



THINKING SYNERGY P/L Trading as The Lakeside Business Centre

Virtual Office Service - Conditions of Sale

- (a.) The service includes the use of our office address and PO Box in South Melbourne as well as meeting room, office facilities and business services as described in the virtual office services package below;
- (b.) The service (Service) to be provided shall comprise provision of a telephone number to the client, for live reception answering in the business name.
- (c.) Messages received into the client's telephone number are sent to the client by email or voice mail.
- (d.) The voice mail message can be customised for each client;
- (e.) The client has the choice of connecting an existing number to the new virtual phone number.
- (f.) The live reception is provided during office hours of Monday to Friday 9 am to 5 pm. After hours the client has the choice of voice mail or calls diverted to land line or mobile.
- (g.) Service may be amended from time to time;

VIRTUAL OFFICE SERVICE - All prices exclude GST

Plan 1: Basic service plan \$84 per month

This plan includes:

- A prestigious office address in Albert Road South Melbourne
- Mail redirection
- Package storage and pick up
- Reception service for visitors and couriers
- Discounts on our pay as you use office services such as board room and meeting room hire, LCD equipment hire, colour laser printing, photocopying, scanning, secretarial and desk top publishing services.

Plan 2– ‘Lite’ \$210 per month ex GST

This special plan includes:

- All the above plus
- A dedicated phone number that we answer in your business name.
- Phone diversion to your new virtual office number from an existing number
- Reception time for maximum 35 incoming calls per week. Additional incoming calls are charged at \$1.50 each,
- Messages are emailed to you or left at your voicemail
- Call through to 1 destination number additional numbers are \$35 per month each.

Plan 3– Busy bee \$260 per month ex GST

This special plan is best value and includes:

- All the above plus
- A dedicated phone number that we answer in your business name.
- Phone diversion to your new virtual office number from an existing number
- Messages are emailed to you or left at your voicemail
- Reception time for maximum 45 incoming calls per week. Additional incoming calls are charged at \$1.50 each

Plan 4– Maxi \$550.00 per month ex GST

This plan includes:

- All the above plus
- Reception time for maximum 100 incoming calls per week. Additional incoming calls are charged at \$1.50 each
- 4 hours free meeting room per month, thereafter at a discounted rate as a virtual office client
- 1 day per month – workstation use

Other charges

There is a one off \$70 plus GST connection fee for the phone line. Connection takes a few days.

Diverted or outgoing calls are charged as follows:

- Local calls \$0.20 untimed
- National calls \$ 0.32 per minute
- Calls to mobile \$0.42 per minute.
- ♦ Reception initiated calls and messages to virtual office-- \$1.50 per call
These will be rare but may be initiated for emergency or when couriers deliver packages or visitors arrive at our premises or for other operationally important reasons or at the clients instructions.

Optional business services not included in the above prices ex GST are:

- ♦ Basic Administration / Secretarial services (word or excel) - \$45 per hour – min ½ hour
- ♦ Advanced Secretarial / Desktop publishing (Publisher, Power Point, Internet Research) - \$60 per hour min ½ hour
- ♦ office hire when available @ \$100 per day best available office \$60 half day.
- ♦ Hot desk \$110 per week or \$50 per day in a shared office.
- ♦ Meeting room hire (2-4 people) \$40 per hour (5-6 people) \$55 per hour (above the free hours) or \$100 Half day (3 hours) or \$190 Full day (9am – 5 pm)
- ♦ Boardroom meeting hire (7 people): \$ 60 per hour, \$190 for 4 hours (, Plasma screen, DVD,
- ♦ Training Room hire (12 - 16 people) (Includes AV, Plasma screen , electronic white board, internet and coffee, tea and biscuits)
Half Day \$ 190 (9.00 am – 12.30 / 12.30 – 5.00 pm)
Full Day \$ 290 (9.00 am – 5.00 pm)
Evening meetings (5.00 pm - 9.30 pm) \$140
- ♦ Conference Room hire (16 - 25 people) (Includes AV, Plasma screen , electronic white board, internet and coffee, tea and biscuits)
Half Day \$ 290 (9.00 am – 12.30 / 12.30 – 5.00 pm)
Full Day \$ 390 (9.00 am – 5.00 pm)
Evening meetings (5.00 pm - 9.30 pm) \$240

Photocopying: \$0.10 per page regardless of page size, colour copying 50c per page

- ♦ Colour laser printing: \$1 per page
- ♦ Report binding:\$6 per report
- ♦ Scanning / emailing \$1.00 first page 10c per page there after

All prices quoted above are exclusive of GST.

Conditions of Sale.

- (h.) Whilst all care will be taken, no responsibility shall be taken by The Lakeside Business Centre whatsoever, for quality, accuracy and the content of the information or messages received;
- (i.) Whilst all care will be taken, no responsibility shall be taken for either/ or any third party delays or failures in delivery of messages ;
- (k) Service can be immediately suspended or cancelled, at the Lakeside Business Centres sole discretion without prior notice if any service fees are outstanding;
- (l) In the event that Service is cancelled, the telephone number or numbers allocated shall be withdrawn from the client. This number shall then be returned to the pool of numbers available for allocation to other clients through The Lakeside Business Centre;
- (m) Upon Service cancellation or suspension, no responsibility shall be taken whatsoever for receipt and delivery of any messages sent to the clients subsequent to that cancellation or suspension;
- (n) Service may be cancelled by either party giving 2 month notice;
- (o) **The Lakeside Business Centre** shall not be liable to the Client or any other person for any of the following:
 - i. Performance, security, reliability, and client's competence in the use of the Internet, telecommunications companies, and Internet service providers in transmitting information;
 - ii. Use of the Service by third parties, for any reason.
 - iii. Security of any information transmitted on the Internet.

The Lakeside Business Centre shall not be liable for any claims whatsoever of kind or nature (including claims for negligence) that might arise directly or indirectly out of any act or omission, use or misuse of the Service for anything else done or not done by The Lakeside Business Centre. To the extent this clause fails to fully and completely exclude any claim and/or to the extent any third party might make any claim against the Lakeside Business Centre in any way related to the use or misuse of the Service or anything done or not done by the Lakeside Business Centre.

- (p) **The Lakeside Business Centre** hereby excludes all and any liabilities, costs, damages, losses or expenses of whatsoever kind or nature which may be claimed by the client or any third party including claims for negligence in relation to any matter whatsoever arising from this Agreement.
- (q) The Lakeside Business Centre reserves the right to change the prices in accordance with market conditions at the time of service renewal.

()r **Payment will** be made 1 month in advance and by direct debit at commencement and every 10th of the month there on. Consumables such as diverted phone calls and other services will also be paid by direct debit on the 10th of the each month. An Invoice will be issued to you on the 1st of each month.

I have read, understood and agree with the above prices and conditions of sale.

Signed on behalf of the Client:

Print name.....

Signed on behalf of The Lakeside Business Centre.....