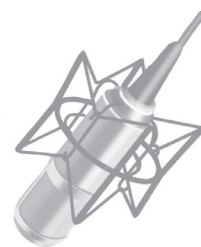




Telephone Prompts Kit

for on hold messages
and IVR (interactive voice
response) systems.





Introduction

The on hold messages and IVR prompts kit has been created to satisfy the needs of businesses that require a cost effective solution to their telephone system.

The prompts kit gives you the flexibility to manipulate and adapt the audio files to suit your individual needs.

Contents

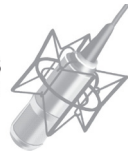
Page

3. 01a hold thank you for.
4. 01b hold and continue to hold.
5. 01c hold screening.
02 direction.
6. 03 departments.
04 volume calls – call-back.
7. 05 seasons.
06 months.
07 days of month.
08 days of week.
09 time hours in day.
8. 10 transferred.
11 closed.
12 closed holidays.
9. 13 leave a message.
14 press followed by the hash key.
10. 15 press / number.
16 switchboard.
17 fax.
18 sale / offers.
19 holidays.
11. 20 Bank Holiday (*with background music*).
21 Christmas Holiday (*with background music*).
12. 22 Easter Holiday (*with background music*).
23 Generic On Hold Messages (*with background music*).
13. **Resources.**
Music backgrounds – royalty free and licensed.
Audio software packages.
Copyright.



01a hold thank you for

- 1001a** Please hold the line and we will connect you.
- 1002a** Please hold the line while we try to connect you.
- 1003a** Please hold the line.
- 1004a** Please hold.
- 1005a** Thank you for your call. Please stay on the line while we connect you to the next available agent.
- 1006a** Thank you for calling. We appreciate your call and we will be with you shortly.
- 1007a** Please have your account number available for our representatives.
- 1008a** Please stay on the line to be connected to an agent.
- 1009a** Please hold to be connected to a representative.
- 1010a** Please hold the line and one of our staff members will be with you in a moment.
- 1011a** Thank you for holding. The next available representative will be with you momentarily.
- 1012a** Thank you, please stay on the line while we connect you.
- 1013a** Please stay on the line and one of our members of staff will be with you shortly.
- 1014a** Please stay on the line and one of our members of staff will be with you in a moment.
- 1015a** Thank you for holding. The next representative will be with you momentarily.
- 1016a** Thank you for your call. Please stay on the line while we connect you to the next available agent. Please hold.
- 1017a** Thank you for calling. We appreciate your call and we will be with you as soon as possible.
- 1018a** Thank you for calling. We appreciate your call and will be with you shortly.
- 1019a** Please stay on the line, one of our advisors will be with you shortly.
- 1020a** Please stay on the line, one of our team will be with you as soon as possible.
- 1021a** Thank you for your call. Please stay on the line while we connect you to the next available agent.
- 1022a** Thank you for your calling. We appreciate your call and will be with you shortly.
- 1023a** Welcome. Thanks for calling. Your call is in a queue and will be answered as soon as possible.
- 1024a** Welcome. Thanks for calling. Your call is in a queue and will be answered shortly.
- 1025a** Thanks for holding. We appreciate your business and we're really sorry to keep you waiting. Please continue to hold, someone will be with you shortly.
- 1026a** Thank you for holding. We appreciate your business and we're really sorry to keep you waiting. Please continue to hold, someone will be with you shortly.
- 1027a** Thank you for calling. We would like the opportunity to speak to you, so please hold the line and a member of the team will be with you shortly.
- 1028a** Thank you for holding. We will answer your call shortly.
- 1029a** Thank you for calling. We know you are holding and appreciate your call. Please hold and we will answer your call as soon as possible.
- 1030a** Thank you for calling. We know you are holding and appreciate your call.
- 1031a** Please hold and we will be with you shortly.
- 1032a** Thank you for calling. All our advisers are currently engaged. Please hold and we will be with your shortly.
- 1033a** Thank you for calling. Please hold and we will be with you as soon as possible.
- 1034a** Thank you for calling. Please hold and we will be with your shortly.



1035a Thank you for calling. All our lines are busy at the moment. Please hold and we will be with you shortly.

1036a Thank you for calling. All our lines are busy at the moment. Please hold and we will be with you as soon as possible.

1037a Thank you for calling. Your call will be answered as soon as possible.

1038a Thank you for calling. Your call will be answered shortly.

