

**Live Rollover**™

INSOMNIAC Live! Sales Agents will answer calls for your facility when the manager is not available. When the facility line is busy, or if there is no answer, calls will forward to INSOMNIAC Live! Our sales agents will be presented with the call and our internal application with your facility's information will appear on their screen. Our Sale Agents will have all of the details about your facility at their fingertips. Our application will also display real-time inventory and pricing through our interface with the property management software (PMS) used at your facility.

**Benefits**

<b>No Call Goes Unanswered</b>	Whether your facility manager is helping a customer across the counter, showing a unit, at the bank, or out marketing your facility, your phone calls will be answered by self storage sales professional.	Your marketing efforts to get the phone to ring will be protected. A missed call is lost revenue.
<b>Increase Occupancy</b>	Our sales agents are trained to "close the deal."	Our technology allows us to secure a reservation or rental with credit card. Getting you more tenants and increasing your occupancy.
<b>Boost Cash Flow</b>	Our services allow you to offer your customers the option to pay over the phone.	Our sales agents can process payments instantly while we have the customer on the phone. Payment is reflected directly in your PMS.
<b>Enhance Customer Experience</b>	Customers, quite simply, want to talk to live person who is friendly, helpful, and knowledgeable. They also want to have their questions addressed. Our sales agents have the training and information on your facility to provide excellent customer service and process payments on the spot.	Customers will be able to speak to a person the first time that they call. Since everyone hates having to be placed on hold or told to call back, the use of Live! Rollover service could greatly increase the satisfaction of clients.

**Expanded Office Hours**

	Sun	Mon	Tues	Wed	Thurs	Fri	Sat
8:00		8 a.m. to 10 p.m. (EST)	8 a.m. to 10 p.m. (EST)	8 a.m. to 10 p.m. (EST)	8 a.m. to 10 p.m. (EST)	8 a.m. to 10 p.m. (EST)	8 a.m. to 9 p.m. (EST)
9:00							
10:00							
11:00							
12:00	10 a.m. to 6 p.m. (EST)						
13:00							
14:00							
15:00							
16:00							
17:00							
18:00							
19:00							
20:00							
21:00							
22:00							

INSOMNIAC Live! will be closed on: Thanksgiving Day, Christmas Day and New Year's Day  
 INSOMNIAC LIVE! will be closed up to a ½ day: 4<sup>th</sup> of July, Thanksgiving Eve, Christmas Eve, New Years Eve, and we may limit operating hours on other days not stated herein, base upon call volume. Customers will be notified of any changes.

<b>Reduce Operating Expenses</b>	Let our staff be your part-time employee to answer those calls. Reduce staff hours and eliminate overtime by being assured your calls are being answered by a self storage professional.
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## Setup, Training and Customization



<b>Leverage Marketing Efforts</b>	Utilizing our services will leverage the marketing dollars you spend to get the phone to ring. Secure your marketing efforts and ensure your phones are answered by a self storage professional. Turning your marketing opportunities to rentals.
<b>Expand Emergency Preparedness</b>	We will answer your calls when your staff can not physically make it to the office due to a natural disaster or if you're if your phone lines go down. We will not only secure rentals but will also inform your customers of pertinent information during a crisis.
<b>Improve Efficiency</b>	Your company is able to service more customers at any given time utilizing our services. Your onsite management can complete a task and stay focused when the phone rings. Our services can free up valuable time allowing you to focus on marketing and advertising, thus improve sales and meeting your goals.

## Terms

- Notifications of calls processed by INSOMNIAC Live! will be emailed as designated by customer. The recorded call will be an attachment to the call notification email.
- Customer agrees to contact INSOMNIAC Live! regarding promotions, specials or significant changes or announcements that the INSOMNIAC Live! agents should know about while speaking to customers of the facilities serviced. Customer agrees to give INSOMNIAC Live! at least a three-day (3) notice before these items are announced or become effective.
- INSOMNIAC Live! will provide customer monthly reports to track and measure performance
- The Multi-Facility Savings (if applicable) may discontinue if company's facility average number of calls exceeds 40 calls per week
- INSOMNIAC Live! will setup the facility's calls to rollover to a unique toll number if there is no answer after three rings or if the facility line(s) is bus

## Pricing

Starting at \$379.00 per facility  
Multi-Facility Savings Available

**Flat-rate. No hidden fees for reservations, converted rental opportunities or payments.**