

PRICE LIST & ADDITIONAL SERVICES



WHAT'S INCLUDED IN A VELOCITY VIRTUAL OFFICE

Mail Forwarding (included in Business Address option)

- Post received can be forwarded daily or weekly as requested OR collected by client
- One forwarding address per virtual licence
- One company name per virtual licence
- Post sent out as received e.g. in as special out as special and charged accordingly
- Mail logging system - special or recorded mail logged when comes in and sent out
- Clients responsibility to inform centre if they are expecting something important/valuable
- 20% handling charge on postage and on ALL couriers
- Additional charges for packaging etc
- Update forwarding address details online using the Velocity Mitel Portal

Call Answering

- ONE mainline number per virtual
- Calls answered in company name at switchboard and/or diverted to landline or voicemail
- The call is then forwarded to either a voicemail or landline – we pass to a ringing phone – no bounce back/messages taken
- Up to 60 calls per month included at no extra cost in your monthly fee then charged at £0.20p per call
- Update forwarding number online using the Velocity Portal
- Calls transferred charged at BT Business rate for landlines and mobiles and internationals
- Extra DDI – Additional Velocity Call Answering licence to be taken

Call Forwarding

- 2 CALL PACKAGE OPTIONS: CALL £10 – 70 MOBILE / 30 INTERNATIONAL MINUTES / 250 LOCAL & NATIONAL MINUTES
CALL £20 – 150 MOBILE / 70 INTERNATIONAL MINUTES / 550 LOCAL & NATIONAL MINUTES
- Call values are only valid for the calendar month they apply too.
- Unused values are not transferrable each month or at the end of the licence
- Call minutes calculated when call forwarded to number to the nearest minute
- Real values per package are £12 and £24

Fax Forwarding (included in all Business Address and Velocity Virtual options)

- Fax number included (will go through to centre's fax)
- We can forward faxes on to you by post or fax
- 25p per item faxed/£1 international
- 25p per item posted plus postage cost

ADDITIONAL SERVICES

Secretarial services

- £10 per hour or individual item prices
- Photocopying 10p per copy
- Binding £1 per item
- Laminating £1 per item
- Printing 50p per copy
- Scanning £1 per page

Meeting Rooms and Day Offices

- Each Velocity client gets a free &Meetings VIP Club card giving 30% discount when they book a meeting room or day office online at www.andmeetings.com
- Each card has a unique number to use online. Cards only valid for the duration of the licence.
- If on a rolling licence the VIP club card will be cancelled by &Meetings when the client leaves*
- DAY OFFICES can be booked 24 hours (minimum) in advance and paid online
- Same day requirements are not guaranteed and available by calling &Meetings sales number only
- All meeting rooms/day offices include refreshments, phone line and internet

General

- All prices are excluding VAT
- Prices are charged for a calendar month in advance
- 1 months notice required to terminate services

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