost + 20%)
- Notary Signature/Stamps
- Witness Signatures

SECTION 03

Memberships

MEMBERSHIPS

Meetings Membership

UNIVERSALLY OFFERED

RECOMMENDED PRICE

$75 – $125 per month

WHAT IT IS

This membership allows clients to use your hourly spaces at a discounted rate. This membership does **NOT** include mail services or credits/hours. When priced correctly, a client using 4-5 hours/month consistently would save money on this plan vs paying retail rates.

CLIENT-FACING DESCRIPTION

Save on meeting rooms and hourly workspace reservations with exclusive discounted pricing on all hourly spaces. This membership is designed for clients who need occasional meeting access.

Search Terms:
https://trends.google.com/explore?date=today%205-y&geo=US&q=Meeting%2520Space%2520Package%2CMeeting%2520Room%2520Package%2CMeeting%2520Room%2520Plan%2CMeeting%2520Space%2520Plan%2CMeeting%2520Room%2520Membership%2CHourly%2520Meeting%2520Room

WHAT'S INCLUDED

- Discounted member hourly rates

UPGRADE PATH

- Add a Business Address (see Virtual Office Membership)
- Add phone services
- 24/7 access — $25–50/mo
- Larger mailbox
- Lobby Listing (Rec. Price $10-15/mo) (For GMB Verification)

MEMBERSHIPS

Virtual Office Membership

UNIVERSALLY OFFERED

RECOMMENDED PRICE

$200 – $225 per month

WHAT IT IS

This membership includes the Professional Business Address (with locked mailbox) and the Meetings Membership (discounted rates). It does NOT include credits/hours.

CLIENT-FACING DESCRIPTION

Establish a professional business presence with a recognized business address, secure locked mailbox, and discounted member pricing on hourly reservations — the professionalism of a full-time office, without the cost.

Search Terms:
https://trends.google.com/explore?q=Virtual%2520Office%2CVirtual%2520Mailbox%2CCoworking%2520Membership&date=today%205-y&geo=US

WHAT'S INCLUDED

- Business address with private locked mailbox
- Discounted member hourly rates

UPGRADE PATH

- Add phone services
- 24/7 access — $25–50/mo
- Larger mailbox
- Lobby Listing (Rec. Price $10-15/mo) (For GMB Verification)

MEMBERSHIPS

Complete Virtual Office Membership

UNIVERSALLY OFFERED

RECOMMENDED PRICE

$400 – $450 per month

WHAT IT IS

This membership includes a 20 Live Answering Minute Phone Plan, Professional Business Address (with locked mailbox) and the Meetings Membership (discounted rates). It does **NOT** include credits/hours.

CLIENT-FACING DESCRIPTION

Present a polished, professional image with live local phone answering, a prestigious business address, and discounted rates on hourly meeting rooms. Our team becomes an extension of yours — ideal for savvy businesses seeking a turn-key alternative to traditional staff and expensive office leases.

Best Practices

- Hours Bundle (Rec. Price: 5-Hour Blocks at 20% Discount, Use it or lose it)
- When upgrading to another phone plan, value the 20-minute plan at $175 and subtract that out of the new plan. So, upgrading to a 100-minute plan ($350/mo) would be a net $175 increase.

Search Terms:
https://trends.google.com/explore?q=Virtual%2520Office%2CVirtual%2520Mailbox%2CCoworking%2520Membership&date=today%205-y&geo=US

WHAT'S INCLUDED

- Business address + private locked mailbox
- Discounted member rates
- 20 Live Answer Minutes phone plan

UPGRADE PATH

- Hours Bundle
- Custom scheduling — $99–149/mo
- Custom intake forms — $25–75/mo
- CRM integrations — $50–149/mo
- Outbound calling (caller ID masking) — $0–75/mo
- 24/7 access — $25–50/mo
- Lobby listing — $10–15/mo

MEMBERSHIPS

Coworking Membership

OPTIONAL

RECOMMENDED PRICE

$200 – $500 per month · Research local market

WHAT IT IS

This Membership offers use of the first come, first serve desk/workstation space and discounted hourly rates. It does NOT include use of the business address.

CLIENT-FACING DESCRIPTION

Enjoy flexible access to shared coworking desks and workstations on a first-come, first-served basis, plus discounted member pricing on meeting rooms and hourly space — ideal for remote workers, entrepreneurs, and mobile professionals.

