



# Virtual Office Solutions

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Establishing a Powerful Business Presence in  
Your Virtual Office

## **WELCOME TO MPBC VIRTUAL OFFICE SOLUTIONS**

Welcome and thank you for choosing MPBC, “Miramar Professional Business Center,” Virtual Office Solutions. We aim to successfully assist as you start your own business, expand your home based business, or set up your satellite office in Miramar. MPBC Virtual Office Solutions is the flexible alternative to the traditionally expensive method of opening an office.

In addition to lowering those pricey overhead expenses associated with traditional offices, MPBC will:

- Create the professional identity and corporate image you deserve for a fraction of the cost
- Provide live telephone answering in your company’s name
- And supply a private office and conference room available at your convenience.

## **CONTACT INFORMATION**

Phone Number: 954-430-5522

Fax number: 954-272-0226

MPBC

3600 Red Road, Suite #407

Miramar, FL 33025

## PACKAGES

FEATURES	MAILBOX PLUS	TELEPHONE ANSWERING	VIRTUAL OFFICE
<b>Prestigious Business Address</b>	★		★
<b>Mail Collection and Forwarding</b>	★		★
<b>Preferred Rates on Courier Services</b> FEDEX and DHL	★	★	★
<b>Access to Ready-to-Use Conference Room</b> Upon availability and at an additional fee	★	★	★
<b>Access to Ready-to-Use office space</b> Upon availability and at an additional fee	★	★	
<b>A Local Phone Number</b>		★	★
<b>Personalized Call Answering</b> Calls answered by a professional receptionist with your company's name according to specified instructions		★	★
<b>Call Redirecting</b> Upon instruction calls will be redirected to your personal number		★	★
<b>Voice Mailbox</b> Remotely set up, easy access and retrieval of your personal voicemail		★	★
<b>Incoming and Outgoing Faxes</b> We will collect and send your faxes to you as instructed		★	★
<b>16 Hours per Month of Private Office Use</b>			★
<b>10% Discount on All Corporate Identity Designs</b> Company logos, letterheads, pamphlets, etc.	★		
<b>10% Discount on All Corporate Identity Designs and Printing</b> Company logos, letterheads, business cards, etc.		★	
<b>15% Discount on All Corporate Identity Designs and Printing</b> Company logos, letterheads, business cards, etc.			★

## PRICING

Selecting any of our virtual office products is fast, cost effective, and easy.

PRODUCTS	INITIAL SET UP FEE	3 MONTHS (monthly rate)	6 MONTHS (monthly rate)	12 MONTHS (monthly rate)
Mail Box Plus	\$25.00	\$100.00	\$75.00	\$50.00
Telephone Answering	\$50.00	\$200.00	\$175.00	\$150.00
Virtual Office w/16 hours per month of office time	\$75.00	\$225.00	\$200.00	\$175.00

\*\*\*First 3 months must be paid in advance\*\*\*

## PAYMENT INFORMATION

Monthly payments plus any applicable sales tax are payable in advance on the first day of each calendar month during the term of the Agreement. It is the responsibility of the Client to provide current credit card details. Any declined credit cards and returned checks will result in a \$50.00 service fee.

### LATE PAYMENTS

If the monthly fee is not paid in full by the fifth (5<sup>th</sup>) of the month, a \$25.00 late fee will be charged.

If any fee is left unpaid or if the Client breaches any of the other provisions of the signed Agreement, the Client will be in default. MPBC shall have the right to terminate the Agreement. In the event that legal action is necessary to recover fees or to enforce the provisions of the Agreement, the Client agrees to pay to MPBC all reasonable attorneys' fees and costs, including the costs of appeal.

A waiver of a breach of any term of the Agreement is not a waiver of any subsequent breach of the same term or a waiver of any other term of the Agreement.

## ACCESS TO BUSINESS CENTER

Virtual office and mail box customers can access MPBC during normal business hours. MPBC office hours are Monday - Friday 9 a.m. to 6:30 p.m. The lobby door will automatically open and close during these hours. The Reception is operational during these hours. MPBC Reception will not be operational during public holidays, after hours, and weekends. All calls will be forwarded directly to voicemail at these times.

