

Lansdowne - Bournemouth

Your business address could be located in the heart of the business district of the picturesque seaside town of Bournemouth. Our Bournemouth facility is situated in a three storey Victorian period property, renovated to an exceptionally high standard and retains many original features.

Flexibility is the key element of the Virtual Office Services from The BizXchange, with options to suit every stage of your business growth and because we recognise that no one business is the same.

In addition we are able to provide prestigious mailing addresses in other UK locations as well as overseas. Please contact us with your specific requirements to enable us to provide you with the most cost effective solution.

Main Virtual Office facility features:

- Business Mailing Address
- 21st Century Telecommunications
 - Advanced Intelligent Call Routing
 - Voicemail2Email and Fax2Email
 - Local, Lo-Call 0845 or Freephone 0800 numbers
- Virtual Reception - professional call answering and transfer

Meeting and Conference facilities are available for physical meetings on a priority basis for Virtual Office clients



(0109)



VO Standard **

Our basic Business address service allowing you to use our office address for mail and fax handling. This is not for use as a registered address.

VO Plus **

Our intelligent call routing service providing you with two local 01202 or 0845 (bronze) numbers and voicemail boxes. Includes 250 shared minutes of calls routed to your designated virtual extensions, calls routed to UK landlines—divert to mobile or other numbers will reduce the number of shared minutes on your call plan. Auto-attendant, Voicemail2Email, Fax2Email and a monthly call stats package are optional extras. Selected Silver, Gold and Corporate numbers are available as an 'add-on' in lieu of the bronze numbers, these attract an annual connection fee (see table).

VO Business **

Our combined Business address and intelligent call routing service allowing you to use our office address for mail (not for use as a registered address) as well as having the flexibility to route inbound calls to an unlimited number of 'virtual extensions' based upon time of day or staff availability. Refer to the VO Plus service description above and the intelligent call routing functionality later in this document. [VO Business = VO Standard + VO Plus]

Virtual Reception 10 ~ 200+

Our standalone Virtual Reception service—enabling you to divert your calls directly to our highly professional receptionists who will answer your calls for you. A fully inclusive service (8am – 6.30pm Mon – Fri) for unlimited members of your staff with no monthly service charge and free rollover of unused calls* - all for a flat monthly fee.

Includes online diary management system to enable our receptionists to quickly identify if calls can be passed through to you or if they should take a message, sending you the message by email or text (SMS) as per your preference. FREE VIP recognition facilities and data capture of up to 7 fields of information—additional data capture charged per field.

VO Business 10 ~ 200+ **

Our combined Business address and Virtual Reception services as described above. [VO Business 10 ~ 200+ = VO Standard + Virtual Reception 10 ~ 200+]

VO Business Pro 10 ~ 200+ **

Combined Business address, call routing and Virtual Reception services as described above. [VO Business Pro = VO Standard + VO Business + Virtual Reception]

** Standard 12 month contract, you just need to give 30 days notice to terminate after the initial 3 months.

(0109)