Search Terms:
https://trends.google.com/explore?date=today%205-y&geo=US&q=coworking%2520space%2Cshared%2520office%2520space%2Ccoworking%2520membership

WHAT'S INCLUDED

- First-come, first-served desk / workstation access
- Discounted hourly meeting room rates

UPGRADE PATH

- Dedicated Desk
- Add a Business Address
- Add phone services
- Hours Bundle
- 24/7 access — $25–50/mo

SECTION 04

Private Offices

PRIVATE OFFICES

Private Office

UNIVERSALLY OFFERED

RECOMMENDED PRICE

$600 – $4,000 per month

WHAT IT IS

A private locked office (formerly Dedicated Office) allows a client to have their own permanent office space. It also includes use of the Business Address, private locked mailbox, discounted hourly rates. While it doesn't include live answering services or meeting room hours by default, we recommend bundling live answering services into the price.

CLIENT-FACING DESCRIPTION

Turn-key private office space designed for professionals and growing businesses seeking a dedicated, secure, and productive work environment. Enjoy 24/7 access, a professional business setting, and shared amenities and member benefits.

Search Terms:
https://trends.google.com/explore?date=today%205-y&geo=US&q=private%2520office%2Cexecutive%2520suite%2Cshared%2520office%2520space%2Cserviced%2520office%2CFlex%2520Office%2CDedicated%2520Office%2Ccoworking%2520office

WHAT'S INCLUDED

- Private office (24/7 access)
- Business address
- Private locked mailbox or in-office delivery
- Discounted member rates

UPGRADE PATH

- Phone Services
- Hours Bundle (Rec. Price: 5-Hour Blocks at 20% Discount, Use it or lose it)
- Custom Scheduling (Rec. Price $99-149/mo)
- Custom Complex Intake Forms (Rec. Price $25-75/mo)
- CRM Integrations (Rec. Price $50-149/mo)
- Outbound Calling (Rec. Price $0 to $75/mo if Masking Caller ID)
- Additional DBAs/Executives

PRIVATE OFFICES

Reserved Desk

OPTIONAL

RECOMMENDED PRICE

Reserved Desk: $300–700

WHAT IT IS

A Reserved (Dedicated) Desk/Workstation offers a client a permanent semi-private desk in a common area, where they can leave their items if they so choose. It also includes a Business Address, private locked mailbox, and discounted hourly rates.

CLIENT-FACING DESCRIPTION

Enjoy your own reserved workstation in a shared professional workspace — the consistency of a permanent desk with the flexibility of coworking. Need room for a whole team? Our private Team Offices offer the same 24/7 access and amenities, scaled for collaboration.

WHAT'S INCLUDED

- Permanent Reserved Desk
- Mail Address
- Private Locked Mailbox
- Discounted Hourly Rates

UPGRADE PATH

- Add phone services
- Hours Bundle
- Private Office

Search Terms:
https://trends.google.com/explore?date=today%205-y&geo=US&q=hot%2520desk%2Ccoworking%2520desk%2Ccoworking%2520day%2520pass%2CHourly%2520desk%2Cdesk%2520rental%2CDedicated%2520Desk%2CPrivate%2520Desk%2CReserved%2520Desk

PRIVATE OFFICES

Team Office

OPTIONAL

RECOMMENDED PRICE

Team Office: $300–500 per seat

WHAT IT IS

A private locked Team Room allows a client (and their team) to have their own permanent office space. It also includes use of the Business Address, private locked mailbox, discounted hourly rates, and 1 exec included per seat. While it doesn't include live answering services or meeting room hours by default, we recommend bundling live answering services into the price.

CLIENT-FACING DESCRIPTION

Our turn-key private team office is ideal for teams valuing collaboration and convenience, while maintaining a secure and productive work environment. Enjoy 24/7 access, a professional business setting, and access to shared amenities and member benefits for your entire team!

