


Understanding Servcorp Virtual Office



One Exchange Square
Hong Kong
March 2009

SERVCORP | Virtual Office
Everything but the office®



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INTRODUCTION

We are excited to welcome you to Servcorp as our client and look forward to working together – your success is our success.

Making your business life easier starts today. The “Understanding Servcorp” Manual has been designed to provide all relevant information pertaining to our services, facilities and their related charges.

The contents directory will lead quickly to your areas of interest, including information that will make the process of settling into Servcorp as efficient and effective as possible.

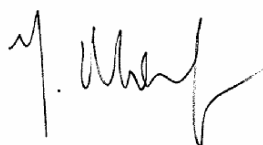
Should you have any questions that are not answered by this manual concerning pricing, please do not hesitate to contact your Servcorp Virtual Manager for clarification.

Servcorp offers an extensive range of business support services and you only pay for what you use. This means you can avoid any extra investment in people or equipment and gain cost efficiency knowing exactly what will appear on your invoice at the end of each month. Through the power of Servcorp Hottdesk[®], your invoice will be available to you on-line wherever you are.

All figures are shown in Hong Kong dollars for this location. As you travel to various Servcorp locations, please do not hesitate to request a copy of their service charges.

Our commitment is to always provide clients with an environment that makes controlling and managing their business easier – “Understanding Servcorp” Manual, Hottdesk[®], Smart Office[®] and the team all contribute to this commitment.

Regards,

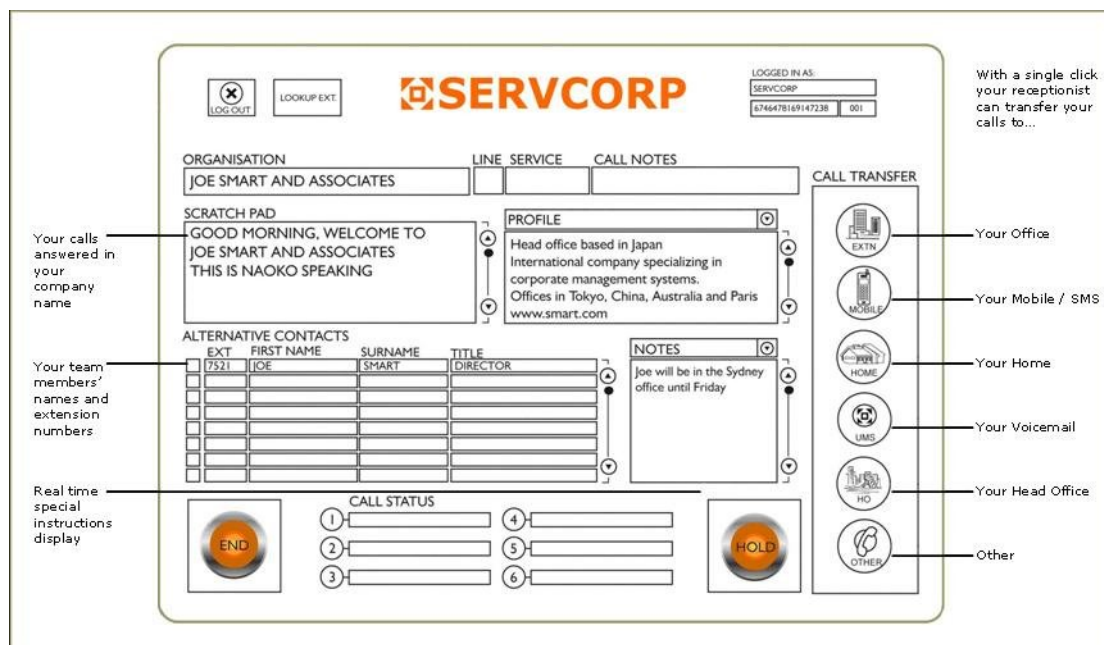


Taine Moufarrige
Executive Director

YOUR PERSONAL RECEPTION SPECIFICATIONS

A Servcorp Worksmart® Screen (example below) is automatically triggered when the Receptionist answers your company's incoming calls.

Worksmart® is designed and owned by Servcorp. This visual display will soon be able to be updated live by you from your Servcorp Hottdesk®.



INFORMATION TO BE PASSED ON TO YOUR CLIENTS

Company Name:

Address:

Website:

Contact Name(s):

Advertised Telephone No.:

Advertised Fax No.:

Who are your major clients? (This ensures we make the best impression possible for your business)

Brief description of your business:

PLATINUM PLUS, PLATINUM AND ADDRESS PACKAGES ONLY

Mail / Fax / Courier Arrival Notification

Please select from the following options

(Standard) Please leave a complimentary voicemail message on my Servcorp voicemail

Please call me on number:
(call charges apply)*

Please email me at my email address:

No notification required

Facsimile Redirection

For Platinum package clients your faxes will automatically be forwarded to your specified fax number (call charges apply)*. A handling fee applies for faxes received from the Servcorp Virtual Office fax and on-sent*.

On-sent my faxes to number:

Scan and email my faxes

Mail Redirection

A handling fee + postage applies should you not provide self addressed stamped envelopes*.

Address:

Please select the days on which you would like your mail sent:

Monday Tuesday Wednesday Thursday Friday Daily

Please forward by way of:

Express Post Courier Pre-Paid Envelope Normal Post

PLATINUM PLUS, PLATINUM AND COMMUNICATIONS PACKAGES ONLY

How would you like your calls answered?

