

On-Hold Media Group is Your “Turnkey” Telephone Messaging Provider, *which means that we will fulfill all of your ‘on-hold’ needs, A-Z.*

Our Commitment to You:

- Fresh, relevant, timely new scripts - at minimum one every 90 days.
- New production frequency (Weekly, Bi-Weekly or Monthly) based on your needs.
- A dedicated Account Manager who is familiar with your company and industry/field.
- Two Quality Assurance Reviews of each recorded script prior to activation and use.

Remember, there are no additional fees for any items related to your on-hold service, which include but are not limited to:

- New script development
- Voice talent
- Studio recording & editing
- Music licensing royalties
- Online access via our easy-to-use **Shuffle™** CMS
- Start-up training and walk-through
- Production delivery
- Technical support

To ensure that we can keep this commitment, we kindly request the following of you:

- A designated “point person” within your company for collaboration with the assigned Account Manager on a minimum quarterly basis (or more frequently if desired).
- New content approval (or revisions) of your new script within 3 business days.
- An understanding that our primary goal is to provide you with outstanding service and 100% satisfaction.

Working together with you, On-Hold Media Group guarantees your 100% Satisfaction.



OnHoldWizard.com™