WHAT'S INCLUDED

- Private Team Office
- Mail Address
- Private Locked Mailbox

UPGRADE PATH

- Add Phone Services
- Hours Bundle (Rec. Price: 5-Hour Blocks at 20% Discount, Use it or lose it)
- Dedicated Desk(s)

Search Terms:
https://trends.google.com/explore?date=today%205-y&geo=US&q=team%2520room%2Ccollaboration%2520space%2Cco-working%2520space%2Chuddle%2520room%2CTeam%2520Office

PRIVATE OFFICES

Reserved Cubicle/Workstation

OPTIONAL

RECOMMENDED PRICE

Workstation: $300–700 / mo

WHAT IT IS

A Reserved (formerly Dedicated) Cubicle/Workstation offers a client a permanent semi-private desk in a common area, where they can leave their items if they so choose. It also includes a Business Address, private locked mailbox, and discounted hourly rates.

CLIENT-FACING DESCRIPTION

Enjoy your own reserved workstation in a shared professional workspace, providing the consistency of a permanent desk with the flexibility of coworking. Ideal for professionals who need a reliable workspace and access to shared amenities in a collaborative environment.

WHAT'S INCLUDED

- Permanent/reserved desk or cubicle
- Mail Address
- Private locked mailbox

UPGRADE PATH

- Add Phone Services
- Hours Bundle (Rec. Price: 5-Hour Blocks at 20% Discount, Use it or lose it)

Search Terms:
https://trends.google.com/explore?date=today%205-y&geo=US&q=coworking%2520desk%2Ccoworking%2520day%2520pass%2CHourly%2520desk%2Cdesk%2520rental%2CDedicated%2520Desk%2CPrivate%2520Desk%2CDedicated%2520cubicle%2CWorkstation%2520Rental

SECTION 05

Phone & Reception

PHONE & RECEPTION

Virtual Receptionist - 20 Live Answer Minute Plan

OPTIONAL

RECOMMENDED PRICE

Price: $175 per Month, Overage at $4.50/min

WHAT IT IS

Live answering plans include business hours (~160 hours/mo) phone coverage with a set number of live receptionist minutes included. A local phone number, custom call scripts, call screening/announcing, FAQs/General Information, custom voicemail with VM to email, and full-service orientation are included.

CLIENT-FACING DESCRIPTION

Present a polished, professional image with live, local phone answering. Our team becomes an extension of yours — answering FAQs, screening and announcing calls, and more. Ideal for savvy businesses seeking a turn-key alternative to traditional staff expenses.

Search Terms:
https://trends.google.com/explore?date=today%201-y&geo=US&q=virtual%2520receptionist%2Canswering%2520services%2Cmedical%2520answering%2520service%2Ccall%2520forwarding%2520service%2Clive%2520answering%2520service%2Csmall%2520business%2520answering%2520service%2CAI%2520answering%2520service

WHAT'S INCLUDED

- Phone Number
- Custom Call Scripts
- Custom Call Flow
- Voicemail Box with VM to Email

UPGRADE PATH

- Additional Executives (Rec. Price $15-25/mo)
- 24/7 Coverage (Rec. Price $150/mo + Minutes)
- Additional Voicemail Boxes (Rec. Price $11/mo)
- Custom Complex Intake Forms (Rec. Price $25-75/mo)
- Appointment Scheduling (Rec. Price $99-149/mo)
- Toll-Free Numbers (Rec. Price $15/mo)
- Call Tree/T-Box/Auto Attendant (Rec. Price $15/mo)
- Outbound Calling (Rec. Price $0 to $75/mo if Masking Caller ID)
- SIP App (Make outbound calls on your biz line via your phone app) (Make outbound calls on your biz line via your phone app)

PHONE & RECEPTION

UNIVERSALLY OFFERED

Virtual Receptionist - 50 Live Answer Minute Plan

RECOMMENDED PRICE

Recommended Price: $225 per Month, Overage at $4.50/min

WHAT IT IS

Live answering plans include business hours (~160 hours/mo) phone coverage with a set number of live receptionist minutes included. A local phone number, custom call scripts, call screening/announcing, FAQs/General Information, custom voicemail with VM to email, and full-service orientation are included.

CLIENT-FACING DESCRIPTION

Present a polished, professional image with live, local phone answering. Our team becomes an extension of yours — answering FAQs, screening and announcing calls, and more. Ideal for savvy businesses seeking a turn-key alternative to traditional staff expenses.

