

# Virtual Services Agreement



## Licensor ('us', 'we' or 'our')

Capital Enterprise Centres Limited  
Suite 1  
70 Churchill Square Business Centre  
Kings Hill  
West Malling  
Kent  
ME19 4YU

Phone: 01732 523400

Fax: 01732 523419

## Licensee ('you' or 'your')

Name:

Address:

Company name:

Phone number:

Fax number:

E-mail:

## Premises

Suite \_\_\_\_\_ in the centre

## Centre

## Licence period

\_\_\_\_\_ months from

until the end of one month's written notice given by **us** or **you**.

## Business address service – mail forwarded

Address (if different from above)

How often do you want us to forward your mail to you?

Every day

Every week

First class

Second class

## Phone line – calls forwarded to another number

Phone number to forward all calls:

## Phone line – call answering service

Please tell us how you would prefer callers to be greeted and any background details about your company to help the operator respond to enquiries.

How do you want calls to be passed on?

By:

E-mail

Phone

(calls charged if appropriate)

Phone message pad

Once a day

Collected

Once a week

Posted

**Please tick the service or services you want.**

**All the costs below are monthly and VAT applies.**

- Business address service – mail collected (see note 1)  £40
- Business address service – mail forwarded every week  £60 + postage + 15% administration fee (no VAT on postage)
- Business address service – mail forwarded every day  £70 + postage + 15% administration fee (no VAT on postage)
- Remote VOIP phone in any location – an extra £150 deposit  £18
- Phone line (see note 2) - all calls to voicemail  £18
- Phone line - calls forwarded automatically to another number  £18 + call charges
- Phone answering service (up to 10 calls a day)  £50 + £18 line rental
- Phone answering service (more than 10 calls a day)  £70 + £18 line rental
- Phone answering service + call forwarding (up to 10 calls a day)  £50 + £18 line rental + call charges (if appropriate)
- Phone answering service + call forwarding (more than 10 calls a day)  £70 + £18 line rental + call charges (if appropriate)
- Phone answering service + call forwarding and fax line  £50 + £25 line rental + call charges (if appropriate)

Note 1: Post may be collected from 9 am to 5 pm Monday to Friday, not including bank holidays. There is a £30 deposit for the access fob.

Note 2: There is an extra charge of £10 a month for each non-geographical number (0800, 0845 and 0870), plus a charge of 6p a minute for incoming calls for 0800 numbers. 0800  0845  0870

Note 3: Business-mail franking is available at a cost of postage + 15% administration fee. (We do not charge VAT on the postage.)

Deposit paid (two months' licence fee) \_\_\_\_\_ £  
 VOIP phone deposit \_\_\_\_\_ £  
 Licence fee for virtual services \_\_\_\_\_ £  
 Monthly total due on the first day of each calendar month \_\_\_\_\_ £  
 Plus VAT at the current rate  
 (plus extra charges if these apply)

I enclose my initial payment of \_\_\_\_\_ £ including VAT  
 by cheque made payable to 'Capital Enterprise Centres Ltd'.

**I understand the services will continue until the end of one month's written notice is given by us or you.**

Signed for us:	Signed for you:
Your company:	Print your name:
Date:	

Please fill in the details above for the service or services needed.

**For our use only**

Suite or address for virtual service:  
 Phone number or numbers for virtual service:



Other services, such as meeting rooms and postal services are available. Please phone the office manager on 01732 523400.

We aim to offer good value for all services. We will review prices every year.