1039a Thank you for calling. Your call is in a queue and will be answered shortly.

1040a Thank you for holding. We will be with you as soon as possible.

01b hold and continue to hold

1001b Thank you for continuing to hold. Your call remains important to us and someone will be with you in just a minute.

1002b Thank you for continuing to hold. Our staff know you are waiting and will be with you shortly.

1003b Thanks for continuing to hold. Our staff know you are waiting and will be with you as soon as possible.

1004b Sorry to keep you waiting.

1005b Sorry to keep you waiting. One of our advisers will be with you shortly.

1006b Sorry to keep you waiting. One of our advisers will be with you as soon as possible.

1007b Thank you for holding. We know you are waiting and will attend to your call as soon as possible.

1008b Thank you for holding. We know you are waiting and will attend to your call shortly.

1009b Thank you for holding. We know you are waiting and will attend to your call as soon as we can.

1010b Thanks for holding. We'd love to talk to you, so please hold the line and we will be with you shortly.

1011b We appreciate your patience as we assist another valued caller. Our staff are working hard to return to the line as promptly as possible.

1012b Thank you for holding. Your call is important to us. A member of our team will be with you shortly.

1013b Your call is very important to us. Please continue to hold for personal assistance.

1014b Please continue to stay on the line and we will return to your call momentarily.

1015b We're glad you called. It's customers that make our job a pleasure. We apologise for the wait and will return to assist you shortly.

1016b We appreciate your patience as we assist another valued caller. Our team is working hard to return to your call as quickly as possible.

1017b Thank you for holding. We will return to answer any questions you may have in just a moment.

1018b We hate to make you wait but we truly appreciate your patience during in this brief delay. Your call is next.

1019b Thanks for holding. Your call is important to us. A member of our team will be with you shortly.

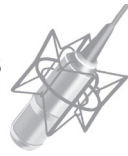
1020b Our team of friendly experienced professionals is here for you. Whatever your needs, we appreciate this opportunity to assist you today. Please continue to hold for personal assistance.

1021b We appreciate your patience. Please continue to stay on the line.

1022b Thank you for holding. The next available representative will be with you momentarily.

1023b Thank you for continuing to hold. Our highly qualified members of staff are dedicated to give you the personalise care you need.

1024b Please stay on the line and one of our members of staff will be with you in a moment.



- 1025b** We appreciate your patience. Please continue to hold for our next available representative.
- 1026b** We understand how important your call is and will be back to assist you as quickly as possible.
- 1027b** Thank you for continuing to hold. Our highly qualified members of staff are dedicated to give you the personalise care you need. Please continue to hold.
- 1028b** Thank you for holding.
- 1029b** Thank you for calling. We know you are holding and appreciate your call. Please hold and we will answer your call shortly.
- 1030b** We understand how important your call is and we will assist you as quickly as possible.
- 1031b** Thank you for holding. We'd love to talk to you, so please hold the line and we will be with you as soon as possible.
- 1032b** Thanks for holding. We'd love to talk to you, so please hold the line and we will be with you as soon as possible.

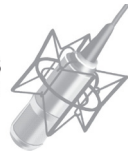
01c hold screening

- 1001c** Thank you for calling. We would like take this opportunity to thank you for your business. We apologise for putting you on hold and will be with you shortly.
- 1002c** Thank you for your call. We will be happy to address any questions you may have in just a moment.
- 1003c** Please let us know how we can best serve you when we return to the line. Whatever your needs, we are dedicated to exceeding your expectations.
- 1004c** Thank you for your patience during this brief delay. Setting the standard of professionalism in everything we do is our commitment to you. We pride ourselves in the care and attention given to our clients. We will give you the same courtesy and concern when we return to the line.

- 1005c** When you work with our experienced team, you can rest assured that you are working with the best. We are dedicated to excellence in all aspects of our business. Experience the difference for yourself and thank you for holding.f
- 1006c** Our team of experienced professionals takes great pride in the work we do. The commitment to excellence is what has allowed us to enjoy success over the years, serving customers just like you. We invite you to ask for more details when we return to your important call.
- 1007c** How can we assist you today. Our team is always looking for new ways to improve our service to our valued customers. Let us know how we can best serve you when we return to the line.
- 1008c** Thanks for holding. Personal assistance is just moments away. Don't trust your needs to just anyone, when you can work with the best. We are pleased to set the standard in the work we do. See for yourself, we'll be right with you.
- 1009c** While you wait, we'd like to take this opportunity to thank you for your business. We know you that have a choice in who you work with and we're so glad you chose us. Thanks, we think you're pretty great too, and thank you for holding.

