

Telefoonaaname BV, established in Rotterdam (hereinafter: telefoonaaname.nl), and the customer named below agree as follows. You can fill this in digitally or print it out.

01 Your details

Company name

Chamber of Commerce (KvK) number

Address (street and number)

Postcode

City

VAT number

Email address for invoices

Preferred start date

Name of authorised signatory

02 Choose your package

Tick one package. All prices are per month and exclude 21% VAT. You can switch packages at any time.

☐ PACKAGE 01 Operator

An experienced operator answers in your company name.

€50 per month + €2.75 per call

During office hours

Choose your availability

Tick one time slot. Monthly surcharge.

- | | |
|--|---------------------------|
| ☐ Office hours
Mon to Fri 08:00-18:00 | included |
| ☐ Office hours + evenings
Mon to Fri 08:00-21:00 | + €35 |
| ☐ Office hours + evenings + Saturday
Mon to Fri 08:00-21:00, Sat 09:00-17:00 | + €50 |
| ☐ 24/7
day and night, including public holidays | + €100 |
| ☐ Outside office hours only
evenings, nights and weekends | + €100 |
| ☐ Option: digital assistant
answers outside the chosen hours | + €15
+ €0.95 per call |

☐ PACKAGE 02 Combination

The digital assistant answers; an operator takes over straight away for urgent or complex questions.

€79 p/m incl. 50 AI calls, then €0.95. Operator: €2.75 per call

Available 24/7

☐ PACKAGE 03 Assistant Managed

A digital assistant, fully set up, managed and checked daily by us.

€49 per month + €0.95 per call, incl. monthly review

Available 24/7

☐ PACKAGE 04 Assistant Self-managed

We set up the digital assistant, after which you manage it yourself.

€39 per month + €0.95 per call

Available 24/7

Interested in an add-on? We will send you a quotation. Available with every package.

- ☐ Diary management ☐ On-call rota ☐ Integration with your system

03 Rates at a glance

PACKAGES

Operator (office hours included)	€50 per month + €2.75 per call
Combination (incl. 50 calls by the assistant)	€79 per month + €2.75 per call with an operator
Combination: calls by the assistant above 50	€0.95 per call
Assistant Managed (incl. monthly review)	€49 per month + €0.95 per call
Assistant Self-managed	€39 per month + €0.95 per call

AVAILABILITY WITH THE OPERATOR PACKAGE

Office hours + evenings until 21:00	+ €35 per month
Office hours + evenings + Saturday	+ €50 per month
24/7, including public holidays	+ €100 per month
Outside office hours only	+ €100 per month
Option: digital assistant outside the chosen hours	+ €15 per month + €0.95 per call handled by the assistant

OTHER

Direct call transfer, with announcement	€0.75 per transferred (or attempted) call
Diary management, on-call rota, integration with your system	on quotation
Joining fee	€40 one-off

Included with every package: a call report by email, in the customer portal and in the app. If you pass an instruction to us by email or phone, we charge it as one call. On public holidays our operators are only available with the 24/7 package. We invoice the subscription monthly in advance, and calls and other costs in arrears. The notice period is one calendar month. All amounts exclude 21% VAT.

04 Payment and signature

We work exclusively with direct debit. By signing, you authorise telefoonaanname.nl to debit the amounts owed monthly, and you declare that you have read and agree to the general terms and conditions (appendix, pages 4 and 5).

IBAN

Account holder

Name of signatory

Position

Signatory's email address (we will send the signed agreement here)

Date

Place

Customer signature

On behalf of telefoonaanname.nl



Edwin Smit, Managing Director

05 How we answer for you

With these details we can get started straight away. Not sure about something yet? Leave it blank: we will go through it together in the introductory call, and you can change everything later in the customer portal.

How do we answer? (for example: "Good morning, Jansen Bakery, Sanne speaking")

What does your company do, in a few sentences?

Company phone number

Website

Should we transfer calls to you?

☐ Yes, always ☐ Never ☐ Only in certain cases, namely:

How would you like to receive call reports by email?

☐ **Per contact person** each person only receives the messages meant for them (enter the email addresses in 06)

☐ **Everything to one or more fixed email addresses** all call reports go to the addresses below

Fixed email address(es) for call reports (multiple addresses possible)

06 Your contact persons

Who do we take messages for or transfer calls to? You can add more people later in the customer portal.

Gender	Name	Position	Email address	Phone number
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Anything else we should know?

APPENDIX

General terms and conditions

Our general terms and conditions have been filed with the Chamber of Commerce in Rotterdam under number 24390953 and read as follows. This English text is a translation; in the event of any discrepancy, the Dutch version prevails.