Virtual Office Services	Business Address Mail & Fax Handling	Intelligent Call Routing to unlimited "Virtual Extension" numbers	Auto Attendant (set-up fees apply)	Voicemail	Vmail2 Email	Fax2 Email	Virtual Reception - Inclusive Calls pcm	Local Number (01202) associated with mail address	NGN UK "Ghost" Included	UK "Ghost" 084x / Local Option Available	Transferred Call Charges included	Set-up Fee	Minimum Contract Term (months)	Monthly Call Stats	Monthly fee	Price per call over the included Call Plan	Services Deposit Required	p.a. in advance	Saving by paying annually	
VO Standard	Yes	-	-	-	-	-	-	-	-	-	-	No	3	-	£45.00	-	£150.00	£495.00	£45.00	
VO Plus	-	Yes	Option	Yes	Option	Option	-	2	No	Selected Bronze	250 mins [△] (UK landline)	No	3	Option	£35.00	5p / min.	£150.00	£385.00	£35.00	
Virtual Reception 10	No	No	No	No	No	No	10*	-	0845	Yes	Yes	£117	1	No	£43.80	£1.97	No	£503.70	£21.90	
Virtual Reception 20	No	No	No	No	No	No	20*	-	0845	Yes	Yes	£117	1	No	£63.80	£1.97	No	£733.70	£31.90	
Virtual Reception 30	No	No	No	No	No	No	30*	-	0845	Yes	Yes	£117	1	No	£85.80	£1.97	No	£986.70	£42.90	
Virtual Reception 40	No	No	No	No	No	No	40*	-	0845	Yes	Yes	£117	1	No	£107.80	£1.97	No	£1,239.70	£53.90	
Virtual Reception 60	No	No	No	No	No	No	60*	-	0845	Yes	Yes	£117	1	No	£118.80	£1.80	No	£1,366.20	£59.40	
Virtual Reception 100	No	No	No	No	No	No	100*	-	0845	Yes	Yes	£117	1	No	£162.80	£1.48	No	£1,872.20	£81.40	
Virtual Reception 150	No	No	No	No	No	No	150*	-	0845	Yes	Yes	£117	1	No	£217.80	£1.32	No	£2,504.70	£108.90	
Virtual Reception 200	No	No	No	No	No	No	200*	-	0845	Yes	Yes	£117	1	No	£272.80	£1.24	No	£3,137.20	£136.40	
Virtual Reception Bespoke	No	No	No	No	No	No	200+	-	0845	Yes	Yes	£117	1	No	£POA	£POA	No	£POA	£POA	
VO Business	Yes	Yes	Option	Yes	Option	Option	-	2	No	Selected Bronze	250 mins [△] (UK landline)	No	3	Option	£79.00	5p / min.	£150.00	£869.00	£79.00	
VO Business 10	Yes	No	No	No	No	No	10*	-	0845	Yes	Yes	£100	3	No	£88.80	£1.97	No	£1,018.60	£47.00	
VO Business 20	Yes	No	No	No	No	No	20*	-	0845	Yes	Yes	£100	3	No	£108.80	£1.97	No	£1,258.60	£47.00	
VO Business 30	Yes	No	No	No	No	No	30*	-	0845	Yes	Yes	£100	3	No	£130.80	£1.97	No	£1,522.60	£47.00	
VO Business 40	Yes	No	No	No	No	No	40*	-	0845	Yes	Yes	£100	3	No	£152.80	£1.97	No	£1,786.60	£47.00	
VO Business 60	Yes	No	No	No	No	No	60*	-	0845	Yes	Yes	£100	3	No	£163.80	£1.80	No	£1,918.60	£47.00	
VO Business 100	Yes	No	No	No	No	No	100*	-	0845	Yes	Yes	£100	3	No	£207.80	£1.48	No	£2,446.60	£47.00	
VO Business 150	Yes	No	No	No	No	No	150*	-	0845	Yes	Yes	£100	3	No	£262.80	£1.32	No	£3,106.60	£47.00	
VO Business 200	Yes	No	No	No	No	No	200*	-	0845	Yes	Yes	£100	3	No	£317.80	£1.24	No	£3,766.60	£47.00	
VO Business Bespoke	Yes	No	No	No	No	No	200+	-	0845	Yes	Yes	£100	3	No	£POA	£POA	No	£POA	£POA	
VO Business Pro 10	Yes	Yes	Option	Yes	Option	Option	10*	Option	0845	Yes	No [‡]	No	3	Option	£122.80	£1.97	£150.00	£1,392.60	£81.00	
VO Business Pro 20	Yes	Yes	Option	Yes	Option	Option	20*	Option	0845	Yes	No [‡]	No	3	Option	£142.80	£1.97	£150.00	£1,632.60	£81.00	
VO Business Pro 30	Yes	Yes	Option	Yes	Option	Option	30*	Option	0845	Yes	No [‡]	No	3	Option	£164.80	£1.97	£150.00	£1,896.60	£81.00	
VO Business Pro 40	Yes	Yes	Option	Yes	Option	Option	40*	Option	0845	Yes	No [‡]	No	3	Option	£186.80	£1.97	£150.00	£2,160.60	£81.00	
VO Business Pro 60	Yes	Yes	Option	Yes	Option	Option	60*	Option	0845	Yes	No [‡]	No	3	Option	£197.80	£1.80	£150.00	£2,292.60	£81.00	
VO Business Pro 100	Yes	Yes	Option	Yes	Option	Option	100*	Option	0845	Yes	No [‡]	No	3	Option	£241.80	£1.48	£150.00	£2,820.60	£81.00	
VO Business Pro 150	Yes	Yes	Option	Yes	Option	Option	150*	Option	0845	Yes	No [‡]	No	3	Option	£296.80	£1.32	£150.00	£3,480.60	£81.00	
VO Business Pro 200	Yes	Yes	Option	Yes	Option	Option	200*	Option	0845	Yes	No [‡]	No	3	Option	£351.80	£1.24	£150.00	£4,140.60	£81.00	
VO Business Pro Bespoke	Yes	Yes	Option	Yes	Option	Option	200+	Option	0845	Yes	No [‡]	No	3	Option	£POA	£POA	£150.00	£POA	£POA	
"Ghost" NGN UK Add-on 01202, 0208, 0845 etc	-	Yes	Option	Yes	Yes	Yes	-	-	-	Selected Bronze	180 mins (UK landline)	£25	1	Option	£40.00	13p / min.	-	-	-	
0800 / 0808 Freephone	-	Yes	Option	Yes	Yes	Yes	-	-	-	Selected Bronze	200 mins (UK landline)	£25	1	Option	£55.00	20p / min.	-	-	-	
Notes:																				
UK "Ghost" numbers	Corporate	e.g. 01202 586 586, 01202 58 65 65, 01202 58 66 66, 08452 60 75 45, 0800 1 777 097													Add annual connection fee to service: £499					
Numbers are subject to availability.	Gold	e.g. 01202 58 65 10, 01202 58 65 15, 08452 60 75 30													Add annual connection fee to service: £99					
International numbers are available on request.	Silver	e.g. 01202 58 65 22, 08452 60 75 33													Add annual connection fee to service: £49					
	Bronze	e.g. 01202 586 532, 0845 260 7513, 0800 1777 091													Add annual connection fee to service: £NIL					
‡ Virtual Reception answered calls that are transferred to either a UK landline or mobile are FREE within the inclusive monthly call plan. All other calls transferred as part of the Intelligent Call Routing service are deducted from the included 250 mins (UK landline) - additional call charges apply outside this limit.																				
△ Minutes shared between your two numbers, FREE roll over of any unused minutes to the following month																				
* FREE roll over of any unused calls to the following month																				