(E.g. 'Good morning and welcome to Smart Company, this is Jane speaking')

Corporate Team Members / Call Transfer Options:

Please specify a telephone number where you require your calls to be immediately transferred to: your mobile phone, home or office. Fourth and each additional number will incur an additional charge per week plus calls.*

1. Name: _____ Position Title: _____

Number: _____ Email: _____

Offer the caller my personalized voicemail message (included)

Receptionist to take a message and send via voice to email (charges apply)*

Receptionist to take a personalized handwritten message and email or voicemail (charges apply)*

Position Title: _____

2. Name: _____

Number: _____ Email: _____

Offer the caller my personalized voicemail message (included)

Receptionist to take a message and send via voice to email (charges apply)*

Receptionist to take a personalized handwritten message and email or voicemail (charges apply)*

Position Title: _____

3. Name: _____

Number: _____ Email: _____

Offer the caller my personalized voicemail message (included)

Receptionist to take a message and send via voice to email (charges apply)*

Receptionist to take a personalized handwritten message and email or voicemail (charges apply)*

General Calls:

Number: _____

Note - Please select from one of the above options, if your caller does not want to leave a message themselves our receptionist will happily take a message on their behalf complimentary.

Voicemail Box

One personalized interactive voicemail box with a day & night greeting is included in each package. Additional voicemail boxes will incur a charge per week, per voicemail box*. Your callers have the option to leave a personalized message for you to retrieve at your leisure. Within this voicemail, your callers have the option of dialling "1", "2" or "3" to reach you at a specified number.

II Business hours greeting (9.00 am to 6.00 pm)

"You have reached the office of _____ . We are not available to take your

call at the present time, however you may leave a message after the tone, dial 1 to reach me on my mobile, or dial 0 to reach my receptionist during business hours. Thank you for calling".

Dial 1 to be diverted to:

Dial 2 to be diverted to:

(Telephone number)

(Telephone number)

II After Business hours greeting

"You have reached the office of _____ . It is currently outside

our normal business hours, which are 9.00am to 6.00pm, Monday to Friday. Please leave a detailed message after the tone or alternatively dial 1 to reach

dial 2 to reach

. Thank you for calling."

Dial 1 to be diverted to:

Dial 2 to be diverted to:

(Telephone number)

(Telephone number)

II Note : These options are suggestions only and we would be pleased to discuss alternatives if you require.

PLATINUM PLUS, PLATINUM AND COMMUNICATIONS PACKAGES ONLY

Receiving your voicemail messages

Dial in to voicemail at anytime to check your messages. Alternatively please select from the following options to have your messages delivered to you.

Voicemail to Email (Charges apply)*

Email Address:

Voicemail to Mobile/Landline (call charges only apply)

Telephone Number:

Days:

Times:

We would suggest 3 times per day, e.g. 10am, 1pm, 4pm depending on your business requirements. Please note: if you are traveling interstate/overseas or going on holiday and do not wish your calls to follow you, you need to inform your Virtual Receptionist in writing and also request her to reactivate it on your return (programming charges will apply*).

White Pages telephone directory listing
/ No

Please Circle: Yes

We can arrange for your company details to be registered in the White Pages Directory also the White Pages website, CD ROM and Directory Assistance. A standard fee will apply for our time*.

ALL PACKAGES

You will be allocated a dedicated Personal Assistant to assist you with your secretarial requirements and support to run your business.

Specific working requirements:

Preferred document layout:

Corporate business calendar / special events in the next 12 months:

Birthdays:

Name:	Date:
Name:	Date:
Name:	Date:

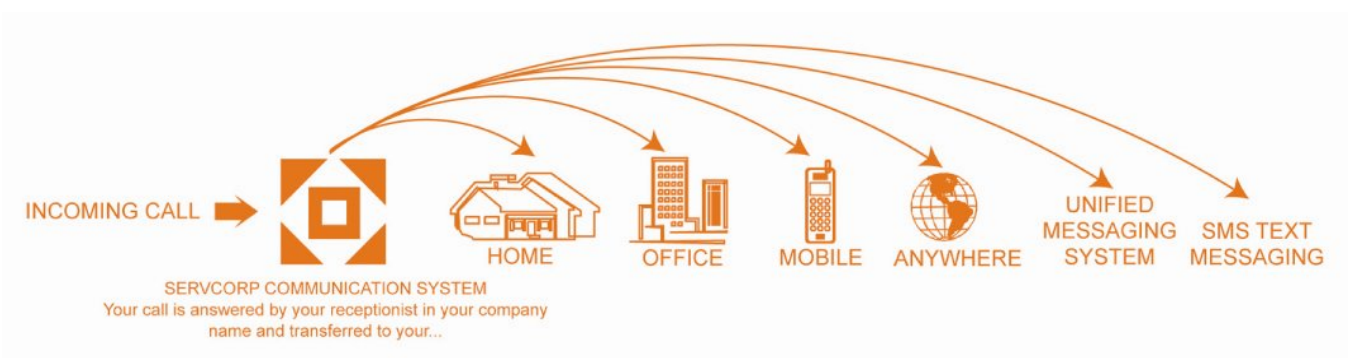
How do you take your tea/coffee?

Special Instructions:

Member's signature:

For & on behalf of Servcorp Virtual Office:

**Please refer to prices in the Understanding Servcorp Virtual Office.*



VOICEMAIL ACCESS – IS EASY AS 1 2 3



TO ACCESS VOICEMAIL

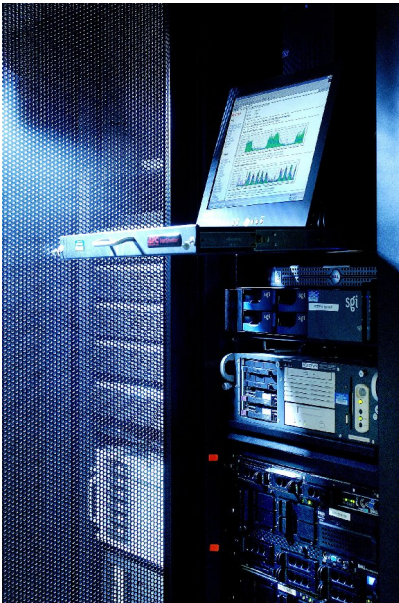
Outside of the office:

- Dial +852 3101 7999
- When prompted, enter '9'
- Enter your 4 digit extension number, then #
- Enter your password (112233), then #

Within the Business Lounge / Office / Meeting Room / Boardroom

- Dial '7999' or "messages" on your IP Phone, then #
- Follow the prompts

To delete messages from the system dial "3" immediately after hearing the message.



