

Virtual 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?

Bronze Service \$80.00 per month

- ❖ MBC street, postal address & facsimile number for all mail & deliveries.
- ❖ Receptionist will receive items, advise, hold or on-forward per your instructions.
- ❖ Addresses can be used for your business correspondence, website etc.

Silver Service \$180.00 per month

- ❖ Includes all the above "Bronze Services" for your business address.
- ❖ Individual local phone number, professionally answered in your company's name.
- ❖ Up to 100 phone calls per month, additional calls at \$1.00 each.
- ❖ Calls answered, important calls transferred or messages taken & sent by email or SMS.
- ❖ Outside business hours calls transferred to any number or voicemail message function.
- ❖ Business listing on ground floor, level 2 and TV in reception & business lounge.
- ❖ Use of Business Lounge & internet hot desks for up to 5 hours per week.

Gold Service \$240.00 per month

- ❖ Includes all the above "Bronze Services" for your business address.
- ❖ Individual local phone number, professionally answered in your company's name.
- ❖ Up to 200 phone calls per month, additional calls at \$1.00 each.
- ❖ Intelligent IP phone system, state of the art functionality including voicemail to email capability.
- ❖ Calls answered, important calls transferred or messages taken & sent by email or SMS.
- ❖ Outside business hours calls transferred to any number or voicemail message function.
- ❖ Business listing on ground floor, level 2 and TV in reception & business lounge.
- ❖ Use of Business Lounge & Internet Hot Desks for up to 5 hours per week.
- ❖ Receptionist can provide general information about your business services, prices etc from information you supply to us.
- ❖ Use of a casual office for up to 4 hours per month (upgrade to boardroom – subject to availability).
- ❖ Further 20% discount off hire of casual offices and meeting rooms / boardroom.

Pay as-you-use services include (if applicable):-

- ❖ Calls above package quotas, outbound or telephone usage, call forwarding & SMS.
- ❖ Office hire (less discounts given) above package quota.
- ❖ In-dial 1300/1800 numbers are optional. Call us to discuss this option further.

Reception & Hours of Service

Reception is personally managed 08:30am – 5:00pm on regular business days. Reception can be arranged outside these hours by prior arrangement.

Outside business hours, the IP phone system automatically manages phone calls to suit your individual requirements (outbound call transfer, voicemail recording, forwarded to your personal VMF voicemail).

If a client “unexpectedly” arrives at our office, our receptionist will greet them for you, simply advise “you are currently away from the office” and can contact you for further instructions.

Conditions

- ❖ Any complimentary casual office or meeting room bookings are on a subject to availability basis. Usage above booked times incur additional costs, charged per our Virtual Office Price List.
- ❖ You or your representative must be in attendance with clients/visitors at all times. Your clients/visitors need to be escorted off the premises at the end of their appointment / meeting / training.
- ❖ Under no circumstances shall a licensee, client/visitor, enter or attempt to enter an office they are not authorised too. Any incidents, damage, loss, will be dealt with, according to Law.
- ❖ People judged by reception staff as affected by drugs or alcohol will not be permitted on the premises and the MBC Macarthur Business Centre is a “Non-Smoking” environment.
- ❖ It is the Licensee’s responsibility to ensure they hold and maintain Public Liability Insurance coverage. A copy of the insurance certificate may be requested to be supplied to MBC at any time.

Licence Agreement and Charges

Your permission and rights to use our services are safeguarded by this Licence Agreement.

The Licence Fee (“Virtual Office Service”) is invoiced and payable monthly, in advance of the month of Service. Any additional charges (if applicable) for any phone/IT usage, administrative services, casual office hire, etc, are charged in accordance with our Virtual Office Price List invoiced with the next months invoice.

A fully refundable security bond equivalent to one months Licence Fee is required and will be held for duration of the agreement. This bond will be refunded on completion of the licence agreement when payment of all costs have been received.

Invoices are raised at the beginning of each month and payable within 14 days or as agreed with MBC. Payments will be made by direct debit, charged to credit card or EFTPOS, no cash payments accepted.

When the Licence Agreement is in place, casual office & meeting room bookings can be made by phone, email or in person through our receptionist.

Telephone & IT

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

The systems we use allow us to enter as much information you would like us to advise about your business. Our receptionist can be much more than just a simple “message service”. Your clients will receive personal service and you can be comfortable that we are part of your business.

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).

We can assist with setup of your forwarding your current number(s) so you can activate our services as and when required. (ie: When Busy / When Unanswered / *“every Wednesday afternoon – Golf Day!!”* etc)

In-dial 1300/1800 numbers are optional and can be arranged by the Licensee through any provider. MBC have a preferred supplier and can organise for you for a very good price. Call us to discuss this option further.

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

Additional phone numbers can be supplied at additional cost if required.

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.