All prices correct at time of going to print and are exclusive of UK VAT at Government standard rate.

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www.virtual-office-services.co.uk

:: Management & Advanced Solutions ::

:: Virtual Reception

Our Virtual Reception answer service can be provided either as a stand alone service or bundled with our mailing address and intelligent call routing services. A fully inclusive service (8am – 6.30pm Mon – Fri) for unlimited members of your staff with no monthly service charge and free rollover of unused calls. Amongst the FREE features included are: message delivery in the UK - SMS text to mobile, emails & fax; VIP recognition facilities based upon named individuals or companies; data capture from callers; online diary management; announcement and transfer of calls to UK landline or mobile irrespective of call duration.

:: Detailed call statistics reporting

This option provides you with detailed call statistics management reporting, enabling you to quickly identify responses to specific marketing campaigns; whether via Radio, TV or from your website.

Reports can be provided as per your specific requirements, including inbound call statistics showing total number of calls (call attempts), date/time of call, call originator (CLI STD code / post code / Town, County or Country), call duration, result (engaged, answered or unanswered plus percentage of total calls), total duration of calls, averages (call duration, TTA – time to answer). Rerouted call statistics for those numbers with the intelligent call routing function enabled.

Detailed call statistics reporting:	£25 pcm / number
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:: Intelligent call routing function

Configure your inbound call handling as per your specific requirements, providing hunt group and queuing facilities as well as forwarding to either voicemail or Virtual Reception answer service. Additionally you may wish calls to be diverted to say your mobile when you're away from your desk or the number of a colleague. If the first number is busy then the system automatically calls the next number, if the 2nd number is busy then it dials the 3rd and so on.

Intelligent routing call charges applied by number type and destination are charged as per the managed flat rate tariff plan shown on the previous page.

:: Vmail2Email service

The Voicemail 2 Email service enables the configuration of your dedicated voicemail mailbox associated with your number solution, such that you automatically receive any voice messages as an email (.wav audio file) attachment. The .wav audio files can then be played back on many audio/music players running on either PC or smartphone.

Simple to set-up:

Provide us with the email address that you want to receive your voicemails and with one call to simply change your mailbox greeting that's it!

Flat rate fee:

Vmail2Email service:	£5.00 pcm / number
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:: Fax2Email service

The Fax 2 Email service enables the configuration of your dedicated fax server inbox associated with your number solution, such that you automatically receive any fax messages as an email attachment (.tiff or .pdf). Enabling you to store and back-up important faxes electronically, saving on ink and fax paper, not to mention the ability to receive urgent faxes when you're not in the office!

Simple to set-up:

Provide us with the email address that you want to receive your fax messages and that's it!

Flat rate fee:

Fax2Email service:	£7.50 pcm / number
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