VOICEMAIL SHORTCUTS

TASK	KEY
Hear a new message	1
Send a message	2
Review old messages	3
Press during a message	
Repeat	1
Save	2
Delete	3
Reverse	7
Pause or continue	8
Fast Forward	9
Press after a message	
Reply	4
Forward message	5
Mark as new	6
Shortcuts	
Change greetings	411
Change password	431
Change record name	432
To skip greeting & leave a message	#

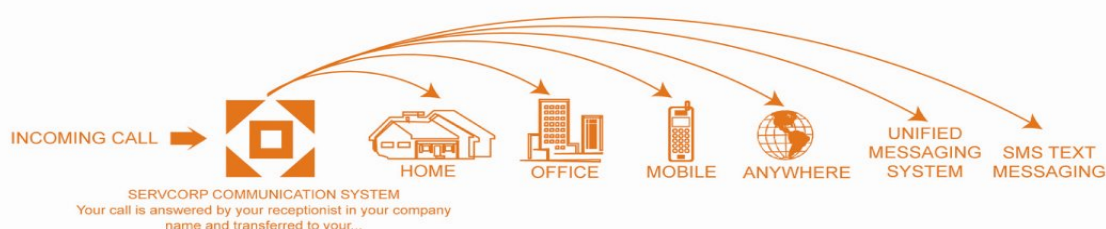
Your receptionist can set up the option to press 1 from your voicemail to reach you on your mobile. Speak to your receptionist if you would like us to program your voicemail to phone you at home, your office, your mobile or any other number once a message has been received.

SERVICES & FACILITIES


FACILITIES	PRICE	DESCRIPTION
Boardrooms, Meeting Rooms, Day Suites	Boardrooms Seats 12 - 14 Persons HKD 120.00 10 minutes HKD 720.00 Hourly HKD 4320.00 Daily HKD 1080.00 Hourly/After Hrs	Complimentary television, multi-system video and whiteboards are available in our boardrooms. Additional equipment is also available for hire (see Equipment for rates). Book via Servcorp Hottdesk® 24 hours, 7 days complimentary. A service fee applies if a team member books on your behalf.
Book Online using Servcorp Hottdesk®	Meeting Rooms Seats 4 – 6 Persons HKD 100.00 10 minutes HKD 600.00 Hourly HKD 2880.00 Daily HKD 720.00 Hourly/After Hrs Day Suites Seats 1 to 3 Persons HKD 60.00 10 Minutes HKD 360.00 Hourly HKD 2160.00 Daily HKD 540.00 Hourly/After Hrs	Cancellation within 24 hours incurs a 100% hire charge. Cancellation within 48 hours incurs a 50% hire charge. A service fee applies for setting up and clearing of boardrooms/ meeting rooms/ day suites for large meetings, catering and special requirements. Note: Extension of booking time will be accommodated when there are no reservations after your booking. After hours = Before 9:00am or after 6:00pm. Clients will incur a team charge if after hours assistance is required/utilised before 9am or after 5:30pm. (see Team for rates). Internet access is available in the Boardroom, Meeting Room and Day Suite at a casual rate of HKD 58.00 per hour, minimum 1 hour. (a set up charge may apply). Casual Internet usage is capped at 4 hours per day, per person.
Business Lounge	9:00am to 6:00pm Monday to Friday Complimentary: 5 hours/day (Platinum Plus clients) 3 hours/day (Platinum clients) 1 hour/day (Meeting & Address clients) Subsequent hours are charged HKD 100 per hour.	The Business Lounge is a convenient oasis in the city where you can make some calls, use the Internet, utilise your Virtual team or just sit and relax and have a coffee. Business type dress standard applies at all times. Lounge facilities are available in: Sydney, North Ryde, North Sydney, Brisbane, Melbourne, Perth, Adelaide, Auckland, Hong Kong, Kuala Lumpur, Singapore, Shanghai, Beijing, Bangkok, Tokyo, Nagoya, Osaka, Brussels, Paris and Dubai. Hours are non-accumulative.





FACILITIES	PRICE	DESCRIPTION
Catering	Price on request	Beverages, luncheons or light snacks for board meetings, breakfast meetings or cocktail functions can be organised. Please speak to your Personal Assistant for further information.
Communication System		Your Receptionist is equipped with the finest communication systems available. This allows her to answer your telephone in your company name and forward the call to your office, home, mobile, voicemail, email or SMS. After hours, your calls will be diverted to your personalized voicemail, where your client can leave a detailed message or dial 1 to reach you on your mobile or any other number.
Communication System Call Charges		Volume discounts apply for usage over HKD 4000 per month.
Communication System Call Diversion Off Premises	Three Diversions included complimentary	You only require one telephone number to stay in touch with your clients 24 hour per day, anywhere in the world. Calls can be diverted to your mobile, home or overseas number. Your voicemail can also be programmed to give your caller the option to dial 1 for your mobile phone, or any other number. Call charges apply.
	HKD 280.00 per month / per diversion	Fourth and additional diversions.
Communication System Call Intercept	POA & upon availability	At your request all your calls will be screened by your Receptionist and your calls will be announced.
Communication System Call Response/ High Volume Calls	16–25 calls (20 min charge) 26–35 calls (30 min charge) 36–45 calls (40 min charge) 46–55 calls (1 hour charge) 56+ calls (Price on request)	From experience, the average Servcorp client receives approximately 10 to 15 calls per day on the main advertised line. If your Receptionist answers more than 15 calls per day, due to high volume or media response, her time will be allocated to you and billed at the end of the month. (See Team / Reception for chargeable rates). We believe it is unfair to expect a client who receives 5 to 15 calls per day to be paying the same as a client who receives 50 calls per day. If this is not suitable to your needs, your Receptionist can set up a voicemail alternative.



