



CEI Communication • Engineering • Implementation



*“Having used the **CEI Message On-Hold production services** for 7+ years, we obviously are very confident of the **quality and professionalism** of the end product. The **talent** available to us is **topnotch**, and the execution of the production is **accommodating and efficient**. Our needs are always met, and our participating vendors are always **satisfied** with their recorded script. That’s what keeps us coming back **time after time.**”*

Dick Roe
Sr. VP Administration
Atlanta Foods International

On-Hold Messaging

What CEI Offers You with Messaging On Hold

- **Messaging Hardware & Installation Services**—
Your choice of CD, USB Flash Drive or Remote Load messaging hardware
- **Script Writing**—tailored to your company’s needs
- **Professional Voice Talent**—male, female, several languages
- **Regular Message Updates**
- **Great Variety of Licensed Music**
- **Messaging Quality Checks**
- **Technical Support & Customer Service**



If your callers:

- Hear no music when on hold
- Hear the local radio station
- Or hear an old message that you have not updated for over a year...

... then your business needs
CEI's On Hold Messaging



On-Hold Messaging

- It is **10 times less expensive** to sell additional products and services to your existing clientele than it is to attract new clients.
- 20% of callers have made purchases **based on information they heard while on hold.**
- The average executive spends an average of 15 minutes per day (or 60 hours per year) on hold. **You have a captive audience with On-Hold Messaging.**
- Callers with silence on hold will abandon their calls in less than one minute; 90% hang up within 40 seconds. **We cater your advertising message directly to your callers.**
- We can update your message as frequently as you like, **to maximize customer awareness of your seasonal needs or special promotions.**

Price List

Pricing based on USB Flash Drive or CD.

Production	Monthly	or Yearly
1 Message	\$37	\$390
2 Messages	\$45	\$490
4 Messages	\$67	\$750
You decide which months you want to change your message.		
12 Messages	\$115	\$1,300

Annual renewable contract available.
1-Year minimum contract required.

Ask about our pricing for multiple locations and extended contracts.

One-Time Set Up Fee

for USB Flash Drive	\$200
for CD Unit	\$255

Price includes creation of script, voice talent and music selection.
Equipment Made in the USA.

Does not include custom telephone system programming if required.

*"Our center has ever-changing specifications and CEI has always been **quick to respond** and assist us to meet our deadlines. **Very professional and efficient services.**"*

Hubert Wong

Telecommunications Administrator
Warranty Company of Canada (WCC)
300 Leo-Parizeau, Suite 1700 Montreal,
Quebec H2X 4B3 Canada

Communications & Entertainment, Inc.

1820 Briarwood Industrial Court, N.E.
Atlanta, GA 30329

Phone: 404-248-9991
800-464-8197

Fax: 404-248-9992

E-mail: cherylsklar@ceiav.com

www.ceiav.com



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