Search Terms:
https://trends.google.com/explore?date=today%201-y&geo=US&q=virtual%2520receptionist%2Canswering%2520services%2Cmedical%2520answering%2520service%2Ccall%2520forwarding%2520service%2Clive%2520answering%2520service%2Csmall%2520business%2520answering%2520service%2CAI%2520answering%2520service

WHAT'S INCLUDED

- Phone Number
- Custom Call Scripts
- Custom Call Flow
- Voicemail Box with VM to Email

UPGRADE PATH

- Additional Executives (Rec. Price $15-25/mo)
- 24/7 Coverage (Rec. Price $150/mo + Minutes)
- Additional Voicemail Boxes (Rec. Price $11/mo)
- Custom Complex Intake Forms (Rec. Price $25-75/mo)
- Appointment Scheduling (Rec. Price $99-149/mo)
- Toll-Free Numbers (Rec. Price $15/mo)
- Call Tree/T-Box/Auto Attendant (Rec. Price $15/mo)
- Outbound Calling (Rec. Price $0 to $75/mo if Masking Caller ID)
- SIP App (Make outbound calls on your biz line via your phone app) (Make outbound calls on your biz line via your phone app)

PHONE & RECEPTION

UNIVERSALLY OFFERED

Virtual Receptionist - 100 Live Answer Minute Plan

RECOMMENDED PRICE

Recommended Price: $350 per Month, Overage at $4.50/min

WHAT IT IS

Live answering plans include business hours (~160 hours/mo) phone coverage with a set number of live receptionist minutes included. A local phone number, custom call scripts, call screening/announcing, FAQs/General Information, custom voicemail with VM to email, and full-service orientation are included.

CLIENT-FACING DESCRIPTION

Present a polished, professional image with live, local phone answering. Our team becomes an extension of yours — answering FAQs, screening and announcing calls, and more. Ideal for savvy businesses seeking a turn-key alternative to traditional staff expenses.

Search Terms:
https://trends.google.com/explore?date=today%201-y&geo=US&q=virtual%2520receptionist%2Canswering%2520services%2Cmedical%2520answering%2520service%2Ccall%2520forwarding%2520service%2Clive%2520answering%2520service%2Csmall%2520business%2520answering%2520service%2CAI%2520answering%2520service

WHAT'S INCLUDED

- Phone Number
- Custom Call Scripts
- Custom Call Flow
- Voicemail Box with VM to Email

UPGRADE PATH

- Additional Executives (Rec. Price $15-25/mo)
- 24/7 Coverage (Rec. Price $150/mo + Minutes)
- Additional Voicemail Boxes (Rec. Price $11/mo)
- Custom Complex Intake Forms (Rec. Price $25-75/mo)
- Appointment Scheduling (Rec. Price $99-149/mo)
- Toll-Free Numbers (Rec. Price $15/mo)
- Call Tree/T-Box/Auto Attendant (Rec. Price $15/mo)
- Outbound Calling (Rec. Price $0 to $75/mo if Masking Caller ID)
- SIP App (Make outbound calls on your biz line via your phone app) (Make outbound calls on your biz line via your phone app)

PHONE & RECEPTION

UNIVERSALLY OFFERED

Virtual Receptionist - 200 Live Answer Minute Plan

RECOMMENDED PRICE

Recommended Price: $650 per Month. Overage at $4.50/min

WHAT IT IS

Live answering plans include business hours (~160 hours/mo) phone coverage with a set number of live receptionist minutes included. A local phone number, custom call scripts, call screening/announcing, FAQs/General Information, custom voicemail with VM to email, and full-service orientation are included.

CLIENT-FACING DESCRIPTION

Present a polished, professional image with live, local phone answering. Our team becomes an extension of yours — answering FAQs, screening and announcing calls, and more. Ideal for savvy businesses seeking a turn-key alternative to traditional staff expenses.

Search Terms:
https://trends.google.com/explore?date=today%201-y&geo=US&q=virtual%2520receptionist%2Canswering%2520services%2Cmedical%2520answering%2520service%2Ccall%2520forwarding%2520service%2Clive%2520answering%2520service%2Csmall%2520business%2520answering%2520service%2CAI%2520answering%2520service

WHAT'S INCLUDED

- Phone Number
- Custom Call Scripts
- Custom Call Flow
- Voicemail Box with VM to Email

