



A newsletter for the customers of Rochester Telemessaging Center

Healthy...

Osteoporosis can significantly compromise quality of life as we age. What to do? Cut back on soda – the acid breaks down bone mass. Get more calcium, adults need up to 1200 milligrams a day. Work out every day – lifting weights and walking helps keep bones strong.

Wealthy...

Gift Cards make great presents for just about anyone, but beware if one is lost. The recipient may be out of luck. Some retailers WILL replace a lost gift card, but you must have the receipt! Make a point to save all Holiday receipts, for safety's sake.



...and Wise

Warren Buffet said, "You're neither right nor wrong because people agree with you. You're right because your facts and your reasoning are right."



Warren Buffett - an American business magnate, investor, and philanthropist. He is widely considered the most successful investor of the 20th century.

Face-to-Face at Your Place

As your answering service we are an integral part of your business. We're often the first impression a potential customer has of your company, and we are always a part of your brand. That is why we try to visit our clients every so often, and why we urge you to come to visit us. We can have a greater positive impact on your callers if we know you better.



After a particularly effective visit with a client recently he said that he was sorry he had put off our visit for so long. "I guess I was afraid you'd try to sell me something," he said. As it turned out we found a way to SAVE him money on his regular bill. A few weeks later he called back. "I've been thinking," He said, "that it is possible I could close my office on Saturdays and have you take my lines. I'm not sure we do enough business to pay the light bill on weekends! Now that you have been here and see what we do, could you give the impression we are there until four and then answer that we are closed except for emergencies after that?" Of course we could do that!

We learn so much about one another when we meet face-to-face. With our new plans under way, we made another visit and ended up finding still more ways we could save time and dollars. Yes, he ended up paying us more every billing day, but he'll save so much in other ways that he is way ahead. Had we not visited together, face-to-face, we would never have known how much better off we both could be. Yes, much of our everyday business can be conducted by phone, but occasionally we need to take the time to look one another in the eye and truly understand what makes us tick. The benefits can be enormous.

A Gift for Your Business Associates



Sometimes the best gifts you get aren't those that come in a box with a big glittery bow on top. They are those that quietly make life easier day-after-day-after-day. If you are in business, hearing about a vendor that people know and trust is a great gift. Telling your business friends about the answering service that supports you day-in and day-out could be one of the best things they receive this holiday season.

We would be proud to help you tell your friends about **Rochester Telemessaging Center**. Give us the names of your business associates and let us know the kind of service they might need, (such as emergency response, dispatch services, appointment scheduling, even working in their database) and we will send them a letter mentioning your name and expressing your good wishes. Or you can have us call them, or ask them to call us. We like to show our appreciation for your referrals. You will receive a referral fee for any person who tries our service, signs up and pays their first invoice before March 1st, 2014.

Getting phones answered and messages accurately taken, information precisely given and results clearly tabulated is one of the things that keep us in business! It is difficult to allow someone to take over your business communications, but YOU know what a relief it is. You can give that same peace of mind to other business owners, simply by recommending YOUR service. We are the one you trust, so they can, too.

Our Services Include

Answering Service
Appointment Scheduling
Attendance Line
Call Overflow
Call Screening
Customer Service/Help Desk
Dealer Locate
Emergency Service Dispatch
Inbound Surveys
Membership Renewal
Product Orders/Service Orders
Remote Receptionist
Voice Mail
Website Orders

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Website

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On-Call info can be sent to

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248-651-2129 Fax
info@rtcenter.com e-mail

Customer Care Contact

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Refer a new client and receive a Base Rate credit.



The President's Letter

Dear Friends,

During this holiday season, I wish you peace,

Peace in your busy days that only seem to get busier. Someone once said, "There is no such thing as a happy life, only happy moments." I wish you long moments for reflection on the blessings that you enjoy. I wish you time with your family and friends to do something meaningful for you all. I hope for kindness in your relationships, and patience with the delays and frustrations that come with the season.

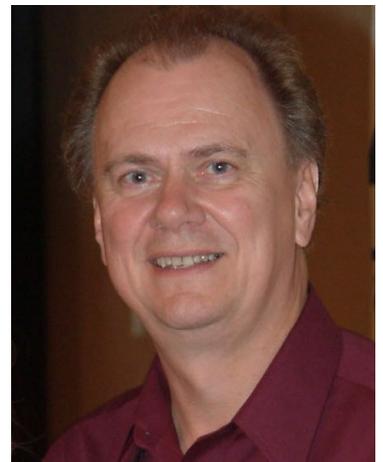
I wish you peace as you listen to the radio, or television, or read newspapers. Peace comes with hearing that unrest in the world is calming. I give you hope that there are quieter days and nights, and fewer tragedies from which the world and her people need to recover. I wish us all calm.

I wish you love, in whatever form it comes, whether from a spouse, a child, a friend or a pet. I wish you the joy of warmth and the blessing of touch.

And for the New Year, I wish you aspirations, purpose, ambition, and fulfillment. And for the world, I wish you peace.

Sincerely,

Herb Chinowski



The Telephone Consumer Protection Act - Updated

There have been recent updates to the original telephone Consumer Protection Act that was put in place more than 20 years ago. One of the provisions came into effect in mid-October of this year and it requires unambiguous prior express written consent to deliver prerecorded telemarketing messages to a residential land line or a cell phone.

The definition of written consent in the regulation reads, "**a signed written agreement that clearly and conspicuously discloses to the consumer that: By signing the agreement, he or she authorizes the seller to deliver, to a designated phone number, telemarketing calls using an automatic telephone dialing system or an artificial or prerecorded voice; and the consumer is not required to sign the agreement or agree to enter into it as a condition of purchasing any property, goods, or services.**"

There are exceptions – one of which states that calls made for informational purposes only, that do not include a commercial solicitation in any form, are allowed. There are already many clever work-arounds to this requirement, so the calls continue.

However, the regulations also state that "**Call recipients must be informed that they can opt out and how to do so, and this must happen within two seconds of the required caller identification declaration at the beginning of the message. Messages left on answering machines must also provide a toll-free number that connects directly to the automated interactive voice or a key-press opt-out mechanism.**"

So when these robo-calls come to your phone, don't just hang up – wait until you are given the option to opt-out - and then do so!



Life in 25 Words or Less



"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."

—Maya Angelou

Gotta' Giggle

"Never put both feet in your mouth at the same time, because then you won't have a leg to stand on."