



Telephone On Hold Services
Est. 1990

**Telephone On Hold Message Service
Single Site Price List**
(Please note that multi-site discounts may apply)

PACKAGE OPTIONS

Package 1 1 Production per year

\$67 per month plus GST (fully inclusive)

Terms: four equal payments payable quarterly in advance. **\$800 plus GST per annum** (12 month contract).

Package 2 2 Productions per year

\$96 per month plus GST (fully inclusive)

Terms: four equal payments payable quarterly in advance. **\$1150 plus GST per annum** (12 month contract).

Package 4 4 Productions per year

\$117 per month plus GST (fully inclusive)

Terms: four equal payments payable quarterly in advance. **\$1400 plus GST per annum** (12 month contract).

Package 6 6 Productions per year

\$150 per month plus GST (fully inclusive)

Terms: four equal payments payable quarterly in advance. **\$1800 plus GST per annum** (12 month contract).

Package 12 12 Productions per year

\$208 per month plus GST (fully inclusive)

Terms: four equal payments payable quarterly in advance. **\$2500 plus GST per annum** (12 month contract).

PACKAGE FEATURES

Programming* & installation, rental of digital equipment & associated accessories, service & maintenance, update reminders (via email/fax), script writing, voicing, music (copyright inclusive, no APRA fee payable), production & update delivery.

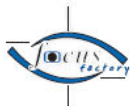
- Male & female voiceovers
- 8 messages per production
- Messages have a duration of approximately 30 seconds each

PRICE GUARANTEE

We guarantee that your package price will not increase for the lifetime of your service.

*Programming costs covered up to \$120. Phone system hardware & software not included.

Direct credit facilities available – [No credit card payments](#)



visual production



jingle production

VOICEFARM

voiceover production



website voicing



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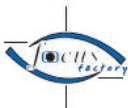
RECOMMENDED GUIDELINES FOR ON HOLD SCRIPTS

- * Up to 8 messages per production
- * 40-70 words per message
- * 10-25 second music breaks

Messages can include information such as:

- New and current service and/or equipment
- New administration changes
- Change of address
- 24 hour service information
- Trading hours and Christmas holidays
- Current and forthcoming promotions/events
- Names of key personnel
- Product usage and instructions
- Fax, mobile, email, web site, 1 800 information
- GST information
- Location, Public transport, car parking details
- Sales and Service department phone numbers

*Please note that we will re-script and format messages where necessary and a final draft will be submitted for approval by fax / email.



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Sample Scripts

Introductions to each message are automatically included on every second message during production. Eg, "Thank you for calling Adidas..." etc

adidas

adidas have great pleasure in announcing the formation of a long term partnership with Australian swimming sensation Ian Thorpe. After several weeks of reviewing the adidas full body suit and competitors products, Ian has chosen to partner with adidas because of the high level of innovation that the brand is bringing to the sport of swimming. Apart from Ian's amazing feats in the pool, adidas feels that his passion and respect for swimming perfectly fits how the adidas brand views sport.

Camberwell Electrics

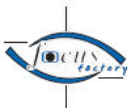
Here at Camberwell Electrics, we go the extra metre on both service and price. We also pride ourselves on the brands we choose to stock, including Fischer & Paykel, Kelvinator, Westinghouse, St George, Panasonic, Email, Hitachi, Sanyo, NEC and many more. Come in and see us soon, for not only a quality deal, but a good deal of quality.

Mitre 10

The Mitre 10 Group is the largest buyer and retailer of hardware in Australia, with over 700 stores. Our customers will pay no more for unsurpassed service through knowledgeable staff, advice, and a comprehensive range of products and related services to ensure their satisfaction in a job well done. You'll come to recognise that it's not just the low price, it's getting the right advice that really saves you money.

Nestle Peters

Sometimes success is just a matter of destiny. Like that classmate that always got straight A's. Or your best friend that married a millionaire. Or Ski Berry Delicious, the refreshing, new, fruity, frozen delight that's 98% fat free. Ski Berry Delicious has everything going for it: succulent berry pieces, tangy wildberry sorbet and a swirl of low-fat vanilla ice cream. It's 98% fat free! And with a major media campaign beginning December, it's going to be way popular. So if you want to surround yourself with success, stock up on Ski Berry Delicious today.



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Sample Scripts

PFG Australia

For high-performance agricultural machinery, from specialist tractors to all-purpose powerplants, turn to PFG Australia. PFG Australia is the Australian distributor for highly respected international brands in agricultural machinery. Brands steeped in history, and brands that represent the leading edge of farming technology. PFG Australia proudly supports these brands with dedicated, committed after-sales support and parts services. To learn more about PFG Australia, and our entire product range, ask today, or visit pfgaustralia.com.

PPM Accountants & Business Advisors

Here at PPM Accountants & Business Advisors, we maintain the philosophy that you should plan for a prosperous future, without sacrificing your standard of living now. We offer a range of financial services and strategies to help you maximise your potential wealth generation. These include tax advice, management accounting, superannuation and a complete financial planning service including income protection insurance. Ask Chris for details of how we can help you.

Sagamore Industries

Sagamore Loose Leaf is your one stop shop for custom made stationery products. From initial brief to final outcome, our experienced staff will take care of everything. One of our main strengths is our pre press area. We can take your artwork and turn it into film, or help you create your own design. Artwork can be supplied on disk in either IBM or Mac format, or can be transmitted electronically. Ask our artroom for details of the vast range of software packages we have available.

Sails On The Bay

What better place to have your next function than Sails On The Bay? Guests will delight in our modern menu while enjoying the picturesque views of the bay. Add to this our extensive award winning wine list and professional service. Be sure to ask us about our exclusive party bookings today.