UPGRADE PATH

- Additional Executives (Rec. Price $15-25/mo)
- 24/7 Coverage (Rec. Price $150/mo + Minutes)
- Additional Voicemail Boxes (Rec. Price $11/mo)
- Custom Complex Intake Forms (Rec. Price $25-75/mo)
- Appointment Scheduling (Rec. Price $99-149/mo)
- Toll-Free Numbers (Rec. Price $15/mo)
- Call Tree/T-Box/Auto Attendant (Rec. Price $15/mo)
- Outbound Calling (Rec. Price $0 to $75/mo if Masking Caller ID)
- SIP App (Make outbound calls on your biz line via your phone app) (Make outbound calls on your biz line via your phone app)

PHONE & RECEPTION

Virtual Receptionist - 300 Live Answer Minute Plan

OPTIONAL

RECOMMENDED PRICE

Recommended Price: $960 per Month. Overage at $4.50/min

WHAT IT IS

Live answering plans include business hours (~160 hours/mo) phone coverage with a set number of live receptionist minutes included. A local phone number, custom call scripts, call screening/announcing, FAQs/General Information, custom voicemail with VM to email, and full-service orientation are included.

WHY IS THIS OPTIONAL?

Having 100-minute steps at every interval causes more admin work for right-sizing clients on a regular basis, when you can accomplish the same outcome for your client with larger steps as minutes increase. You'll notice Ruby has the same approach. You're free to offer this or not.

CLIENT-FACING DESCRIPTION

Present a polished, professional image with live, local phone answering. Our team becomes an extension of yours — answering FAQs, screening and announcing calls, and more. Ideal for savvy businesses seeking a turn-key alternative to traditional staff expenses.

Search Terms:
https://trends.google.com/explore?date=today%201-y&geo=US&q=virtual%2520receptionist%2Canswering%2520services%2Cmedical%2520answering%2520service%2Ccall%2520forwarding%2520service%2Clive%2520answering%2520service%2Csmall%2520business%2520answering%2520service%2CAI%2520answering%2520service

WHAT'S INCLUDED

- Phone Number
- Custom Call Scripts
- Custom Call Flow
- Voicemail Box with VM to Email

UPGRADE PATH

- Additional Executives (Rec. Price $15-25/mo)
- 24/7 Coverage (Rec. Price $150/mo + Minutes)
- Additional Voicemail Boxes (Rec. Price $11/mo)
- Custom Complex Intake Forms (Rec. Price $25-75/mo)
- Appointment Scheduling (Rec. Price $99-149/mo)
- Toll-Free Numbers (Rec. Price $15/mo)
- Call Tree/T-Box/Auto Attendant (Rec. Price $15/mo)
- Outbound Calling (Rec. Price $0 to $75/mo if Masking Caller ID)
- SIP App (Make outbound calls on your biz line via your phone app) (Make outbound calls on your biz line via your phone app)

PHONE & RECEPTION

Virtual Receptionist - 400 Live Answer Minute Plan

OPTIONAL

RECOMMENDED PRICE

Recommended Price: $1,260 per Month. Overage at $4.50/min

WHAT IT IS

Live answering plans include business hours (~160 hours/mo) phone coverage with a set number of live receptionist minutes included. A local phone number, custom call scripts, call screening/announcing, FAQs/General Information, custom voicemail with VM to email, and full-service orientation are included.

WHY IS THIS OPTIONAL?

Having 100-minute steps at every interval causes more admin work for right-sizing clients on a regular basis, when you can accomplish the same outcome for your client with larger steps as minutes increase. You'll notice Ruby has the same approach. You're free to offer this or not.

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WHAT'S INCLUDED

- Phone Number
- Custom Call Scripts
- Custom Call Flow
- Voicemail Box with VM to Email

UPGRADE PATH

- Additional Executives (Rec. Price $15-25/mo)
- 24/7 Coverage (Rec. Price $150/mo + Minutes)
- Additional Voicemail Boxes (Rec. Price $11/mo)
- Custom Complex Intake Forms (Rec. Price $25-75/mo)
- Appointment Scheduling (Rec. Price $99-149/mo)
- Toll-Free Numbers (Rec. Price $15/mo)
- Call Tree/T-Box/Auto Attendant (Rec. Price $15/mo)
- Outbound Calling (Rec. Price $0 to $75/mo if Masking Caller ID)
- SIP App (Make outbound calls on your biz line via your phone app) (Make outbound calls on your biz line via your phone app)

PHONE & RECEPTION

UNIVERSALLY OFFERED

Virtual Receptionist - 500 Live Answer Minute Plan

RECOMMENDED PRICE

Recommended Price: $1,500 per Month. Overage at $4.50/min

WHAT IT IS

Live answering plans include business hours (~160 hours/mo) phone coverage with a set number of live receptionist minutes included. A local phone number, custom call scripts, call screening/announcing, FAQs/General Information, custom voicemail with VM to email, and full-service orientation are included.