### HOLIDAY SCHEDULE

When a holiday falls on a Saturday or Sunday, the office will be closed on the closest business day. MPBC will be closed for the following holidays:

- New Year's Day
- Presidents' Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- The day after Thanksgiving
- Christmas Eve
- Christmas Day

### MAIL SERVICE

For USPS (United States Postal Service): All mail will be placed in the mailbox assigned to you.

Mailing address as follows:

Your name/company name  
Your PMB  
3600 Red Road, Suite #407  
Miramar, FL 33025

Example:

John Doe/Company X  
#201  
3600 Red Road, Suite #407  
Miramar, FL 33025

Please bring your mail box key when retrieving your mail. \*\*Mail can only be retrieved with your mail box key.\*\* Please make sure your mail is addressed as indicated above. We cannot be held responsible for mail returned to the USPS as "UNKNOWN." Only mail addressed to the applicant will be accepted. Unauthorized mail will be returned to the USPS.

Upon termination of the Agreement for whatever reason, it is the Client's responsibility to notify all parties of the change of address. Client agrees not to file a change of address form with USPS. Subsequent mail sent to MPBC will be returned to sender.

## DELIVERY AND COURIER SERVICES

The receptionist at the front desk will handle all incoming deliveries. After receiving the package the receptionist will notify you of the delivery. Packages unable to fit in your mailbox must be retrieved the day of notification. Packages left overnight will result in a \$5 storage fee per night. Packages will only be accepted during normal working hours.

## OCCUPATIONAL LICENSE

The City of Miramar requires that all companies doing business in Miramar acquire an Occupational License. If your company does not have one, a copy of the application and details can be emailed to you. You can also visit: [http://www.ci.miramar.fl.us/fin/comm\\_app.htm](http://www.ci.miramar.fl.us/fin/comm_app.htm)

Occasionally, the Fire Marshall will inspect the premises and we are obliged to provide the names of all companies in the centre. They will check to see if you have a License, so please make sure that you have one.

## CONFERENCE ROOM

The conference room is open during all normal business hours.

A reservation must be made in order to use the conference room. To reserve the room please contact the MPBC reception desk. When making a reservation, specific duration times will be needed to eliminate overlapping usage. See below for conference room reservation fees. Any violations of your allotted reservation are subject to an additional \$25.00 charge.

Unscheduled use of the conference room is not permitted without the knowledge of Reception. You must check with Reception before using the room. Impromptu usage will result in an additional \$25.00 fee per occurrence.

The conference room has wireless internet capabilities.

## CONFERENCE ROOM FEES

Hourly Rate (up to 3 hours):	\$25.00 per hour
½ Day Rate (up to 5 hours):	\$30.00 per hour
Day Rate:	\$40.00 per hour

## DAMAGE DEPOSIT

An additional deposit is required at the time of reservation. The \$50.00 refundable security deposit shall be used to compensate MPBC in the event of any damage to the premises. If the damages exceed the amount of the security deposit, MPBC does not waive its right to commence legal action against the Client for the remainder of the damages.

## CANCELLATION POLICY

Any cancellation made within twelve (12) hours of the time the conference room was to be used will be charged the full price. Fifty percent (50%) of the full price for a cancellation between twelve (12) and twenty-four (24) hours of the time the conference room was to be used. No charge for a cancellation more than twenty-four (24) hours before the time the conference room was to be used.

## COURTESY

During your use of the conference room we ask that you be considerate of clients in nearby offices. Please keep your voices at a normal speaking level and keep the door closed.

## CLEAN UP

We strive to keep our conference room up to our clients' expectations. Therefore we ask that upon finishing your meetings and before exiting the room, please make sure that it is the same way you found it. This includes making sure that all the chairs are clean, level and placed properly against the table, all trash is placed in the trash can, all tableware, glasses etc. are removed and placed in the trash, the telephone is placed back on the board table and you have all your belongings with you. We cannot be held responsible for personal belongings left in the conference room. Please let Reception know when you are finished in order to log in the time.

If necessary, there will be a charge for clean up. This will be \$25.00.

## PRIVATE OFFICE

The private office is available during all normal business hours.

A reservation must be made in order to use the private office. To reserve the office please contact the MPBC reception desk. When making a reservation, specific duration times will be needed to eliminate overlapping usage. See below for private office reservation fees. Any violations of your allotted reservation are subject to an additional \$25.00 charge.