FACILITIES	PRICE	DESCRIPTION
Communication System Telephone Directory & Operator Assistance	POA (See White Pages Directory Listings Form in this Manual)	<p>The Servcorp team will arrange for your telephone and business directory listing annually in the White Pages. All telephone numbers are owned by Servcorp, therefore the above entry must be placed and authorised by Servcorp Management.</p> <p>All information that appears in the White Pages printed directory also lists on the White Pages Internet Directory Search, CD-Rom and Operator Directory Assistance.</p> <p>A flat fee applies to cover the team's time to organise the above registration.</p>
Communication System Voicemail/ Unified Messaging/ SMS	<p>HKD 2.00 per voicemail to email message delivery</p> <p>HKD 8.00 per written message</p> <p>HKD 13.00 per written message (with notification on voicemail or email)</p>	<p>Speak to your Receptionist to set up your voicemail messages to be sent to your email for easy access and convenience, save and store important messages.</p> <p>24 hours, 7 days a week message storage with remote retrieval. This gives you flexibility so that you will always be accessible, but not always disturbed.</p> <p>Should you choose not to use voicemail, a small fee will apply for handwritten messages taken by your Receptionist.</p> <p>If you have voicemail and your caller requests a handwritten message, it is complimentary.</p>

FACILITIES	PRICE	DESCRIPTION
<p>Conference Centre - Paris</p> 	<p>Half price for Servcorp clients</p>	<p>You can view the conference facilities on www.servcorp.net or via Servcorp Hottdesk[®], and then click on the 'Public Website' link. Bookings can be made via Servcorp Hottdesk[®].</p> <p>The Paris Conference Centre, located in the Edouard VII building, caters for small intimate meetings, large corporate conferences, or extravagant cocktail parties.</p> <p>Contact your Floor Manager for more information on our Conference Centre in Paris, if required.</p>
<p>Courier Service</p>	<p>POA. Servcorp couriers HKD 50.00 handling fee Non-Servcorp couriers HKD 65.00 handling fee</p>	<p>Corporate discounts apply. Due to the size of Servcorp, we have exceptional purchasing power. Test us! Let us compare your current courier rate vs. the Servcorp rate. Local and overseas couriers can be arranged for pick-ups and deliveries.</p>
<p>Directory Signage in Lobby</p>		<p>Speak to your Personal Assistant to organize your directory listing. (see Teams for chargeable rates).</p>
<p>Equipment Advance booking is suggested for equipment via Servcorp Hottdesk[®]</p>	<p>Complimentary</p>	<p>A binding machine is available for presentations, reports, manuals or other important documents. Cover sheets and coils are available for purchase to complement your presentation.</p>
	<p>HKD 350.00 per hour HKD 1600.00 per day</p>	<p>Data Projector (minimum 1 hour)</p>
	<p>Complimentary</p>	<p>Dictaphone equipment</p>
	<p>Price on request</p>	<p>Laminating</p>
	<p>Complimentary</p>	<p>Shredder Available to dispose of confidential documents.</p>
	<p>Complimentary</p>	<p>VCR / DVD & Television in Boardroom</p>
	<p>Complimentary</p>	<p>Fixed Whiteboard in Boardroom & Meeting Room</p>
	<p>HKD 80.00 per hour HKD 480.00 per day</p>	<p>Additional free standing - Whiteboard/Flip Chart (minimum 1 hour) (Service fee applies for team to retrieve and return equipment. See Team for chargeable rates)</p>

FACILITIES	PRICE	DESCRIPTION
<p>Hottdesk®</p>  <p>www.hottdesk.com.hk</p> <p>Hottdesk™ makes life easier for you through a user friendly interface and features a plethora of business tools giving you total mobility through time saving, cost cutting services</p> <p>Hottdesk features:</p> <ol style="list-style-type: none"> 1. The ability to manage your phone extension from anywhere in the world 2. A licensed copy of Microsoft Office 3. File storage and archiving 4. Printing to any Servcorp location 5. Booking a Servcorp resource on our live booking system 6. Viewing online monthly invoices 7. Total mobility 8. Time saving and cost cutting services <p>Your basic Hottdesk membership gives you the ability to book meeting rooms, view invoices, and check the details Servcorp has on file for you. You can choose to add a number of optional services at any time through Hottdesk and only be charged for the services you select.</p>	<p>Subscription is HKD 385.00 per month per subscriber</p>	<p>A few of the many benefits that Hottdesk gives you are:</p> <p>Control Your Communications</p> <p>Change your communications requirements online, instantly. Control your business communications by accessing the receptionist system and change the way your receptionist answers your calls. You can also forward your calls to any number of your choice.</p> <p>Microsoft Office</p> <p>Access your files from any PC with Internet access. Store your files securely on the Microsoft Office Portal system. Use a fully licensed copy of Microsoft Office, and also be able to print to any Servcorp printer worldwide. Drag and drop technology ensures data is easy to move.</p> <p>Your Security</p> <p>Drop and drag functionality makes backing up files quick and easy. Servcorp provides the technology to securely store, access and distribute files online with our exclusive data management system. In addition, thru file management can provide you with secure file distribution and management, with the ability to track when recipients download files.</p> <p>Your Meetings</p> <p>Book any of the Servocpr resources on-line: boardrooms, meeting rooms, secretarial services, equipment, videoconferencing, and many more.</p> <p>Your life has just become easier!</p> <p>Many on-line tools such as Ordering Stationary, WebEx Online Collaboration and Viewing Invoices on-line will remove the hassle of managing your personal and business requirements. Directly access and use these services on Hottdesk™.</p>

