

Kelley's Tele-Communications, Inc
8121 W Grandridge Blvd Ste C
Kennewick, WA 99336
509-735-0404
800-533-2741
Kelleystc.com
Julie@kelleystc.com



Kelley's knows how important your free time is. For over **47 years** we have been partnering with businesses to handle calls & customers so you can enjoy time off!

Offering Live & Automated Services

At a Glance:

Duns #:
040171936

CAGE #:
0JTH4

NAICS Codes:
Primary:
561421
Answering Service
Voicemail Service
517210
Paging Service
Wireless Internet
Secondary:
517410
Satellite Reseller
517911
Telephone Comm. Reseller

Small Business

Accepting:
Visa
Mastercard
American Express

Telephone Answering Service

- **24/7 Answering Service**
Before, During ,After Hours &/or Holidays we handle your calls. Transfer your phones to Kelley's at your discretion!
- **Bilingual Spanish/English**
Our Bilingual agents provide a superior customer service experience.
- **Virtual & Remote Receptionist Services**
Why Hire a receptionist when Kelley's agents can route callers to your local and remote staff?
- **Overflow**
Need Help answering calls on busy days? When your receptionist is sick? Don't miss another call!
- **Absence Management**
Need a 3rd Party to track employee absenteeism & return to works?
- **Appointment Scheduling**
Our agents can take the originating call, schedule an appointment and immediately notify you.
- **Live Answering Service Integration with Voicemail**
Need a combination of Live Answering service and Automated Services? We offer both!



Voicemail Services

- **Basic & Enhanced Features, Password Protected, Confidential**
We can create simple to complex structures per request. Calendar Options, Email Delivery, Multiple Greetings
- **Fax Integration**
Mailboxes can be configured to receive faxes that will then be emailed as a pdf.
- **Single & Multiuser Modes**
Individual systems , Multiple systems and Customized Configurations
- **Transfer Features**
Callers can be connected to your personal devise announced or unannounced giving you privacy.
- **Auto Attendant Call Routing**
Pre-Recorded Scripts routes callers to requested contacts
- **Voicemail Integration with Live Answering Service**

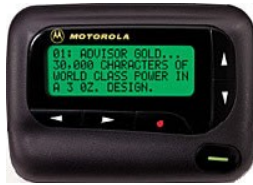


Statement of Capabilities

Kelley's Tele-Communications, Inc

Paging Service

- Regional
- Numeric & Alpha Numeric
- Greetings & Voicemail



Cable & Satellite Services

- Retailers for Dish, DIRECTV, and Charter.
- Commercial and Residential



Region, Business Background & Experience

Kelley's Tele-Communications, Inc has been family owned and operated since 1968.

Kelley's has expanded from a local business servicing Southeastern/Central Washington and Northeastern Oregon to now offering **Nationwide Service**.

Our product lines are diversified from Answering Service, Paging, Satellite Services, to Internet and Phone Services.

For 46 years Kelley's has committed to training our staff on professionalism and accuracy. Creating a positive customer experience is integral to our business structure.

Customers

- Lockheed Martin
- US Army Corps of Engineers
- US Transuranium Registry
- State of Washington Dept of Fish and Wildlife
- State of Washington Dept of Transportation
- Yakima County
- Walla Walla County
- City of Richland
- City of Pasco
- City of Kennewick
- City of West Richland
- Franklin PUD
- Big Bend Electric
- Providence

Proudly Members of the following Organizations!



Kelley's Tele-Communications, Inc
8121 W Grandridge Blvd Ste C
Kennewick, WA 99336
509-735-0404
800-533-2741
Kelleystc.com
Julie@kelleystc.com