Unscheduled use of the private office is not permitted without the knowledge of Reception. You must check with Reception before using the office. Impromptu usage will result in an additional \$25.00 fee per occurrence.

#### PRIVATE OFFICE FEES

For mailbox and telephone answering package holders:

- Hourly Rate (up to 3 hours): \$50.00 per hour
- ½ Day Rate (up to 5 hours): \$30.00 per hour
- Day Rate: \$25.00 per hour

For virtual office package holders that exceed the allotted 16 hours:

- Hourly Rate (up to 3 hours): \$45.00 per hour
- ½ Day Rate (up to 5 hours): \$25.00 per hour
- Day Rate: \$20.00 per hour

#### DAMAGE DEPOSIT

An additional deposit is required at the time of reservation. (Virtual office package owners are still required to supply this deposit.) The \$50.00 refundable security deposit shall be used to compensate MPBC in the event of any damage to the premises. If the damages exceed the amount of the security deposit, MPBC does not waive its right to commence legal action against the Client for the remainder of the damages.

#### CANCELLATION POLICY

Any cancellation made within twelve (12) hours of the time the private office was to be used will be charged the full price. Fifty percent (50%) of the full price for a cancellation between twelve (12) and twenty-four (24) hours of the time the private office was to be used. No charge for a cancellation more than twenty-four (24) hours before the time the private office was to be used.

#### AMENITIES

The private office user will have access to all standard office supplies on the MPBC premises. This includes copiers, fax machines, writing utensils, paper, etc. Users also have access to our wireless internet.



## COURTESY

During your use of the private office we ask that you be considerate of clients in nearby offices and conference room. Please keep your voices at a normal speaking level and keep the door closed.

## CLEAN UP

We strive to keep our private office up to our clients' expectations and that takes effort. Therefore we ask that upon finishing and before exiting the room, please make sure that it is the same way you found it. This includes making sure that all the chairs are clean, level and placed properly against the table, all trash is placed in the trash can, the telephone is placed back on the desk and you have all your belongings with you. We cannot be held responsible for personal belongings left in the private office. Please let Reception know when you are finished in order to log in the time.

If necessary, there will be a charge for clean up. This will be \$25.00.

## INTERNET CONNECTION

Although the MPBC's wireless internet network is firewall protected, we suggest that you acquire a personal firewall for each computer that is connected to it.

## VIRUS PROTECTION

New computer viruses affect the Internet and computer networks around the world all the time. Viruses can have crippling effects on even the most sophisticated company networks. It is imperative that we do everything in our power to protect ourselves from these viruses.

Therefore it is important that each and every computer that is connected to our network here at MPBC has:

- Updated and active VIRUS PROTECTION PROGRAMS such as McAfee, Norton, etc.
- Windows update. Your computer can be configured to install these automatically as they become available. You can go to [www.windowsupdate.com](http://www.windowsupdate.com) for more information.

PLEASE BE ADVISED THAT ANY COMPUTER THAT DOES NOT HAVE THESE PROTECTIONS ON THEM WILL NOT BE ALLOWED TO CONNECT TO OUR NETWORK. IT IS A TIME CONSUMING AND COSTLY PROCESS TO ISOLATE A VIRUS ON A NETWORK. COSTS ASSOCIATED WITH PERFORMING THIS

PROCEDURE AND DISCONNECTING OR REMOVING THE VIRUS FROM THE NETWORK WILL BE BORNE BY THE CLIENT.

MPBC WILL NOT BE HELD RESPONSIBLE FOR COMPUTERS AFFECTED BY VIRUSES WHETHER OR NOT THE VIRUS CAME FROM A COMPUTER ON OUR NETWORK. IT IS YOUR RESPONSIBILITY TO PROTECT YOUR INVESTMENT.

### **SOLICITING**

Canvassing, soliciting and distribution of handbills or any other written material in the building are prohibited. We are obliged to keep each of our clients' information confidential, unless it is specified otherwise.

### **SMOKING POLICY**

FLORIDA CLEAN INDOOR ACT (85-257-F.S.) stipulates that no person may smoke in a public place. Violators are subject to a fine by the State of Florida.

Please advise your guests that absolutely NO SMOKING will be tolerated in the building. This includes the centre and other building common areas, which include stairwells, lobbies, restrooms, elevators, and corridors. The designated smoking areas are outside of the building. We thank you for your understanding in this issue.