ARTICLE 1 General provision, quotations and agreements

- 1.1 These terms and conditions form part of and/or apply to all requests, agreements and offers of telefoonaanname.nl, a trade name of Telefoonaanname BV, hereinafter referred to as telefoonaanname.nl, except for requests and agreements of a special nature. The other party, hereinafter referred to as the contracting party, is the party with whom telefoonaanname.nl has entered or enters into an agreement.
- 1.2 Unless otherwise agreed in writing, all quotations from telefoonaanname.nl are without obligation. Each quotation is based on the prices applicable at the time it is issued. telefoonaanname.nl reserves the right to reasonably adjust prices stated in quotations afterwards if a general price adjustment has taken place after that time.
- 1.3 The services of telefoonaanname.nl are requested by completing and signing the form intended for that purpose, unless otherwise agreed.

ARTICLE 2 Liability of the parties

- 2.1 With the exception of mandatory statutory provisions on liability, and with due observance of the rules of public order and good faith, telefoonaanname.nl is not obliged to compensate any damage of any kind whatsoever. This applies, among other things, to business losses, damage to movable or immovable property, personal injury, etc., both for the contracting party and for third parties.
- 2.2 In the event of damage to a third party as a result of the services of telefoonaanname.nl, or of a person or object for which telefoonaanname.nl is liable, the contracting party, whether or not acting in the course of its profession or business, is obliged to compensate this damage, unless the damage is expressly due to intent or gross negligence on the part of telefoonaanname.nl.
- 2.3 Disruptions in the business of telefoonaanname.nl that cannot be attributed to it (such as computer failures, illness, strikes, accidents, fire, late or incorrect delivery and/or services by suppliers, civil unrest, mobilisation and war, etc.) release telefoonaanname.nl from performing the agreed services, without the contracting party being able to claim any compensation for damage, costs or interest on that account.

ARTICLE 3 Costs

- 3.1 For the services of telefoonaanname.nl, the contracting party owes amounts in accordance with the established rates.
- 3.2 The records of telefoonaanname.nl are decisive in determining the amounts owed.
- 3.3 All amounts, including the amount referred to in paragraph 1, are exclusive of VAT and other levies, unless stated otherwise.

ARTICLE 4 Payment terms

- 4.1 The amounts owed are invoiced monthly by telefoonaanname.nl and are debited monthly from the contracting party's bank account on the basis of a direct debit mandate, unless otherwise agreed.
- 4.2 The subscription fees owed are invoiced monthly in advance. All other costs are invoiced monthly in arrears on the basis of actual usage.
- 4.3 Invoices must be paid within fourteen days. An invoice has been paid at the moment the amount owed has been credited to the bank account designated by telefoonaanname.nl.
- 4.4 The contracting party is in default without any notice of default being required if invoices have not been paid within fourteen days, and from that moment statutory interest is payable on the overdue amount. telefoonaanname.nl may also charge administration costs.
- 4.5 telefoonaanname.nl has the right to suspend its services in whole or in part until overdue payments by the contracting party have been paid in full.
- 4.6 telefoonaanname.nl is entitled to terminate the agreement unilaterally, in whole or in part, if the contracting party has not met its payment obligation within the stated payment term after a reminder.
- 4.7 All costs incurred by telefoonaanname.nl in enforcing its rights against the contracting party, including extrajudicial and judicial costs, costs of legal assistance, etc., are for the account of the contracting party.
- 4.8 During the period in which the services are suspended, the contracting party's obligation to pay the fees referred to in article 3 remains in force.

ARTICLE 5 Nature of the agreement and termination

- 5.1 An agreement is entered into for an indefinite period, unless otherwise agreed in writing.
- 5.2 If the contracting party terminates the agreement, a notice period of one full calendar month applies.
- 5.3 During the notice period, the contracting party's obligation to pay the fees referred to in article 3 remains in force.

- 5.4 Without prejudice to the right of telefoonaanname.nl to suspend its services, telefoonaanname.nl may terminate the agreement with immediate effect if the contracting party does not comply with the general terms and conditions and other agreed obligations. telefoonaanname.nl may also exercise this right if there are actual or suspected actions by the contracting party that conflict with generally accepted standards, values and rules of decency, as judged by telefoonaanname.nl.
- 5.5 Without the written consent of telefoonaanname.nl, the rights and obligations of the contracting party arising from the agreement with telefoonaanname.nl cannot be transferred to third parties.

ARTICLE 6 Confidentiality

- 6.1 telefoonaanname.nl and its employees undertake to keep confidential, in whatever form, all confidential information of the contracting party obtained in the course of the services provided by telefoonaanname.nl.

ARTICLE 7 Changes

- 7.1 telefoonaanname.nl may change the general terms and conditions and rates, including with regard to existing agreements. Changes take effect fourteen days after written notification, unless a later date is stated.
- 7.2 The contracting party may terminate the agreement if it does not agree with a change. In that case, notice must be given in writing before the date on which the change takes effect. After this date, the normal notice period referred to in article 5 applies.

ARTICLE 8 Disputes

- 8.1 All agreements are governed by Dutch law. Disputes and complaints will in principle be resolved by mutual consultation. If this proves impossible or does not lead to the desired result, the dispute will be submitted to the competent court in Rotterdam.