CLIENT-FACING DESCRIPTION

Present a polished, professional image with live, local phone answering. Our team becomes an extension of yours — answering FAQs, screening and announcing calls, and more. Ideal for savvy businesses seeking a turn-key alternative to traditional staff expenses.

Search Terms:
https://trends.google.com/explore?date=today%201-y&geo=US&q=virtual%2520receptionist%2Canswering%2520services%2Cmedical%2520answering%2520service%2Ccall%2520forwarding%2520service%2Clive%2520answering%2520service%2Csmall%2520business%2520answering%2520service%2CAI%2520answering%2520service

WHAT'S INCLUDED

- Phone Number
- Custom Call Scripts
- Custom Call Flow
- Voicemail Box with VM to Email

UPGRADE PATH

- Additional Executives (Rec. Price $15-25/mo)
- 24/7 Coverage (Rec. Price $150/mo + Minutes)
- Additional Voicemail Boxes (Rec. Price $11/mo)
- Custom Complex Intake Forms (Rec. Price $25-75/mo)
- Appointment Scheduling (Rec. Price $99-149/mo)
- Toll-Free Numbers (Rec. Price $15/mo)
- Call Tree/T-Box/Auto Attendant (Rec. Price $15/mo)
- Outbound Calling (Rec. Price $0 to $75/mo if Masking Caller ID)
- SIP App (Make outbound calls on your biz line via your phone app) (Make outbound calls on your biz line via your phone app)

PHONE & RECEPTION

Virtual Receptionist - 600 Live Answer Minute Plan

OPTIONAL

RECOMMENDED PRICE

Recommended Price: $1,770 per Month. Overage at $4.50/min

WHAT IT IS

Live answering plans include business hours (~160 hours/mo) phone coverage with a set number of live receptionist minutes included. A local phone number, custom call scripts, call screening/announcing, FAQs/General Information, custom voicemail with VM to email, and full-service orientation are included.

WHY IS THIS OPTIONAL?

Having 100-minute steps at every interval causes more admin work for right-sizing clients on a regular basis, when you can accomplish the same outcome for your client with larger steps as minutes increase. You'll notice Ruby has the same approach. You're free to offer this or not.

CLIENT-FACING DESCRIPTION

Present a polished, professional image with live, local phone answering. Our team becomes an extension of yours — answering FAQs, screening and announcing calls, and more. Ideal for savvy businesses seeking a turn-key alternative to traditional staff expenses.

Search Terms:
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WHAT'S INCLUDED

- Phone Number
- Custom Call Scripts
- Custom Call Flow
- Voicemail Box with VM to Email

UPGRADE PATH

- Additional Executives (Rec. Price $15-25/mo)
- 24/7 Coverage (Rec. Price $150/mo + Minutes)
- Additional Voicemail Boxes (Rec. Price $11/mo)
- Custom Complex Intake Forms (Rec. Price $25-75/mo)
- Appointment Scheduling (Rec. Price $99-149/mo)
- Toll-Free Numbers (Rec. Price $15/mo)
- Call Tree/T-Box/Auto Attendant (Rec. Price $15/mo)
- Outbound Calling (Rec. Price $0 to $75/mo if Masking Caller ID)
- SIP App (Make outbound calls on your biz line via your phone app) (Make outbound calls on your biz line via your phone app)

PHONE & RECEPTION

UNIVERSALLY OFFERED

Virtual Receptionist - 700 Live Answer Minute Plan

RECOMMENDED PRICE

Recommended Price: $2,050 per Month. Overage at $4.50/min

WHAT IT IS

Live answering plans include business hours (~160 hours/mo) phone coverage with a set number of live receptionist minutes included. A local phone number, custom call scripts, call screening/announcing, FAQs/General Information, custom voicemail with VM to email, and full-service orientation are included.

