



# The ultimate guide to choosing your perfect Moneypenny answering plan



## 1. Choose your service type ———

The first step is deciding how you'd like your calls handled:

### Phone Answering ↙

A warm, personal touch where your callers are greeted and cared for by real receptionists.

### AI Voice Agent ↙

Fast, always-on call handling with natural, human-like conversation – includes option to transfer to a real Moneypenny Receptionist.

Unsure where to start? Pick the option that feels right for now – it's easy to adjust or add escalation later.

## 2. Understand your call volume ———

How many calls do you get every month? Here are just some of our plans to get you thinking:

### Small but mighty

#### 15 calls per month

Just starting out? Our 50-minute people answering plan covers the essentials for solopreneurs or small teams.

### Steady growth

#### 100+ calls per month

Getting busier? Our 100-minute plans keep things running smoothly without overspending.

### Running fast

#### 250+ calls per month

Phones ringing nonstop? Our 500-minute plans ensure you never miss a call while scaling.

## 3. Think about your required service hours ———

The beauty of using an answering service is that you can flex and scale the support when you need it most.

Do you get a lot of calls at certain times of the day? Maybe during lunch, after hours, or weekends? If so, it's a good idea to plan for these peak times.

If you're juggling customers at all hours, you'll want a plan with 24/7 service. Our plans include this no matter which one you choose. You'll never miss a call, even when you're off the clock!

## 4. Identify the right features for your needs —

It's important to choose the features that matter most to your business. Here are some of our most popular:

### Phone answering features

#### Phone answering & message taking

A friendly voice to take down important details.

#### Call forwarding

Making sure urgent calls get to you quickly.

#### Appointment scheduling & CRM integration

Keeping everything organized without lifting a finger.

### AI answering features

#### Custom call flows

Handle calls your way with tailored flows and routing.

#### Flexible voice options

Choose, clone and customize from unlimited AI voices.

#### Smart tools & insights

Use caller analytics, SMS capability and a built-in knowledge base.

## 5. Set your budget —

Nobody likes surprises – especially when it comes to bills! Money Penny offers transparent pricing, across a range of plans, meaning no hidden fees or mystery charges.

#### Phone Answering



Starts at \$165/month

(designed for businesses looking for a more integrated solution)

#### AI Answering



Starts at \$99/month

(with a one-time setup fee and optional transfer to a live receptionist at \$1.99 per minute)

### Your next move

Now that you know how to choose the right plan, all that's left is to start the conversation! Whether you need help deciding or want to get started, we're just a call or click away.

866.766.5050

[moneypenny.com](https://moneypenny.com)