FACILITIES	PRICE	DESCRIPTION
<p>International Office</p> <p>Access to any Servcorp location as you travel</p> 	<p>4 days per month (Platinum Plus Package)</p> <p>3 days per month (Platinum & Meeting Package)</p> <p>When you book via Sevcorp Hottdesk®</p>	<p>Your Servcorp Hottdesk subscription provides you with complimentary office access in any Servcorp location Worldwide. Conditions apply based on your Virtual Membership package.</p> <p>Booking must be via Servcorp Hottdesk.</p> <p>A telephone number will be allocated for the day for your convenience.</p> <p>Consecutive days and usage are subject to availability.</p> <p>Hourly/half day bookings are considered a one day booking (hours are non-accumulative).</p>
Internet Access	HKD 58.00 per hour Capped at 4 hours per day	
Kitchen	Included	<p>Complimentary coffee, tea and spring water.</p> <p>Coffee and tea service is available on request, service time will however be charged. (Coffee/tea will be charged if more than four cups are served at \$18 per cup).</p>
Kitchen Refreshments	<p>HKD 13.00 - Soft drinks</p> <p>HKD 20.00 – Bottled water</p> <p>HKD 26.00 - Premium Soft Drink</p> <p>HKD 26.00 - Beer</p> <p>HKD 32.00 - Imported Beer</p> <p>HKD 42.00 – Spirits</p>	<p>A wide range of self-service soft drinks and alcohol are available. The bar operates on an honour system, so each time you have a drink, please note it in the bar honour book. Bottled wine and champagne are available (prices on request).</p>
Newspapers	Included at reception	<p>Arrangements can be made for newspapers and magazines and charged to your account. Please do not remove the papers and magazines in reception as they are there for your guests and ours.</p>
Parcels	Held for 24 hours	<p>Parcels will be notified of arrival and held for 24 hours complimentary. HKD 100 per day holding fee applies thereafter. If storage space is not available in the Virtual Office, we will courier the parcel to you after 24 hours. Courier costs will be billed to your account.</p>

FACILITIES	PRICE	DESCRIPTION
Photocopying	HKD 1.80 per page (Black & White)	Print directly from the Business Lounge via Smart Office [®] or self-service, using our black and white high specification copier.
	HKD 1.00 per page (Black & White)	Bulk discount for job lots in excess of 100 sheets. Please remember to register your bulk photocopying job in the photocopy book next to the copier and have a team member sign off the job so the discount will apply.
	HKD 3.50 per page	Our state of the art photocopier will allow you to scan and email documents.
Postage	Complimentary delivery to post office under 30 letters	Outgoing mail should be left in the mail tray at reception before 4.00pm for complimentary delivery to the Post Office. Postage will be invoiced monthly. To aid with accounting, please place your company's initials in the top right hand corner of the envelope.
	30 – 50 letters (20 mins Team Charge + postage)	Your Office Assistant can also arrange special postage requirements and handle bulk mailings.
	Over 50 letters Price on request	You will be advised of incoming mail which will be placed in your mail folder. On request we can redirect your mail to you.
	Mail redirection HKD 45.00 + postage & stationery HKD 400.00 per month	Mailing address for additional company names.
Printing Print to any Servcorp location worldwide	HKD 2.00 Black & White per page	High specification A4 colour printer. Print directly from your desk via Servcorp Hottdesk [®] .
	HKD 8.00 Colour per page	Alternatively your Servcorp Personal Assistant can print your work from Servcorp Hottdesk [®] if you utilise the shared files facility, her time is chargeable.
Reception	All visitors will be professionally greeted at reception and you will be promptly notified of their arrival.	No Servcorp signage in reception. Spacious, professional and welcoming reception area providing a quality corporate image with fresh flowers and daily newspapers. Please note that the reception area is not to be used for meetings. Booking Boardrooms or Meeting rooms are complimentary if booked via Servcorp Hottdesk [®] . Alternatively your Servcorp Receptionist may book on your behalf A service fee will apply.

FACILITIES	PRICE	DESCRIPTION
Referral (Commission)		<p>If you believe the Servcorp Smart Office® or our Servcorp Virtual Office solutions will benefit one of your associates, let them know.</p> <p>When you introduce a new Servcorp client to any location you will receive a 10% commission of the value of the initial lease term on a successful introduction. When you introduce a new Servcorp client to Servcorp Virtual Office, you will receive 1 month free rental.</p>
Service Fee		<p>All purchases made on your behalf through Servcorp will attract a small margin of between 10% and 25%. Prices in this manual may vary during the term of your tenancy.</p> <p>As part of your Rental Agreement we require one month's notice in writing to terminate monthly service rentals. (ie telephone, fax, Smart Office® connection, parking, furniture, directory board listing etc).</p> <p>Charges listed within the 'Understanding Servcorp Virtual Office' Manual are exclusive of GST.</p> <p>All services and facilities can be booked complimentary via Servcorp Hottdesk®. If you require a team member to make the booking, a service charge will apply.</p> <p>A service fee of 5% will apply if you are paying your monthly invoice via credit card.</p> <p>Price on request for dishonor fee and legal documents.</p>
Stationery and Office Supplies	Servcorp preferred supplier	Provided for your convenience is a wide range of stationery, office supplies and accessories.



YOUR SERVCORP TEAM

Upon joining Servcorp your reception area is professionally attended and your Receptionist will greet your clients, notifying you of their arrival. When you are on the phone or out of the office, your calls will be answered in your company name, during business hours. Your new Receptionist is a wealth of information and will be an asset to your business.

You will be allocated your own Personal Assistant who is an expert in her field, dedicated to ensuring the smooth running of your business. Our team members are selectively chosen for their skills, personality, honesty and ability to effectively communicate with their allocated clients. They are also experienced in a wide cross-section of industries such as legal, accounting and consulting. Each Servcorp Personal Assistant is fully proficient in Word, Excel and PowerPoint. During your first week with Servcorp, your Personal Assistant will meet with you to introduce you to the Servcorp Smart Office[®] and Servcorp Hottdesk[®] systems, ensuring that you have a complete understanding of the services we provide and to discuss your individual secretarial needs.

The Servcorp IT department consists of highly trained team members who are there to support your individual IT needs, making your business life easier.



Most importantly, you are only billed for the time you use so you have complete control of your costs. You are not restricted to payment by the hour or work breaks, holidays, illness etc. as you would be if using temps or permanent staff. We eliminate fees for recruitment and advertising as well as the time and cost of managing the interview and selection processes, induction programmes and training courses, keeping your costs to a minimum.