CLIENT-FACING DESCRIPTION

Present a polished, professional image with live, local phone answering. Our team becomes an extension of yours — answering FAQs, screening and announcing calls, and more. Ideal for savvy businesses seeking a turn-key alternative to traditional staff expenses.

Search Terms:
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WHAT'S INCLUDED

- Phone Number
- Custom Call Scripts
- Custom Call Flow
- Voicemail Box with VM to Email

UPGRADE PATH

- Additional Executives (Rec. Price $15-25/mo)
- 24/7 Coverage (Rec. Price $150/mo + Minutes)
- Additional Voicemail Boxes (Rec. Price $11/mo)
- Custom Complex Intake Forms (Rec. Price $25-75/mo)
- Appointment Scheduling (Rec. Price $99-149/mo)
- Toll-Free Numbers (Rec. Price $15/mo)
- Call Tree/T-Box/Auto Attendant (Rec. Price $15/mo)
- Outbound Calling (Rec. Price $0 to $75/mo if Masking Caller ID)
- SIP App (Make outbound calls on your biz line via your phone app) (Make outbound calls on your biz line via your phone app)

PHONE & RECEPTION

Virtual Receptionist - 800 Live Answer Minute Plan

OPTIONAL

RECOMMENDED PRICE

Recommended Price: $2,325 per Month. Overage at $4.50/min

WHAT IT IS

Live answering plans include business hours (~160 hours/mo) phone coverage with a set number of live receptionist minutes included. A local phone number, custom call scripts, call screening/announcing, FAQs/General Information, custom voicemail with VM to email, and full-service orientation are included.

WHY IS THIS OPTIONAL?

Having 100-minute steps at every interval causes more admin work for right-sizing clients on a regular basis, when you can accomplish the same outcome for your client with larger steps as minutes increase. You'll notice Ruby has the same approach. You're free to offer this or not.

CLIENT-FACING DESCRIPTION

Present a polished, professional image with live, local phone answering. Our team becomes an extension of yours — answering FAQs, screening and announcing calls, and more. Ideal for savvy businesses seeking a turn-key alternative to traditional staff expenses.

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WHAT'S INCLUDED

- Phone Number
- Custom Call Scripts
- Custom Call Flow
- Voicemail Box with VM to Email

UPGRADE PATH

- Additional Executives (Rec. Price $15-25/mo)
- 24/7 Coverage (Rec. Price $150/mo + Minutes)
- Additional Voicemail Boxes (Rec. Price $11/mo)
- Custom Complex Intake Forms (Rec. Price $25-75/mo)
- Appointment Scheduling (Rec. Price $99-149/mo)
- Toll-Free Numbers (Rec. Price $15/mo)
- Call Tree/T-Box/Auto Attendant (Rec. Price $15/mo)
- Outbound Calling (Rec. Price $0 to $75/mo if Masking Caller ID)
- SIP App (Make outbound calls on your biz line via your phone app) (Make outbound calls on your biz line via your phone app)

PHONE & RECEPTION

Virtual Receptionist - 900 Live Answer Minute Plan

OPTIONAL

RECOMMENDED PRICE

Recommended Price: $2,600 per Month. Overage at $4.50/min

WHAT IT IS

Live answering plans include business hours (~160 hours/mo) phone coverage with a set number of live receptionist minutes included. A local phone number, custom call scripts, call screening/announcing, FAQs/General Information, custom voicemail with VM to email, and full-service orientation are included.

WHY IS THIS OPTIONAL?

Having 100-minute steps at every interval causes more admin work for right-sizing clients on a regular basis, when you can accomplish the same outcome for your client with larger steps as minutes increase. You'll notice Ruby has the same approach. You're free to offer this or not.

CLIENT-FACING DESCRIPTION

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Search Terms:
https://trends.google.com/explore?date=today%201-y&geo=US&q=virtual%2520receptionist%2Canswering%2520services%2Cmedical%2520answering%2520service%2Ccall%2520forwarding%2520service%2Clive%2520answering%2520service%2Csmall%2520business%2520answering%2520service%2CAI%2520answering%2520service

WHAT'S INCLUDED

- Phone Number
- Custom Call Scripts
- Custom Call Flow
- Voicemail Box with VM to Email

