

Additional Services at Dexter Serviced Offices



LICENCE FEE INCLUDES

The Licence Fee is inclusive of rates, building maintenance and insurance, café and toilet facilities, heating and cooling, lighting and cleaning of the Premises and the common areas, parking (where applicable), incoming and outgoing telephone call charges (subject to the Company's fair usage policy listed in our Additional Services price list), 8mb broadband data circuit (standard commercial service), 1 direct dial telephone number and 1 remote extension phone. During the usual business hours of 9.00am to 5.00pm Monday to Friday (excluding bank holidays) we shall provide you with reception, switchboard and post sorting services and (subject to availability) conference room facilities for up to 1.5 hours per workstation per month.

Additional Services via Reception

Fax

Incoming fax:	£0.55p per sheet
Outgoing fax:	£1.05 per sheet
Europe	£1.95p per sheet
Rest of World	£2.80p per sheet

Photocopying

	Mono A4 size	Colour A4 size
1-99 copies (per month)	13p per copy	75p per copy
100 plus copies (per month)	12p per copy	65p per copy
500 plus copies (per month)	11p per copy	55p per copy

(A3 size counts as 2 A4 copies)

Scanning, Printing and Laminating

£5.00 Administration Charge	+ Charge per sheet	(please see photocopying prices above)
	+ Laminating	£2.00 per sheet

Keys

Clients are issued with 1 control card and 1 office door key per workstation. Additional or lost cards are charged at £20.00 each. Additional or lost keys at £25.00 each. Car Park entrance controls are charged at £100.00. A lock change is charged at £150.00.

Labour charges

Extra work required by clients e.g. erection of shelves	£75.00 per hour per person (£100.00 per hour outside of our usual business hours)
IT Services: fault finding, installation or advice	£100.00 per hour per person

Postage Services

Our postage services are based on Royal Mail rates plus a 24% handling charge.

Typing / Administration Services

£ 50.00 per hour

Conference Room

Meeting room bookings are subject to availability during normal business hours 9.00am to 5.00pm
Business lunch platters can be arranged at our reception at just £8.00 per person

24 hours notice is required for any cancellation of a meeting room booking.

Room Clients

£25.00 per hour, or part thereof
£76.00 per half day
£118.00 per day

Outside Clients

£70.00 per hour, or part thereof
£215.00 per half day
£330.00 per day

Additional Office Stationery

Sellotape dispenser	£25.00 each	Hole Punch	£80.00 each
Trimmer	£140.00 each	Umbrellas	£42.00 each
Stapler	£150.00 each	Hangers	£12.00 each
Staple cartridges	£ 7.00 each	Shredder	£1,270.00 each
Drinks tray	£30.00 each		

Additional Furniture

Extra desk	£ 25.00 per month
Extra chair (high back)	£ 20.00 per month
Extra filing cabinet	£ 25.00 per month
Extra glass fronted cabinets	£ 35.00 per month
Extra workstation	See Licence Fees price list

Un-Authorised Parking

Southbridge House/Rathbone Square, Croydon	Bourne House
One off charge	Vehicles parked overnight
£15.00	£25.00
Per hour thereafter	
£10.00	

Additional Services at Dexter Serviced Offices

● Storage Areas

A range of secure storage units are available within the centre with prices starting from as little as £11.60 per week.

● Refreshments in Café

Hot drinks are available in our café with our compliments.

Cereal, toast and preservatives are available between 8.30 – 10.30 am with our compliments.

Biscuits are available between 3.00 - 3.30pm with our compliments.

Sandwiches, snacks and cold drinks are available and dispensed in our café.

● Telecommunications

● Each workstation will be provided with a telephone handset and initial installation is free of charge

Direct Dial In (DDI) Number Rental Including Port	£18.00 per month inc. voicemail
Additional Port Rental	£18.00 per month
DDI Analogue Line Rental	£25.00 per month
0845 Line Number Rental	
(Incoming calls on these 0845 numbers charged at 2p per minute)	£30.00 per number
Installation/Transfer Charge	£65.00 per extension/number/port
Reprogramming Charge	£65.00 per extension/number/port
Clearance Charge for DDI number	£85.00 per number
Clearance Charge for 1-5 Extensions	£60.00 per extension
for 6+ Extensions	£35.00 per extension

Fair Usage Policy:

Where the Licence Agreement includes telephone call charges our Fair Usage Policy applies. All business related calls are included up to a maximum value of £250 per extension per month.

● Additional Telecommunications

Additional Office Extension (Non Inclusive Licence)	£35.00 per month
Additional Office Extension	
(Including Calls – Subject to Fair Usage Policy)	£65.00 per month
Remote Extension (Including Calls – Subject to Fair Usage Policy)	£65.00 per month
Soft Phone Extension (Including Calls – Subject to Fair Usage Policy)	£65.00 per month

If your Direct Dial In number is included the following number of ports will be allocated to your Direct Dial In number

Offices with:

1-3 workstations	2 Ports
4-6 workstations	3 Ports
6 workstations or more	4 Ports

● Telephone Call Report

Ongoing Call Report Set Up	£100.00 per report
Ongoing Report Charge	£30.00 per month
One Off Report	£60.00 per report

Note: Call rates are discounted by approx. 40% for early morning, evening and weekend periods. (20.00 hrs-07.00 hrs) Monday to Friday and 24 hours Saturday and Sunday excluding mobiles.

● Outgoing Telephone Call Charges

UK Local (to 35 miles approx)	3.75p per minute
National (over 35 miles)	7.50p per minute
0500/0800 groups	2p per minute
Minimum call charge	3p per call
0845 numbers	4.99p per minute
0870 numbers	9.99p per minute
Minimum call charge	5p per call
Mobile rates are charged at	30p per minute.
Minimum call charge	4.5p per call

Please ask reception for call rates outside the United Kingdom.

Note: Fire-walling privacy and security measures are the customer's responsibility.

● Broadband

Broadband Data Circuit with one IP address	up to 2 mb	£65.00 per company per month
	up to 8 mb	£130.00 per company per month
Additional Broadband		£35.00 per 2 mb per company per month
Broadband Voice Over IP Circuit with one IP address		£80.00 per workstation per month (£100 connection charge)
Additional IP Address for Broadband Facilities		£20.00 per month
Clearance charge		£110.00 per IP Address

● Prices exclude VAT and are net of a 10% Settlement Discount which is subject to the Account being settled within 7 days of the invoice date.