

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		● Photocopying	Mono A4 size	Colour A4 size
Incoming fax:	£1.00 per sheet	1-99 copies (per month)	25p per copy	£1.25 per copy
Outgoing fax:	£2.00 per sheet	100 plus copies (per month)	24p per copy	£1.15 per copy
Europe	£3.50 per sheet	500 plus copies (per month)	23p per copy	£1.00 per copy
Rest of World	£5.00 per sheet	(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
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● 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

- **Refreshments in Café**

Hot drinks are available in our café with our compliments.
Cereal, toast and preserves are available between 8.30am to 10.30am with our compliments.
Biscuits are available between 3.00pm to 3.30pm with our compliments.
Sandwiches, snacks and cold drinks are available and dispensed in our café.

- **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

- **Un-Authorised Parking**

One off charge	£30.00	Vehicles parked overnight	£50.00
Per hour thereof	£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.

- **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	£30.00 per number
<small>(Incoming calls on these 0845 numbers charged at 2p per minute)</small>	
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

- **Additional Telecommunications**

Additional Office Extension <small>(Incoming calls – Subject to Fair Usage Policy)</small>	£75.00 per month
Remote Extension <small>(Including Calls – Subject to Fair Usage Policy)</small>	£75.00 per month
Soft Phone Extension <small>(Including Calls – Subject to Fair Usage Policy)</small>	£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

- **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	4.99 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.

- **Broadband**

Prices for additional bandwidth/IP addresses available on request.
Clearance Charge £125.00 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.

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 work stations and 16 meg for smaller offices.

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

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.

Note: Fire-walling privacy and security measures are the customers responsibility.