02 direction

- 2001** Followed by the hash key.
- 2002** To access our directory.
- 2003** For our dial by name directory.
- 2004** For our company directory.
- 2005** For all other requests.
- 2006** To here our office hours and location.
- 2007** For office location and directions.
- 2008** For store hours, location and directions.
- 2009** To learn more about our products and services.
- 2010** For enquiries.



- 2011 Press the star key.
- 2012 Press the hash key.
- 2013 Stay on the line.
- 2014 Press “ ”, followed by the hash key.
- 2015 Press one, followed by the hash key.
- 2016 Press 2, followed by the hash key.

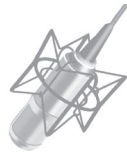
03 departments

- 3001 You have reached the accounting department. All of our representatives are currently assisting other callers. Please leave a message, name and telephone number after the tone and your call will be returned promptly.
- 3002 You have reached the administrator. Please leave a message after the tone and your call will be returned.
- 3003 You have reached the client relations department. All of our representatives are currently assisting other callers. Please leave a message after the tone and your call will be returned promptly.
- 3004 You have reached the front desk. Please leave a message and your call will be returned as soon as possible.
- 3005 You have reached the marketing department. All of our representatives are currently assisting other callers. Please leave a message after the tone and your call will be returned promptly.
- 3006 You have reached the operator. Please leave a message after the tone and your call will be returned promptly.
- 3007 You have reached the sales department. All of our representatives are currently assisting other callers. Please leave a message after the tone and your call will be returned promptly.
- 3008 You have reached the technical support. All of our agents are currently assisting other callers. Please leave a message after the tone and your call will be returned promptly.

- 3009 For administration “ ”.
- 3010 For compliance “ ”.
- 3011 For customer service “ ”.
- 3012 For the front desk “ ”.
- 3013 For the client relations department “ ”.
- 3014 For the marketing department “ ”.
- 3015 For marketing and partnerships “ ”.
- 3016 For the operator “ ”.
- 3017 For reception “ ”.
- 3018 For reservations “ ”.
- 3019 For the sales department “ ”.
- 3020 For technical support “ ”.
- 3021 For switchboard “ ”.
- 3022 For the accounting department “ ”.
- 3023 Accounts.
- 3024 Customer service.
- 3025 Marketing.
- 3026 Sales.
- 3027 Support.
- 3028 Technical support.
- 3029 For accounts press “ ”.
- 3030 For customer service press “ ”.
- 3031 For marketing press “ ”.
- 3032 For sales press “ ”.
- 3033 For support press “ ”.
- 3034 For technical support press “ ”.

04 volume calls – call-back

- 4001 We are currently experiencing a large volume of calls and it may be some time before we can take your call. We are really sorry to keep you waiting. If you'd like to receive a call-back please leave your details. Otherwise please try again later.
- 4001 We are currently experiencing a technical problem and it may be some time before we can take your call. We are really sorry to keep you waiting. If you'd like to receive a call-back please leave your details. Otherwise please try again later.



05 seasons

5001	Spring
5002	Summer
5003	Autumn
5004	Winter

7026	the 26 th
7027	the 27 th
7028	the 28 th
7029	the 29 th
7030	the 30 th
7031	the 31 st

9032	3pm
9033	3:30pm
9034	4pm
9035	4:30pm
9036	5pm
9037	5:30pm
9038	6pm
9039	6:30pm
9040	7pm
9041	7:30pm
9042	8pm
9043	8:30pm
9044	9pm
9045	9:30pm
9046	10pm
9047	10:30pm
9048	11pm
9049	11:30pm
9050	am
9051	pm

06 months

6001	January
6002	February
6003	March
6004	April
6005	May
6006	June
6007	July
6008	August
6009	September
6010	October
6011	November
6012	December

08 days of week

8001	Monday
8002	Tuesday
8003	Wednesday
8004	Thursday
8005	Friday
8006	Saturday
8007	Sunday

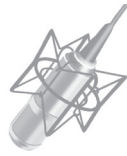
09 time hours in day

9000	Midnight
9001	12 Midnight
9002	12:30am
9003	1am
9004	1:30am
9005	2am
9006	2:30am
9007	3am
9008	3:30am
9009	4am
9010	4:30am
9011	5am
9012	5:30am
9013	6am
9014	6:30am
19015	7am
9016	7:30am
9017	8am
9018	8:30am
9019	9am
9020	9:30am
9021	10am
9022	10:30am
9023	11am
9024	11:30am
9025	Noon
9026	12 Noon
9027	12:30pm
9028	1pm
9029	1:30pm
9030	2pm
9031	2:30pm