Your Office Assistant is also available for tasks such as running messages, banking, filing, photocopying, organising dry cleaning and purchasing your lunch for example. Each Office Assistant does a fabulous job at taking care and maintaining the presentation of the floor and kitchen, also date and time stamping/sorting and advising you of incoming mail which will be placed in your mail file.

Your international Servcorp team can speak over 35 languages. Simply contact your Servcorp Personal Assistant for assistance with translation requirements.

If for any reason you are not happy with the standard of services you are receiving, please discuss it with your Servcorp Manager, as it is your right to request a change.

TEAM

HOW WILL YOU BE CHARGED FOR THE TEAM'S TIME?

Our team is committed to making your commercial life easier, allowing you to concentrate on your business.

All tasks involving a computer mean a minimum word processing rate, including sending/receiving emails and printouts. The charge also incorporates the equipment required to complete the task.

Any software, hardware training or telephone programming is charged under Smart Office®/IT Support. If it is elevated to Senior IT Support level, appropriate rates, as stated overleaf, will apply.

Overtime rates apply before 9:00am or after 5:30pm Monday to Friday. If a team member is required to work through a lunch hour, overtime rates also apply. This rate may go to double and a half on a weekend or public holiday. Time is chargeable in 10 minute time segments.

Your Servcorp Manager maintains the facilities, the technology and leads the Servcorp team, leaving you to run your business efficiently in a professional environment. Any specific assistance to your company or following up overdue accounts are billed in 10 minutes increments.

Servcorp does not take any responsibility for any loss, damage, corruption of data or any loss of information, from hardware, software or Internet damage. To safeguard against losing information, ensure you take a backup or instruct your Personal Assistant to do so and personally retain the backup disk. Servcorp will not be responsible for any costs incurred in retrieving lost data.

The best way to utilise your Servcorp team is to book a block of time each day, each second day or one day a week depending on your business requirements, so your work will be completed by your Personal Assistant without interruption. Any work not completed will be carried forward to the next day and completed prior to any further bookings being taken. When you book a team member 24 hours in advance you will receive a 15% discount.

Cancellation within 6 hours incurs a 100% service charge.



TEAM HOURLY RATES

Team WITH BOOKING 10-20% Discount	OFFICE ASSISTANT	JUNIOR PA	SENIOR PA / RECEPTIONIST	MANAGEMENT
--------------------------------------	------------------	-----------	--------------------------	------------

GENERAL	HKD 240.00	HKD 300.00	HKD 360.00	HKD 540.00
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OVERTIME	HKD 300.00	HKD 360.00	HKD 420.00	HKD 810.00
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Team WITHOUT BOOKING	OFFICE ASSISTANT	JUNIOR PA	SENIOR PA / RECEPTIONIST	MANAGEMENT
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GENERAL	HKD 288.00	HKD 360.00	HKD 420.00	HKD 600.00
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OVERTIME	HKD 420.00	HKD 540.00	HKD 720.00	HKD 1080.00
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SMART OFFICE / IT SUPPORT

DIAL *1

HKD 44 FLAG FALL, PLUS
HKD 4.4 PER MINUTE

SMART OFFICE® IT ADMINISTRATOR

HKD 600.00

SMART OFFICE® IT ADMINISTRATOR (OVERTIME)

HKD 960.00

SENIOR IT SUPPORT – SPECIAL REQUIREMENTS

HKD 750.00

FACILITIES	PRICE	DESCRIPTION
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Travel Arrangement

Preferential rates

The Servcorp team will assist you in handling all your hotel and travel arrangements or you can obtain a quote on-line via your Servcorp Hottdesk® V2 account, and enjoy the best rates.

INTERNATIONAL NETWORK

AUSTRALIA AND NEW ZEALAND

* Locations with an Executive Business Lounge

	ADDRESS	PHONE & FAX	EMAIL
*Sydney MLC Centre	Level 57, MLC Centre Martin Place Sydney NSW 2000	P: (612) 9238 7611 F: (612) 9238 7633	sydvirtualoffice@servcorp.com.au
*Sydney Chifley Tower	Levels 25 & 29, Chifley Tower Chifley Square Sydney NSW 2000	P: (612) 9293 2900 F: (612) 9293 2930	chifleyvirtual@servcorp.com.au
Sydney BNP Paribas	Level 17, BNP Paribas Centre 60 Castlereagh Street Sydney NSW 2000	P: (612) 9231 7500 F: (612) 9231 7575	castlereagh@servcorp.com.au
Sydney Market Street	Level 26 44 Market Street Sydney NSW 2000	P: (612) 9089 8800 F: (612) 9089 8888	mkt26@servcorp.com.au
*North Sydney	Levels 4, 17, 21 & 22 201 Miller Street North Sydney NSW 2060	P: (612) 9959 2211 F: (612) 9959 2244	nthsydvirtual@servcorp.com.au
*North Ryde Avaya House	Level 9, Avaya House 123 Epping Road North Ryde NSW 2113	P: (612) 8875 7800 F: (612) 8875 7878	northrydevirtual@servcorp.com.au
*Canberra St George Centre	Levels 6 & 11, St George Centre 60 Marcus Clarke Street Canberra ACT 2601	P: (612) 6243 3600 F: (612) 6243 5143	servcorp@servcanb.com.au
Canberra Barton	Lvl 1 The Realm 18 National Cct Barton ACT 2600	P: (612) 6198 3200 F: (612) 6198 3232	barton@servcanb.com.au
*Melbourne	Level 40 140 William Street Melbourne VIC 3000	P: (613) 9607 8333 F: (613) 9607 8282	melb40@servcorp.com.au
*Melbourne	Levels 27 101 Collins Street Melbourne VIC 3000	P: (613) 9653 9433 F: (613) 9653 9307	melbvirtualoffice@servcorp.com.au
*Adelaide Westpac House	Level 24, Westpac House 91 King William Street Adelaide SA 5000	P: (618) 8233 5800 F: (618) 8233 5858	adel24@servcorp.com.au
*Brisbane AMP Place	Levels 24 & 30, AMP Place 10 Eagle Street Brisbane QLD 4000	P: (617) 3303 8444 F: (617) 3303 8445	brisvirtual@servcorp.com.au
Brisbane Riparian	Level 36, Riparian Plaza 71 Eagle Street Brisbane QLD 4000	P: (617) 3121 3100 F: (617) 3121 3131	brisrip36rec@servcorp.com.au
*Perth AMP Tower	Level 28, AMP Tower 140 St Georges Terrace Perth WA 6000	P: (618) 9278 2500 F: (618) 9278 2525	perthvirtual@servcorp.com.au
*Perth Central Park	Level 18, Central Park 152-158 St Georges Terrace Perth WA 6000	P: (618) 9288 4477 F: (618) 9288 4400	pcp18@servcorp.com.au
*Auckland ASB Centre	Level 20, ASB Bank Centre 135 Albert Street Auckland, New Zealand	P: (649) 358 7111 F: (649) 358 7340	virtualoffice@servcorp.co.nz

