

## **The Quantum Promise**

You deserve more than business-as-usual approaches. You deserve peace of mind, especially when you entrust us to handle your outbound telemarketing demands. Not with some vague guarantees, but with specific performance-based parameters, customized to your needs. We promise you we will get it right, or we'll return your money. No excuses. It really is that simple. We do this in several ways:

### **The Quantum "No Mysteries" Promise**

You will know what is happening at every step, even in the very beginning. From our very first meeting, we'll begin working with you to determine your needs. This will determine the basis of our performance commitments to you. We believe having a fully informed customer, and clear-cut figures to work with, is the only way to do business. If at any point we don't think we can meet or better your current costs, we'll tell you so, right up front. No Mysteries.

### **The Quantum "48-Hour Launch" Promise**

When we take you and your company on as a new client, we go into high gear. We will have your program up and running within 48 hours. Our staff will be prepared to make your calls and your customized report modules will be ready to provide you up-to-the-minute results online. If we are unable to get your program launched within 48-hours, for any reason related to our performance, your setup fees are completely waived, with no obligation to continue.

### **The Quantum "Two-Week Performance" Promise**

After your successful 48-hour start-up period, we Promise we will meet or surpass the agreed-upon number of calls within the first two weeks, or our services cost you nothing.

### **The Quantum "Higher Standard" Promise**

We Promise to have the best-trained, professional staff available to work on your campaign, and to always provide a "higher standard" customer contact. We commit to ongoing training for our staff and regular analysis of our performance. We will listen to you and work with you to find better approaches and ideas to continuously make your campaigns more effective. We are constantly striving to find the most cutting-edge systems to help you maximize your time.

We further promise to provide you with regular and accurate feedback on your campaign; to consistently monitor and quality check our callers using the latest voice recording technology; and to give you the opportunity to monitor our callers yourself live, or with regular quality updates via CD-ROM or MP3 format.

**The Quantum Promises. We'll get it right or it costs you nothing.**