UPGRADE PATH

- Additional Executives (Rec. Price $15-25/mo)
- 24/7 Coverage (Rec. Price $150/mo + Minutes)
- Additional Voicemail Boxes (Rec. Price $11/mo)
- Custom Complex Intake Forms (Rec. Price $25-75/mo)
- Appointment Scheduling (Rec. Price $99-149/mo)
- Toll-Free Numbers (Rec. Price $15/mo)
- Call Tree/T-Box/Auto Attendant (Rec. Price $15/mo)
- Outbound Calling (Rec. Price $0 to $75/mo if Masking Caller ID)
- SIP App (Make outbound calls on your biz line via your phone app) (Make outbound calls on your biz line via your phone app)

PHONE & RECEPTION

UNIVERSALLY OFFERED

Virtual Receptionist – 1000+ Live Answer Minute Plan

RECOMMENDED PRICE

Recommended Price: ($2.85 x Plan Size) per Month. Overage at $4.50/min

WHAT IT IS

Live answering plans include business hours (~160 hours/mo) phone coverage with a set number of live receptionist minutes included. A local phone number, custom call scripts, call screening/announcing, FAQs/General Information, custom voicemail with VM to email, and full-service orientation are included.

CLIENT-FACING DESCRIPTION

Present a polished, professional image with live, local phone answering. Our team becomes an extension of yours — answering FAQs, screening and announcing calls, and more. Ideal for savvy businesses seeking a turn-key alternative to traditional staff expenses.

Search Terms:
https://trends.google.com/explore?date=today%201-y&geo=US&q=virtual%2520receptionist%2Canswering%2520services%2Cmedical%2520answering%2520service%2Ccall%2520forwarding%2520service%2Clive%2520answering%2520service%2Csmall%2520business%2520answering%2520service%2CAI%2520answering%2520service

WHAT'S INCLUDED

- Phone Number
- Custom Call Scripts
- Custom Call Flow
- Voicemail Box with VM to Email

UPGRADE PATH

- Additional Executives (Rec. Price $15-25/mo)
- 24/7 Coverage (Rec. Price $150/mo + Minutes)
- Additional Voicemail Boxes (Rec. Price $11/mo)
- Custom Complex Intake Forms (Rec. Price $25-75/mo)
- Appointment Scheduling (Rec. Price $99-149/mo)
- Toll-Free Numbers (Rec. Price $15/mo)
- Call Tree/T-Box/Auto Attendant (Rec. Price $15/mo)
- Outbound Calling (Rec. Price $0 to $75/mo if Masking Caller ID)
- SIP App (Make outbound calls on your biz line via your phone app) (Make outbound calls on your biz line via your phone app)

PHONE & RECEPTION

Live Answering Plans

UNIVERSALLY OFFERED

RECOMMENDED PRICE

PRICING TABLE

Minutes Included	Base Price	In-Plan Cost/Min	Overage Rate	Overage Break Even to Next Plan	RUBY Base Price	RUBY In-Plan CPM	RUBY Overage Rate
20	**$175**	$8.75	$4.50	11.1	N/A	N/A	N/A
50	**$225**	$4.50	$4.50	27.8	$250	$5.00	$5.40
100	**$350**	$3.50	$4.50	66.7	$395	$3.95	$4.50
200	**$650**	$3.25	$4.50	68.9	$720	$3.60	$4.40
300	**$960**	$3.20	$4.50	66.7	$1,037*	$3.46	$4.25
400	**$1,260**	$3.15	$4.50	53.3	$1,280*	$3.20	$4.25
500	**$1,500**	$3.00	$4.50	60.0	$1,725	$3.45	$4.00
600	**$1,770**	$2.95	$4.50	62.2	$2,070*	$3.45	$4.00
700	**$2,050**	$2.93	$4.50	61.1	$2,380*	$3.40	$3.85
800	**$2,325**	$2.91	$4.50	61.1	$2,720*	$3.40	$3.85
900	**$2,600**	$2.89	$4.50	55.6	$3,060*	$3.40	$3.85
1,000	**$2,850**	$2.85	$4.50		$3,350	$3.35	$3.65

**Shading indicates their package wasn't exact, so I calculated what it would have been*

Source: https://rubyhelpcenter.helpjuice.com/billing-plans/am-i-on-the-right-billing-plan

ONE BRAND. ONE LANGUAGE. ONE PRODUCT SET.

Let's grow together.

Questions, feedback, or refinements? Reach out to the FAC or the Vast Team.