*Auckland PWC Tower	Level 27, PWC Tower Cnr Quay and Albert Streets Auckland, New Zealand	P: (649) 363 2700 F: (649) 363 2727	pwc27@servcorp.co.nz
Wellington	Level 16, Vodafone on the Quay 157 Lambton Quay Wellington, New Zealand	P: (644) 460 5200 F: (644) 460 5252	

JAPAN

	ADDRESS	PHONE & FAX	EMAIL
*Tokyo Shinjuku Nomura Building	Level 32, Shinjuku Nomura Building 1-26-2 Nishi-Shinjuku Shinjuku-ku, Tokyo 163-0532, Japan	P: (813) 5322 2900 F: (813) 5322 2929	nomura@servcorp.co.jp
*Tokyo Shiroyama JT Trust Tower	Levels 16 & 27, Shiroyama JT Trust Tower, 4-3-1 Toranomom Minato-ku, Tokyo 105-6016, Japan	P: (813) 5403 8500 F: (813) 5403 8585	shiroyama@servcorp.co.jp shiroyama27@servcorp.co.jp
*Tokyo AIG Building	Level B1, AIG Building 1-1-3 Marunouchi Chiyoda-ku, Tokyo 100-0005, Japan	P: (813) 5288 5200 F: (813) 5288 5353	virtualaig@servcorp.co.jp
*Tokyo JT Building	Level 15, JT Building 2-2-1 Toranomom Minato-ku, Tokyo 105-0001, Japan	P: (813) 5114 8400 F: (813) 5114 8282	jt@servcorp.co.jp
Tokyo Yebisu Garden Place Tower	Level 18, Yebisu Garden Place Tower 4-20-3 Ebisu Shibuya-ku, Tokyo 150-6018, Japan	P: (813) 5789 5700 F: (813) 5789 5757	yebisu@servcorp.co.jp
*Tokyo Hibiya Central Building	Level 14, Hibiya Central Building 1-2-9 Nishi Shimbashi Minato-ku, Tokyo 105-0003, Japan	P: (813) 5532 7700 F: (813) 5532 7373	hibiya@servcorp.co.jp
*Tokyo Aoyama Palacio Tower	Level 11, Aoyama Palacio Tower 3-6-7 Kita-Aoyama Minato-ku, Tokyo 107-0061, Japan	P: (813) 5778 7668 F: (813) 5778 7676	palacio@servcorp.co.jp
*Tokyo Wakamatsu Building	Level 7, Wakamatsu Building 3-3-6 Nihonbashi Honcho Chuo-ku, Tokyo 103 0023, Japan	P: (813) 6202 7400 F: (813) 6202 7676	wakamatsu@servcorp.co.jp
*Tokyo Shinagawa Intercity Building	Level 28, Shinagawa Intercity Building, 2-15-1 Konan Minato-ku, Tokyo 103 0002, Japan	P: (813) 6717 4100 F: (813) 6717 4545	virtualshinagawa@servcorp.co.jp
Tokyo Tokyo Sankei Building	Level 27, Tokyo Sankei Building 1-7-2 Otemachi Chiyoda-ku, Tokyo 107-0004, Japan	P: (813) 3242 6400 F: (813) 3242 6464	sankei@servcorp.co.jp
*Tokyo Araike Frontier Building	Level 9, Araike Frontier Building 3-1-25 Ariake Koto-ku, Tokyo135-0063, Japan	P: (813) 5530 9200 F: (813) 5530 9292	ariake@servcorp.co.jp
*Tokyo Shiodome	Level 21 Shiodome Shibarikyū Building, 1-2-3 Kaigan Minato-ku, Tokyo 105-0022, Japan	P: (813) 5403 6300 F: (813) 5403 6363	shiodome@servcorp.co.jp
*Tokyo Sunshine 60	Level 45, Sunshine 60 1-1 Higashiikebukuro 3-Chome Toshima-ku, Tokyo 170-6045, Japan	P: (813) 5979 2550 F: (813) 5979 2552	sunshinecity@servcorp.co.jp
*Osaka Edobori Centre Building	Level 9, Edobori Centre Building 2-1-1 Edobori Nishi-ku, Osaka 550-0002, Japan	P: (816) 6225 1200 F: (816) 6225 1212	edobori@servcorp.co.jp

*Osaka Hilton Plaza West	Level 19, Hilton Plaza West 2-2-2 Umeda Kita-ku, Osaka 530-0001, Japan	P: (816) 6133 5800 F: (816) 6133 5858	hiltonplazawest@servcorp.co.jp
*Nagoya Nagoya Nikko Shoken Building	Level 4, Nagoya Nikko Shoken Building, 3-2-3 Sakae Naka-ku Nagoya Aichi 460-0008, Japan	P: (8152) 269 8055 F: (8152) 269 8499	nikkoshoken@servcorp.co.jp
*Nagoya Lucent Tower	Level 40, Nagoya Lucent Tower 627 Ushijima-cho Nishi-ku Nagoya, 451-0046, Japan	P: (8152) 569 1600 F: (8152) 569 1590	lucent@servcorp.co.jp

