

24/7 After Hours Support Call Pricing for Travel Leaders

Services Provided:

- Domestic 800 Toll Free Number
 - An Upgraded 800 Toll Free Number Can Be Provided for International Calls
- Emailed Itineraries (through your workflow)
- Service Processing
- Ability to access to call reports, providing call transaction details
- Custom Phone Greetings – Default is “Travel Leaders”
- No Charge Referral Calls
- VIP Call Services
- Call reports
- No Monthly Costs or Minimums
- Competitive pricing and volume discounts
- Customized solutions

Calls Per Month	1-250	251-500	500+
One-time Set-up Fee (per location)	\$0	\$0	\$0
Monthly Membership Fees			
Main Location	\$0	\$0	\$0
Branch Location*	\$0	\$0	\$0
GDS System Fees	\$30	\$30	\$30
Queue Monitoring Access (up to 5)	\$30 - Waived	Waived	Waived
Custom Call Greeting	\$30	\$30	\$30
Transaction Fees			
Phone Calls** (including Domestic & International fares)	\$15	\$14	\$13
International Phone Call Surcharge	\$15	\$15	\$15
Referral Calls*****	\$0	\$0	\$0
PNR Modification Fees***** (Includes prepaids, exchanges, MCO's, added services, etc)	\$9	\$9	\$9
Non-ticketed PNR Queue Monitoring	\$3.00/PNR	\$3.00/PNR	\$3.00/PNR
Additional Optional Services			
Proactive FlightStat Monitoring, Mobile Notifications and Waiver Management Fees			
One-Time Set-up Fee	\$250	\$250	\$250
Access Fee/PNR	\$0.20	\$0.20	\$0.20
Proactive Phone Call to Passenger	\$12	\$12	\$12

VIP Call Answering			
VIP Call Service with Priority Placement (additional surcharge to per call fee)	\$12	\$12	\$12

Mobile App Fee's			
One-Time Custom Branding Fee (multi-platform) – 1 Agent Login	\$3,000	\$3,000	\$3,000
Monthly Access & Maintenance Fee per month	\$99	\$99	\$99
Additional Agent Login per Month	\$25	\$25	\$25
Chat Engaged by Your Agents	\$0	\$0	\$0
Chat Engaged by After Hours Agent	Same As Call Pricing	Same As Call Pricing	Same As Call Pricing

Definitions from pricing chart:

* A Branch Location is defined as a travel agency operation with a pseudo city code different from that of the main location.

** A call is defined as a call taken by one of our agents whereby the caller requests information that may or may not result in the creation, review or change to a PNR. If a call results in Greaves creating, reviewing or changing multiple PNRs during the same call, each PNR reviewed or created is considered a billable call transaction. This applies for both domestic and international bookings.

**** Referral Calls - during agency business hours, unless otherwise instructed, calls are rerouted back to the agency.

***** PNR Modifications include E-Tickets or Ticket-Less Tickets, adding services, reissues, voids, etc.

Payment Method: TL24 accepts monthly payment via ACH debiting of your agency's checking account. The Agency will receive an invoice from TL24 between the 1st and 5th of each month and then will be debited on the 10th of each month for the previous month's expenditures.