

# List of Services

## 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), telephone call charges and internet data circuit (which are both subject to the company's fair usage policy as detailed in our "list of Services"), 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:	£1.00 per sheet
Outgoing fax:	£2.00 per sheet
Europe	£3.50 per sheet
Rest of World	£5.00 per sheet

### Photocopying

	Mono A4 size	Colour A4 size
1-99 copies (per month)	25p per copy	£1.25 per copy
100 plus copies (per month)	24p per copy	£1.15 per copy
500 plus copies (per month)	23p per copy	£1.00 per copy
(A3 size counts as 2 A4 copies)		

## Scanning, Printing and Laminating

£10.00 Administration Charge	+ Charge per sheet	(please see photocopying prices above)
	+ Laminating	£5.00 per sheet

## Keys & Entrance Controls

Clients are issued with 1 control card and 1 office door key per workstation.

Additional or lost cards	£25.00 each.
Additional or lost keys	£30.00 each.
Lock change	£200.00
Croydon Car Park Entrance Controls	
Lost entrance controls	£150.00 each.
Additional entrance controls	£150.00 deposit.
Bourne House Car Park Entrance Controls	
Replacement for lost cards	£25.00 each
Lost entrance controls	£150.00 each.
Bourne House Parking Permits	
Replacement for lost parking permits	£25.00 each.

## Labour charges

Extra work required by clients e.g. erection of shelves	£100.00 per hour per person (£125.00 per hour outside of our usual business hours)
IT Services: fault finding, installation or advice	£125.00 per hour per person
Management Services: general management time	£250.00 per hour per person

## Postage Services

Our postage services are based on Royal Mail rates plus a 25% handling charge.

## Typing / Administration Services

£ 100.00 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

£40.00 per hour, or part thereof
£110.00 per half day
£170.00 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	£30.00 each	Hole Punch	£100.00 each
Trimmer	£160.00 each	Umbrellas	£50.00 each
Stapler	£175.00 each	Hangers	£15.00 each
Staple cartridges	£10.00 each	Shredder	£2,000.00 each
Drinks tray	£35.00 each		

## Additional Furniture

Prices available on request

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## ● Un-Authorised Parking

One off charge	£30.00	Vehicles parked overnight	£50.00
Per hour thereafter	£20.00	(without permission)	

## ● Storage Areas

A range of secure storage units are available within the centre with prices starting from as little as £8.10 per week.

## ● Refreshments in Café

Hot drinks are available in our café with our compliments.

Cereal, toast and preserves 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	£22.50 per month inc. voicemail
Additional Port Rental	£22.50 per month
DDI Analogue Line Rental	£30.00 per month
0845 Line Number Rental	
(Incoming calls on these 0845 numbers charged at 2p per minute)	£30.00 per number
Transfer Charge/Reprogramming charge	£75.00 per extension/number/port
Clearance Charge for DDI number	£100.00 per number
Clearance Charge for 1-5 Extensions	£75.00 per extension
for 6+ Extensions	£45.00 per extension

*The Licence Fee includes all Business related calls up to a Maximum value of £250 per extension per month, also included is an Internet Data Circuit which will be capped at 32 meg for offices larger than 6 workstations and 16 meg for smaller offices.*

## ● Additional Telecommunications

Additional Office Extension	
(Including Calls – Subject to Fair Usage Policy)	£75.00 per month
Remote Extension (Including Calls – Subject to Fair Usage Policy)	£75.00 per month
Soft Phone Extension (Including Calls – Subject to Fair Usage Policy)	£75.00 per month

## ● Telephone Call Report

Ongoing Call Report Set Up	£120.00 per report
Ongoing Report Charge	£50.00 per month
One Off Report	£75.00 per report

*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

## ● 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: 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.*

## ● Broadband

Prices for additional bandwidth/IP addresses available on request.

Clearance Charge	£125.00 per IP Address
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*Note: Fire-walling privacy and security measures are the customer's responsibility.*

- 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.