

ADDITIONAL SERVICES AT DEXTER HOUSE

■ STANDARD FEE INCLUDES

The Standard Licence Fee is inclusive of rates, building maintenance and insurance, café and toilet facilities, parking (where applicable) incoming telephone calls, heating and cooling, lighting and cleaning of the Premises and of the common areas. 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.

■ INCLUSIVE FEE ALSO INCLUDES

The Inclusive Licence Fee covers, in addition to the items included in the Standard Licence Fee, all telephone call charges (up to £100 per workstation per month), 1mb broadband data circuit (standard commercial service), 1 direct dial telephone number and £10 complimentary credit per workstation per month for Giro services.

■ EXCLUSIVE CHARGES

Prices exclude VAT and are subject to 10% Settlement Discount, if the Account is paid within 7 days of the invoice date.

■ Additional Services via Reception

■ Fax and e-mail

Incoming fax:	£ 0.25p per sheet
Outgoing fax:	£ 0.75p per sheet
Europe	£ 1.40p per sheet
Rest of World	£ 2.00p per sheet
Incoming e-mail	£ 0.25p per message
Outgoing e-mail	£ 0.75p per message

■ Keys

Customers are issued with 1 control card and 1 office door key per workstation. Additional cards are charged at £20.00 each. Additional keys at £15.00 each. Car Park entrance controls are charged at £60.00.

■ Labour charges

Extra work required by clients e.g. erection of shelves	£33.00 per hour per person
IT Services: fault finding, installation or advice	£77.00 per hour per person

■ Photocopying

Black & White A4 size	
1-99 copies (per month)	5.5p per copy
100 plus copies (per month)	4.5p per copy
500 plus copies (per month)	3.5p per copy
Colour A4 size	
1 – 99 copies (per month)	55p per copy
100 plus copies (per month)	40p per copy
500 plus copies (per month)	35p per copy
(A3 size counts as 2 A4 copies)	

■ Postage Services

Our postage services are based on Royal Mail rates plus a handling charge. Customers not fully utilising this service will be charged £2.00 per workstation to cover Royal Mail delivery charges.

■ Typing Services

£ 4.50 per 15 minutes

■ Conference Room

Meeting room bookings are subject to availability during normal business hours 9.00 hrs to 17.00 hrs

■ Room Clients

£17.50 per hour, or part thereof
£50.00 per half day
£75.00 per day

■ Outside Clients

£55.00 per hour, or part thereof
£110.00 per half day
£200.00 per day

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■ Additional Furniture

Extra desk	£15.00 per month
Extra chair (high back)	£ 9.00 per month
Extra filing cabinet	£12.00 per month
Extra glass fronted cabinets	£17.50 per month
Extra workstation for fully inclusive customers	£115.00 per month

■ Burglar Alarms

Installation cost	Price on application
Annual Maintenance	£240.00 per annum
Central Station Monitoring charge	£540.00 per annum
Alarm	£22.50 per month
Alarm Telephone number installation charge	£100.00 per number

■ Storage Areas

A range of secure storage units are available within the centre with prices starting from as little as £12 per week.

■ Refreshments in Café

Purified chilled water is available with our compliments.

Hot drinks are available in our café for a nominal charge of

90p per cup for chocolate/coffee.

50p per cup of tea.

Sandwiches, snacks and cold drinks are available from the vending machine in the café.

N.B. The water in the cloakrooms is softened and not suitable for drinking.

■ Telecommunications

■ Call Divert Facility (Rathbone House and Rathbone Square Only)

Initial Programming charge	£45.00 per extension
Reprogramming charge	£45.00 per extension
Clearance charge	£40.00 per extension

■ Direct Dial In (DDI) Numbers

DDI digital number rental or port	£14.90 per month inc. voicemail box
DDI analogue number rental or port	£19.60 per month
Programming charge to display company name on switchboard	£30.00 per number
Installation charge	£55.00 first number port
Installation charge	£35.00 subsequent numbers or ports
Transfer charge	£45.00 per number or port
Clearance charge	£60.00 per number or port
Caller Line Identity installation	£15.00
Caller Line Identity clearance	£15.00

■ Extensions

Extra digital extension rental without a DDI number	£6.50 per month
Extra analogue extension rental without a DDI number	£15.00 per month
Installation charge	£55.00
Transfer charge	£45.00 per extension
Clearance charge	£60.00 per extension

Note: No rental installation charge or clearance charge is made for extra extensions if taken in conjunction with DDI numbers.

ISDN 2 prices do not include the cost of relevant DDI number installation and rental.

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■ Telecommunications continued

■ Telephone Charges Miscellaneous:

Printout of telephone calls and costs

1 – 3 extensions

£11.00 per printout

3+ extensions

£16.50 per printout

■ 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

Note: All the 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)

Mobile rates are charged at 30p per minute. Please ask reception for call rates outside the United Kingdom.

■ Voicemail

Rental of mail box

£2.75 per month per mailbox

Installation of facility for mailbox

£45.00 per mailbox

Clearance charge

£45.00 per mailbox

Note: a voice mail box is available free of charge to Room Clients for each DDI digital number installed.

■ Broadband Data Circuit

Standard Commercial Service with one IP address up to 128k

£50.00 per month

up to 256k

£70.00 per month

up to 512k

£112.00 per month

up to 1m

£170.00 per month

up to 2m

£250.00 per month

Installation charge

£100.00

Specialist access service with 5 public IP addresses up to 256k

£200.00 per month

up to 512k

£250.00 per month

up to 1m

£300.00 per month

up to 2m

£400.00 per month

Installation charge

£150.00

■ Miscellaneous charges for Broadband facilities

Additional IP address

£10.00 per month

Transfer charges

£100.00

Upgrade charge

£50.00

Clearance charge

£60.00

Voice over IP

£25 per workstation per month

■ Virtual Office - Accommodation Service

Quarterly charge for receiving mail, faxes and telephone answering

£360.00

Quarterly charge for receiving mail and faxes

£190.00

Quarterly charge for telephone answering

£190.00

All Mail Forwarding - our standard rate applies

Departing customers with Licence Agreements will be given DDI numbers and Voicemail where applicable for the relevant quarterly period at no extra charge. A £100 Deposit is required for all Virtual Office Services.

Note: Fire-walling privacy and security measures are the customer's responsibility; the installation charge does not include the cost of switch and local network if required.