

## Permanent Office Information

### Vision Statement

Our vision is to provide professional business services at a cost effective price.

### MBC Services

- ❖ Permanent and Casual Serviced Offices.
- ❖ Meeting rooms for 2-24 visitors in various configurations. (Interview Rooms, Training room, Board Room, Theatre style).
- ❖ Virtual Office Services to suit your business requirements.
- ❖ Professional phone answering and messaging service.
- ❖ Administrative services on a pay-as-you-require basis.

### Inclusions

What is included?

- ❖ Receptionist to meet and greet your clients/visitors, announce their arrival by phone.
- ❖ Individual local phone number, professionally answered in your company's name.
- ❖ Intelligent IP phone system, state of the art functionality including voicemail to email capability.
- ❖ Great facilities - Business lounge, tea and coffee making facilities, male and female toilets.
- ❖ Connection to MBC IT network, access to MFC printers.
- ❖ Regular cleaning of offices (rubbish removal, vacuuming etc).
- ❖ Mail service (PO Box and Street address).
- ❖ 20% discount of hire of casual offices and meeting rooms.

Pay as-you-use services include:-

- ❖ Outbound telephone call usage, call forwarding and SMS.
- ❖ Photocopying and printing (colour and b/w), facsimiles.
- ❖ Secretarial Services inc. Typing and Word processing.
- ❖ High Speed Internet Access.

### Reception and Hours of Service

Reception is personally managed 08:30am – 5:00pm on regular business days. Access to permanent offices is available 24 hours, 7 days per week. Building and office keys can be issued to permanent office occupants.

### Licence Agreement and Charges

The Macarthur Business Centre (MBC) offers flexible month-to-month or 6 to 12 month agreements.

Your permission and rights to use our services are safeguarded by this Licence Agreement. The Licence Fee ("Office Hire") is invoiced and payable monthly, in advance of the month of occupation.

A fully refundable security bond equivalent to one months licence fee is required and will be held for duration of occupation. This bond will be refunded on completion of licence agreement when the office is left in a tidy undamaged condition and payment of all costs have been received.

## Telephone and IT

Our IP telephone and IT systems are designed to help you “get connected and be productive” immediately.

A phone is installed in every office and is used to notify occupants when their visitors arrive. It is to remain connected and can be used in case of any concern for welfare or personal safety of occupants.

During and outside business hours, the IP phone system can manage phone calls to suit your individual requirements. Calls can automatically be transferred to your office, answered by receptionist (business hours), transfer to any external number or forwarded to your personal VMF voicemail (which records the message in a .wav file and can forward a copy to your email address to listen to on your PC).

A monthly “phone rental” will be charged for each permanent office whether calls are made or not.

Any outbound “call charges” are charged at the Standard Carrier rates (plus a 20% Surcharge).

Additional phone numbers, lines and handsets can be supplied at additional cost if required.

MBC Wireless and Cabled IT network connects offices with the internet and direct use on our shared MFC (Multi Function Centre) for printing, copying, scanning, facsimiles on a pay as you use basis.

Unlimited monthly high speed business broadband internet is available at a very competitive price.

Charges for Telephone and IT usage are invoiced on a monthly basis, payable within 14 days of invoice.

Any non-MBC provided equipment required by the Licensee must be prior approved by the MBC. Installation, responsibility, insurance, maintenance and removal of the equipment on completion of the licence agreement is at the entire cost of the Licensee.

## Very Important

Our prices are clear and simple – no surprises or hidden charges.

Invoices are to be paid on time before the due date. Payments must be received in our MBC bank account in cleared funds (cheques cleared, direct debits honoured etc), otherwise additional penalty charges may apply.

Please refer to the Licence Application, Agreement and General Conditions and Terms of Trade for a full list of items subject to your Licence Agreement. If in doubt, please speak with the receptionist or manager.

All calls managed by local receptionists, not overseas or interstate call centres.