

# Checks-By-Phone | Recording Services Addendum

Hosted Recording Services are offered as one cost effective solution available to comply with NACHA's (National Automated Clearing House Association) rules and regulations associated with obtaining a customer's clear and unambiguous verbal authorization to process a Checks-By-Phone payment.

Merchant Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Contact's Phone Number: \_\_\_\_\_

## Standard Package: 3-Way Call Recording for Checks by Phone Service

### Merchant's 3-Way Calling Capabilities

(Please select one based on Merchant's telephone capabilities to insure that recording service options are set up appropriately):

**Merchant's phone system has 3-way call capabilities.** Preferred method: Merchants with 3-way calling options present on their current phone system will dial the recording service with the customer already on the line to complete the transaction authorization process.

**Merchant's phone system does not have 3-way call capabilities.** Merchants without 3-way calling options on their current phone system will dial the recording service and will then be provided a 3-way call connection to bring customer on the line.

**Recording Fees:** If merchant desires custom recording services other than the standard 3-Way Call Recording option, set up costs will be assessed at an amount determined by Calibus, Inc. based upon services desired.

\$0.30 Per Minute

\$25.00 Monthly Recording Service Fee

Set Up Fee (Waived! Normally \$99.00)

**Merchant Recording Service ID Number & Merchant Call Retrieval Information:** provided upon application approval and set up completion.

**Merchant desires recording services not offered on this form:** This box should only be checked if merchant desires customized recording services beyond the standard package offering detailed above. If selecting this option, do not select one of the options listed in the Merchant 3-way Calling Capabilities section. Processor shall coordinate additional services between Merchant and Calibus, Inc. Additional set up charges will apply.

## Merchant Acceptance

This Agreement includes all of the Terms and Conditions stated on this document and on the front and back of the corresponding Checks by Phone Service Agreement. This Agreement has been executed on behalf of and by the authorized management of each party as of the date below. GETI has contracted with Calibus, Inc., GETI's preferred vendor for recording services, to provide recording services for the purpose of obtaining Customer's verbal authorization to process a Check by Phone transaction and Merchant wishes to utilize such recording services to obtain recorded customer's verbal authorization to process a one time Check by Phone payment. Each Check by Phone payment requires a separate recorded authorization to be valid. Merchant agrees that GETI will bill Merchant for use of the recording service. Payment will be debited monthly via ACH to Merchant's bank account provided with the Check by Phone Service Agreement (or Merchant's most recent bank account on file). Usage Fees will be charged at a rate of \$0.30 per minute and a \$25.00 Monthly Recording Service Fee will be assessed. Both GETI and Merchant shall have access to all recorded calls processed under this agreement. All recorded authorizations must be saved for no less than 2 years and Merchant is not authorized to delete any recordings captured under this agreement. GETI shall assign each Merchant location a Merchant Recording ID upon approval of the Checks-By-Phone Service Agreement and the associated set up completion. Merchant shall correctly enter the Merchant Recording ID number when each call recording begins. Merchant shall be provided a Call Sequence ID Number upon initiation of the call via automated response. The Call Sequence ID Number must be correctly entered in the Checks-By-Phone Gateway before the transaction is submitted to GETI for processing. Merchant is responsible for the accurate entry of the Merchant Recording ID and the Call Sequence ID numbers. Inaccurate entries may result in delayed funding and will remove guarantee coverage, if applicable.

\_\_\_\_\_  
Name (Please Print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date