07 days of month

7001	the 1 st
7002	the 2 nd
7003	the 3 rd
7004	the 4 th
7005	the 5 th
7006	the 6 th
7007	the 7 th
7008	the 8 th
7009	the 9 th
7010	the 10 th
7011	the 11 th
7012	the 12 th
7013	the 13 th
7014	the 14 th
7015	the 15 th
7016	the 16 th
7017	the 17 th
7018	the 18 th
7019	the 19 th
7020	the 20 th
7021	the 21 st
7022	the 22 nd
7023	the 23 rd
7024	the 24 th
7025	the 25 th





10 transferred

1001 Transferred

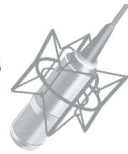
11 closed

- 1101 Unfortunately our office is now closed.
- 1102 Unfortunately our office is now closed. Please call back during normal working hours.
- 1103 Unfortunately our office is now closed. Please leave your message after the tone and we will return your call as soon as possible.
- 1104 Unfortunately our office is now closed. And we will return during normal working hours.
- 1105 Unfortunately our office is now closed. Please call back during normal working hours. Alternatively, you can visit our website and contact us through our contact us page.
- 1106 Unfortunately our office is now closed. Our opening hours are 9 to 5, Monday to Friday. If you would like to leave a message, please leave your message after the tone.
- 1107 Unfortunately our office is now closed. Our opening hours are 9am to 5pm, Monday to Friday. Please leave your message after the tone.
- 1108 Unfortunately our office is now closed. Our opening hours are 9am to 5pm, Monday to Friday. Please leave your name, telephone number and one of our team will get back to you.
- 1109 Unfortunately our office is now closed. Our opening hours are 8.30am to 5.30pm, Monday to Friday. If you would like to leave a message, please leave your message after the tone.
- 1110 Unfortunately our office is now closed. Our opening hours are 8.30am to 5.30pm, Monday to Friday. Please leave your name, telephone number and one of our team will get back to you.

- 1111 Thank you for calling, our office is currently closed. If you know your parties extension, you may enter it at any time.
- 1112 Thank you for calling. You have reached our offices after hours. Please select from the following menu options to leave a message.
- 1113 Hello. You have reached after normal business hours. Please select from the following menu options.
- 1114 Thank you for calling, our offices are currently closed. Our normal business hours are Monday to Friday, 9am to 5pm.
- 1115 If you know your parties extension, you may enter it at any time or please call back later. Thank you for calling.
- 1116 You have reached our offices after hours, please leave a message and we will return your call the next business day. Thank you.
- 1117 Thank you for calling, our offices are currently closed. Our normal business hours are Monday to Friday, 8.30am to 5pm.
- 1118 Thank you for calling, our offices are currently closed. Our normal business hours are Monday to Friday, 8.30am to 5.30pm.
- 1119 If you know your parties extension, you may enter it at any time or please call back later.

12 closed holidays

- 1201 Thank you for calling. We are currently closed for the holiday. Please leave a message with your name and telephone number and your call will be returned when we are open.
- 1202 At this time our office is closed for the holiday season. Please leave a message with your name and telephone number and your call will be returned when we are open.
- 1203 Thank you for calling. At this time our office is closed for the holiday season. Please leave a message along with your name and telephone number and your call will be returned when we are open.



- 1204** Thank you for calling. At this time our office is closed for the Christmas holidays. Please leave a message along with your name and telephone number and your call will be returned when we are open.
- 1205** Thank you for calling. At this time our office is closed for the Easter holiday. Please leave a message along with your name and telephone number and your call will be returned when we're open.
- 1206** Thank you for calling. Our office is closed for the New Year's holiday. Please leave a message with your name and telephone number and your call will be returned when we are open.
- 1207** Thank you for calling. At this time our office is closed for the holiday. Please leave a message along with your name and telephone number and your call will be returned when we are open.