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The Image Team

- **Directors:** Paul Williams, Nigel Ross
- **Operations Manager:** Chris Pantzikis
- **Business Development Manager:** Magalie Smith
- **Sales:** Paul Williams, Magalie Smith
- **Copywriters/Account Managers:** Mike Katsieris, Anna Wessel
- **Accounts:** Kathy Williams
- **Administration Manager:** Melanie Schlepp
- **Audio Producers:** Nigel Ross, Matthew Dolman, Renzo Beltrame, Dav Byrne
- **Radio Commercial Copywriter:** Chris Elliot
- **Radio Commercial Production Manager:** Matthew Dolman
- **Radio Producer/Engineer:** Fallon Williams
- **Jingle Production Manager:** Chris Gates
- **Jingle Sales Consultant:** Mark West
- **Musical Director:** Steve Lincoln-Smith
- **Visual Production Producers:** Renzo Beltrame, Tim Heydon
- **Telecommunications Training & Etiquette:** Jillian Leader
- **IT Development and Support:** Allan Michelmore
- **Service & Installation:** Bob Minton
- **Telecommunications Technical Support:** Peter Stinten

Voice-over Talent

Nigel Ross	Kevin Hillier	Craig Huggins	Margaret Bell
Mark Hyland	Matt Morris	Kate Economou	Mairead Curren
Katie Hall			

Image Client Referrals

ADIDAS

Ph: (03) 9263 5299
Contact: Michelle Harris

CAMBERWELL ELECTRICS

Ph: (03) 9809 2222
Contact: Hans Vanderstadt

CITY OF GREATER GEELONG

Ph: (03) 5227 0740
Contact: Kaycee Randall

COLLINS SIMMS

Ph: (03) 9819 2233
Contact: Laurie Herring

MITRE 10

Ph: (03) 9703 4200
Contact: Barrie Hondow

NESTLE PETERS

Ph: (03) 9565 7777
Contact: Desiree Hughes

PFG AUSTRALIA

Ph: (03) 9368 8820
Contact: Karl Gawlik

PPM ACCOUNTANTS

Ph: (03) 9458 5404
Contact: Brett Purchase

RUYTON GIRLS' SCHOOL

Ph: (03) 9819 2422
Contact: Elizabeth Perini

SAGAMORE INDUSTRIES

Ph: (03) 9786 4399
Contact: Tim Checken

SAILS ON THE BAY

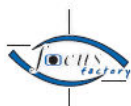
Ph: (03) 9525 6933
Contact: Monica Fuller

REGAL MARINE

Ph: (03) 9874 4624
Contact: Peter Kent

WARRANTYTE FULLIFE PHARMACY

Ph: (03) 9844 2029
Contact: Chris Farmakis



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Other Services

Focus Factory

For many years, Image On Line has offered professional video-production services for television, sales, training and interactive media. Now, these services come under the banner of Focus Factory, a division of the Image On Line group.

Video has a unique way of capturing attention, and communicating important information with creativity and clarity. It's now more accessible than ever before. The Focus Factory team has extensive experience in metropolitan and regional television, with commercial networks and the ABC; and in interactive media. That's backed up by the creative expertise offered by Image On Line - fast becoming a sophisticated electronic advertising group. For more information contact the Focus Factory team on 03 9417 9876.

Jinglehouse

Part of the Image On Line group, Jingle House is highly respected in Australia and overseas for producing jingles that sound fresh and unique. Jingle House also provides radio IDs for radio stations, including the Australian Radio Network. Jingle House is now in demand in the United States, the world's most competitive radio market. With a dedicated sales team based in America, this demand underlines the international appeal and world-class standards of Jingle House productions. For more information visit www.jinglehouse.com.au or phone 03 9417 9889.

Voicefarm

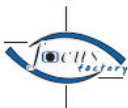
Image On Line has established Voicefarm, a dedicated creative, voicing and production unit for radio commercials. Voicefarm produces over 200 radio commercials a week for both Image On Line customers as well as for the Macquarie Regional Radio Networks, DMG Radio Network and Melbourne's SEN 1116.

Talk to one of our sales team, or your Image On Line Account Manager, about advertising on the radio. We provide all the creative and production expertise, as well as media buying assistance and strategic advice, all at very competitive rates. For further information visit www.voicefarm.com.au or phone 03 9417 9888.

Webvoice

Webvoice is the latest addition to Image On Line's comprehensive audio production services. This innovative, cutting edge program takes audio streaming technology to the next level, allowing you to add voicing to your website with no delays or buffering.

Whether you want to tell your clients more about your products and services, direct them to points of interest on your site, or simply welcome them to your homepage, Webvoice will enhance your website and create a more professional image.



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Give your website the dimension of sound with



Webvoice is a new, cutting edge program that takes website voicing capabilities to the next level.

Unlike audio streaming technologies of the past, Webvoice will not cause any frustrating delays or buffering, allowing you to grab the attention of visitors to your site - instantly and effectively.

One of our copywriters will consult with you to discuss your individual scripting needs and Webvoice could be up and running on your site within a week - it's that easy! We'll simply send you a code for your web developer to upload. Visitors to your site will then start hearing information the moment they click on your website.

Webvoice offers a full service including:

- script writing**
- a selection of Australia's top voicing talent**
- production**
- uploading and hosting***

We'll set up your home page from just \$350, with additional pages at a reduced rate of \$250. Future updates on any page are just \$150.

*A hosting fee of \$50 per player per annum applies.
All figures quoted are subject to GST.

To have a listen click on the link below:

**www.webvoice.com.au
or call 03 9417 7644**

**Exclusive
Offer**

Webvoice - A division of Image On Line Pty Ltd.
1st Floor, 104 Johnston Street, Fitzroy Vic 3065.