ASIA

	ADDRESS	PHONE & FAX	EMAIL
*Singapore Suntec City	Penthouse & Level 42 Suntec Tower Three 8 Temasek Boulevard Singapore 038988	P: (65) 6866 3666 F: (65) 6866 3636	singsun44@servcorp.com.sg singsun42@servcorp.com.sg
*Singapore Prudential Tower	Level 27, Prudential Tower 30 Cecil Street Singapore 049712	P: (65) 6725 6200 F: (65) 6725 6262	prudential@servcorp.com.sg
*Singapore Raffles Place	Levels 30 & 31, Six Battery Road Raffles Place Singapore 049909	P: (65) 6550 0888 F: (65) 6550 0808	virtual31@servcorp.com.sg
Bangkok Bangkok City Tower	Level 27, Bangkok City Tower 179 South Sathorn Rd Bangkok 10120, Thailand	P: (662) 343 1888 F: (662) 343 1818	bkct27@servcorp.co.th
*Bangkok #1 Silom Road	Levels 8 & 9 1 Silom Road Bangkok 10500, Thailand	P: (662) 231 8000 F: (662) 231 8121	bkzue8@servcorp.co.th
*Bangkok Central World Tower	Level 29, Central World Tower 999/9 Rama I Road Khwaeng Patumwan Khet Patumwan Bangkok 10330, Thailand	P: (662) 207 2600 F: (662) 207 2626	bkcwt29@servcorp.co.th
*Kuala Lumpur Menara Citibank	Level 36, Menara Citibank 165 Jalan Ampang Kuala Lumpur 50450, Malaysia	P: (603) 2169 6128 F: (603) 2169 6168	virtuakl@servcorp.net
*Kuala Lumpur Menara Standard Chartered	Level 20, Menara Standard Chartered 30 Jalan Sultan Ismail Kuala Lumpur 50250, Malaysia	P: (603) 2117 5100 F: (603) 2117 5151	klmsc20@servcorp.com.my
*Beijing Office Tower W2	Suite 601, Level 6, Office Tower W2 Oriental Plaza, 1 East Chang An Ave Dong Cheng District, Beijing 100738 P.R.C. China	P: (8610) 8520 0200 F: (8610) 8520 0220	beijing06@servcorp.net
Beijing Office Tower E2	Level 19, Office Tower E2 Oriental Plaza, 1 East Chang An Ave Dong Cheng District, Beijing 100738 P.R. China	P: (8610) 8520 0500 F: (8610) 8520 0550	beijing19@servcorp.net
*Shanghai Citigroup Tower	Level 23, Citigroup Tower 33 Huayuanshiqiao Road Pudong, Shanghai 200120, China	P: (8621) 6101 0200 F: (8621) 6101 0220	shangct23@servcorp.com.cn

*Shanghai Kerry Centre	Level 29, Shanghai Kerry Centre 1515 Nanjing Road West Jingan, Shanghai 200040, China	P: (8621) 6103 7100 F: (8261) 6103 7171	shangkc29@servcorp.com.cn
*Hong Kong Bank of China Tower	Levels 25 & 30, Bank of China Tower 1 Garden Road Central, Hong Kong, China	P: (852) 2251 1688 F: (852) 2251 1618	hkbocvirtualesec@servcorp.net
*Hong Kong One Exchange Square	Level 39, One Exchange Square 8 Connaught Place Central, Hong Kong, China	P: (852) 3101 7300 F: (852) 3101 7530	hkvirtual39@servcorp.net
Chengdu	Level 18, Shangri-La Office Tower No 9 Binjiang East Road Jin Jiang District Chengdu, China	P: (8628) 6606 5000 F: (8628) 6606 5050	

INDIA

	ADDRESS	PHONE & FAX	EMAIL
Mumbai	Raheja Towers, Level 8 G Block C62, Bandra East Mumbai 400 051, India	P: (9122) 4090 7000 F: (9122) 4090 7070	
Hyderabad Opening 2008	Level 7, Maximus Towers Building 2A, Mindspace Hyderabad, India	P: (9122) 4090 7000 F: (9122) 4090 7070	

EUROPE, MIDDLE EAST

	ADDRESS	PHONE & FAX	EMAIL
*Brussels Bastion Tower	Levels 20 & 21, Bastion Tower 5 Place du Champ de Mars 1050 Bruxelles, Belgium	P: (322) 550 3600 F: (322) 550 3636	offices@servcorp.be
Paris Square Edouard	Levels 2, 3 & 4 17 Square Edouard VII 75009, Paris, France	P: (331) 5343 9200 F: (331) 5343 9292	virtuel@servcorp.fr
*Paris Square Edouard	Conference Centre 23 Square Edouard VII 75009, Paris, France	P: (331) 5343 9100 F: (331) 5343 9191	conference@servcorp.fr
*Paris Champs Elysees	Level 5, Louis Vuitton Building 101 Avenue Des Champs Elysees 75008 Paris, France	P: (331) 5652 9200 F: (331) 5652 9292	virtuel@servcorp.fr
Paris Haussmann	Actualis, Level 2 21 & 23 Boulevard Haussmann Paris 75009, France	P: (331) 5603 6500 F: (331) 5603 6565	virtuel@servcorp.fr
*Dubai Emirates Towers	Levels 41 & 42, Emirates Towers Sheikh Zayed Road, Dubai United Arab Emirates	P: (9714) 319 9200 F: (9714) 330 3365	dubai@servcorp.net
*Bahrain Bahrain Financial Harbour	Level 22, West Tower Bahrain Financial Harbour Manama, Kingdom of Bahrain	P: (973) 1750 2800 F: (973) 1750 2828	

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NOTES