13 leave a message

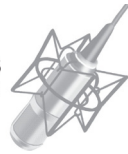
- 1301** Thank you for calling. All of our agents are currently unavailable. Please leave a message along with your name and telephone number and your call will be returned as soon as possible.
- 1302** Hello and thanks for calling. We are currently unavailable to answer your call but if you leave your name and number and a brief message, we will get back to you as soon as possible. Thank you.
- 1303** Thank you for calling. All of our representatives are currently assisting other clients. Please leave your name, telephone number and the nature of your call at the sound of the tone. We will respond to you shortly.
- 1304** Thank you for your call. At the tone, please leave your name, number and a brief message. One of our representatives will call you back shortly. Thank you.
- 1305** Hello, we're sorry we are unable to take your call at this time. At the tone, kindly leave your name, a brief message and a telephone number where you can be

reached and your call will be returned as soon as possible.

- 1306** Thank you for calling. Your call is very important. Please leave a message after the tone and someone will return your call as soon as possible.
- 1307** Thanks for calling. Please leave a message after the tone or send a text if it's urgent. Thank you for calling.
- 1308** You have reached our general voicemail box. Please leave a message after the tone and your call will be returned promptly.
- 1309** Please say your name after the tone. Please specify the party you are trying to reach.
- 1310** To leave a message press “ ”.
- 1311** Leave a message.
- 1312** When you hear the tone, please leave a message.
- 1313** Please wait for the tone and then leave your message.
- 1314** Please leave a message after the tone.
- 1315** Please leave a message.
- 1316** Leave a message after the tone.

14 press followed by the hash key

- 1400** Press 0 (Zero) followed by the hash key.
- 1401** Press 1 followed by the hash key.
- 1402** Press 2 followed by the hash key.
- 1403** Press 3 followed by the hash key.
- 1404** Press 4 followed by the hash key.
- 1405** Press 5 followed by the hash key.
- 1406** Press 6 followed by the hash key.
- 1407** Press 7 followed by the hash key.
- 1408** Press 8 followed by the hash key.
- 1409** Press 9 followed by the hash key.



15 press / number

- 1500 Press 0 (Zero)
- 1501 Press 1
- 1502 Press 2
- 1503 Press 3
- 1504 Press 4
- 1505 Press 5
- 1506 Press 6
- 1507 Press 7
- 1508 Press 8
- 1509 Press 9

- 1510 0 (Zero)
- 1511 1
- 1512 2
- 1513 3
- 1514 4
- 1515 5
- 1516 6
- 1517 7
- 1518 8
- 1519 9

16 switchboard

- 1601 Please hold the line for the operator.
- 1602 Please hold the line and you will be connected to the operator.
- 1603 Please hold the line and you will be connected to the switchboard.

17 fax

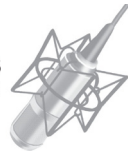
- 1701 Please begin sending your fax now.
- 1702 To send a fax '.

18 sale / offers

- 1801 Our Spring sale is now on
- 1802 Our Summer sale is now on
- 1803 Our Autumn sale is now on
- 1804 Our Winter sale is now on
- 1805 Ask about our special offers

19 holidays

- 1901 Christmas
- 1902 Christmas Eve
- 1903 Christmas Day
- 1904 Boxing Day
- 1905 New Years Day
- 1906 Good Friday
- 1907 Easter Sunday
- 1908 Bank Holiday Monday
- 1909 Bank Holiday
- 1910 Thanks Giving
- 1911 Black Friday
- 1912 Summer Holidays
- 1913 Holiday
- 1914 Holidays
- 1915 Holiday Season



Generic on hold messages with music backgrounds

Music track titles:

Acoustic Rock	Silly Things	Smile	Silent Night
Positive Thinking	Growling	Xmas	Sunshine
Sleigh Ride	Ding Dong Merrily		

Author: Ian Blumfield
Composer: Ian Blumfield

20 Bank Holiday

b101a Music: Silly Things

Thank you for calling, we are closed for the Bank holiday, please call back during normal working hours.

Alternatively you can visit our website for our opening times or email us at our website address on our contact us page.

If you would prefer to leave a message please leave your message after the tone.

b101b Thank you for calling, we are closed for the Bank holiday, please call back during normal working hours.

If you would prefer to leave a message please leave your message after the tone.

b101c Thank you for calling, we are closed for the Bank holiday, please call back during normal working hours.

b102a/b/c **Music: Smile.**
Prompt messages as b101a/b/c above.

b103a/b/c **Music: Acoustic Rock.**
Prompt messages as b101a/b/c above.

b104a/b/c **Music: Positive Thinking.**
Prompt messages b101a/b/c above.

b105a/b/c **DRY, no music, voiceover only.**
Prompt messages as b101a/b/c above.

21 Christmas Holiday

c101a **Music: Xmas**

Thank you for calling, we are closed for the Bank holiday, please call back during normal working hours.

Alternatively you can visit our website for our opening times or email us at our website address on our contact us page.

If you would prefer to leave a message please leave your message after the tone.

c101b Thank you for calling, we are closed for the Bank holiday, please call back during normal working hours.

If you would prefer to leave a message please leave your message after the tone.

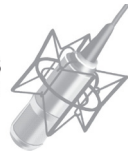
c101c Thank you for calling, we are closed for the Bank holiday, please call back during normal working hours.

c102a/b/c **Music: Sleigh Ride.**
Message as c101a/b/c above.

c103a/b/c **Music: Silent Night.**
Message as c101a/b/c above.

c104a/b/c **Music: Ding Dong Merrily.**
Message as c101a/b/c above.

c105a/b/c **DRY, no music, voiceover only.**
Message as c101a/b/c above.



22 Easter Holiday

e101a **Music: Silly Things**

Thank you for calling, we are closed for the Bank holiday, please call back during normal working hours.

Alternatively you can visit our website for our opening times or email us at our website address on our contact us page.

If you would prefer to leave a message please leave your message after the tone.

e101b Thank you for calling, we are closed for the Bank holiday, please call back during normal working hours.

If you would prefer to leave a message please leave your message after the tone.

e101c Thank you for calling, we are closed for the Bank holiday, please call back during normal working hours.

e102a/b/c Music: Positive Thinking.
Prompt messages as e101a/b/c above.

e103a/b/c Music: Acoustic Rock.
Prompt messages as e101a/b/c above.

e104a/b/c Music: Sunshine.
Prompt messages as e101a/b/c above.

e105a/b/c DRY, no music, voiceover only.
Prompt messages as e101a/b/c above.

23 Generic On Hold Messages

g101 Music: Acoustic Rock
(music between each statement)

Thank you for calling, we appreciate your call and we are sorry to keep you waiting. Please continue to hold, someone will be with you shortly.

Thank you for holding

Thank you for holding, we will answer your call shortly

We appreciate your call and we are sorry to keep you waiting. Please continue to hold.

Thank you for holding

We appreciate your call and we are sorry to keep you waiting. Please continue to hold.

g102 Music: Positive Thinking
(music between each prompt)
Prompt messages as g101

g103 Music: Silly Things
(music between each prompt)
Prompt messages as g101

g104 Music: Growling
(music between each prompt)
Prompt messages as g101

g105 Music: Smile
(music between each prompt)
Prompt messages as g101

g106 Dry Voiceover
(no music between prompts)
Prompt messages as g101



Resources

Music

You may wish to add background music to your telephony announcements. This can be achieved in three ways.

1. You have created or own the rights to the music.
2. Buy royalty free music. You make a one off payment for the music track and that's it, nothing more to pay ever. We recommend IB audio, their prices are very good and website easy to use. Visit: www.ibaudio.com
3. Use popular music from a well known artist. 'Simply the Best' by Tina Turner is very popular. Should you decide on this option, the copyright remains the property of the artist and you will need to pay a performing rights fee to PRS or other organisations who collect the music royalties on behalf of the artist.

Audio software packages

You may already have an audio software package that you can join the individual voice recordings to make a prompt. If not, there are numerous software packages available. Here are a few options for your to choose from:

Audacity (free software, works on both Mac and PC) this also allows you to save the audio files in the exact format your telephone system requires.

Garageband (free with Mac).

Other software packages are available. There are literally dozens of free audio packages to download on the web, simply search for 'free audio software'.

Copyright

Voiceovers

By purchasing the telephone prompts kit, you are licensed to edit and use the voiceovers for use on one company's telephone system only. For use on more than one company, you will require an additional license per company. The telephone prompts kit can not be sold on to a third party or given away, this is classed as sub-licensing. Copyright of any part of the telephone prompts kit remains the property of CMB Voiceovers at all times.

Music

Cue Sheets

Filing a cue sheet is not strictly necessary for IB Audio music, however if you are required to file a cue sheet then please use the following info for any track you use:

Track name: (this is found in the audio file name)
Company - IB Audio
Composer - Ian Blumfield

IB audio are the sole copyright owners of the music on the telephone prompts kit.
See more at: www.ibaudio.com