

**Customer Business Details:**

**Month to Month Virtual Office Agreement**

First Name:					Title:		
Surname:							
Company Name:							
Company Trading name:				Registration No:			
ID Number/Passport No:				Vat Number:			
Physical Address:							
City / Town:							
Country:			Postcode:			Province:	
Postal Address:					Postal Code:		
Cell Phone number:				Tel Number:			
Email Address:							
Skype Address:							
Web Address:							
<b>Start Date:</b>				<b>Assisted by:</b>			

**Core business activities** Products and Services description:

**Instructions:**

Street address for deliveries: \_\_\_\_\_

Which Virtual Office physical address or addresses will you be making use of: (Please tick next to branch)

<input type="checkbox"/> Sandton	<input type="checkbox"/> Bloemfontein
<input type="checkbox"/> Pretoria	<input type="checkbox"/> Polokwane
<input type="checkbox"/> Cape Town	<input type="checkbox"/> Nelspruit
<input type="checkbox"/> Durban	<input type="checkbox"/> East London
<input type="checkbox"/> Port Elizabeth	<input type="checkbox"/> Bellville

Please list your e-mail address for general enquiries: \_\_\_\_\_

When taking messages, which details would you require us to forward to you? (Please tick next to choice)

Name:	<input type="checkbox"/>	Surname:	<input type="checkbox"/>	Company:	<input type="checkbox"/>
Email Address:	<input type="checkbox"/>	Contact No:	<input type="checkbox"/>	Reason for call:	<input type="checkbox"/>

Will you be making use of the VOSA fax service? Yes  No

If no, what is your existing Fax Number to be used?: \_\_\_\_\_

**Company Executives:**

Name and Surname of CEO/MD/Managing Member: \_\_\_\_\_

ID No/ Passport No of CEO/MD/Managing Member: \_\_\_\_\_

Name and Surname of Financial Officer: \_\_\_\_\_

ID No/ Passport No. of Financial Officer: \_\_\_\_\_

Name and Surname of Sales Executive: \_\_\_\_\_

Name and Surname of person in charge of accounts: \_\_\_\_\_

**Call and Message Handling:**

Please answer my calls in the following company name:

Please complete the section/s below on how you wish us to handle your, your staff's and your company's incoming calls and messages.

**IMPORTANT NOTICE:**

Please prioritize your selection below by **writing either 1 (for first choice telephone number) and 2 (for second choice telephone number) into the "First block" next to your instruction selection** below.

If you are not sure please call **086-123-6789** for friendly assistance.

<b>1</b>	Name of Virtual Office User 1:	User Title:	
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**Handle each call for Virtual Office User 1 as follows:**

<input type="checkbox"/>	Forward calls to my cell phone number	Cell Phone No:	
<input type="checkbox"/>	Forward calls to my landline number	Landline No:	

**Any message taken for User 1 should be forwarded to:**

<input type="checkbox"/>	E-mail my messages to me	Email address:	
<input type="checkbox"/>	SMS my messages to me*	Cell phone No:	* SMS charges apply and will be deducted from the call deposit.

<b>2</b>	Name of Virtual Office User 2:	User Title:	
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**Handle each call for Virtual Office User 2 as follows:**

<input type="checkbox"/>	Forward calls to my cell phone number	Cell Phone No:	
<input type="checkbox"/>	Forward calls to my landline number	Landline No:	

**Any message taken for Virtual Office User 2 should be forwarded to:**

<input type="checkbox"/>	E-mail my messages to me	Email address:	
<input type="checkbox"/>	SMS my messages to me*	Cell phone No:	* SMS charges apply and will be deducted from the call deposit.

<b>3</b>	Name of Virtual Office User 3:	User Title:	
<b>Handle each call for Virtual Office User 3 as follows:</b>			
<input type="checkbox"/>	Forward calls to my cell phone number	Cell Phone No:	
<input type="checkbox"/>	Forward calls to my landline number	Landline No:	

<b>Any message taken for Virtual Office User 3 should be forwarded to:</b>			
<input type="checkbox"/>	E-mail my messages to me	Email address:	
<input type="checkbox"/>	SMS my messages to me*	Cell phone No:	* SMS charges apply and will be deducted from the call deposit.

<b>4</b>	Name of Virtual Office User 4:	User Title:	
<b>Handle each call for Virtual Office User 4 as follows:</b>			
<input type="checkbox"/>	Forward calls to my cell phone number	Cell Phone No:	
<input type="checkbox"/>	Forward calls to my landline number	Landline No:	

<b>Any message taken for Virtual Office User 4 should be forwarded to:</b>			
<input type="checkbox"/>	E-mail my messages to me	Email address:	
<input type="checkbox"/>	SMS my messages to me*	Cell phone No:	* SMS charges apply and will be deducted from the call deposit.

<b>5</b>	Name of Virtual Office User 5:	User Title:	
<b>Handle each call for Virtual Office User 5 as follows:</b>			
<input type="checkbox"/>	Forward calls to my cell phone number	Cell Phone No:	
<input type="checkbox"/>	Forward calls to my landline number	Landline No:	

<b>Any message taken for Virtual Office User 5 should be forwarded to:</b>			
<input type="checkbox"/>	E-mail my messages to me	Email address:	
<input type="checkbox"/>	SMS my messages to me*	Cell phone No:	* SMS charges apply and will be deducted from the call deposit.

<b>6</b>	Name of Virtual Office User 6:	User Title:	
<b>Handle each call for Virtual Office User 6 as follows:</b>			
<input type="checkbox"/>	Forward calls to my cell phone number	Cell Phone No:	
<input type="checkbox"/>	Forward calls to my landline number	Landline No:	

<b>Any message taken for Virtual Office User 6 should be forwarded to:</b>			
<input type="checkbox"/>	E-mail my messages to me	Email address:	
<input type="checkbox"/>	SMS my messages to me*	Cell phone No:	* SMS charges apply and will be deducted from the call deposit.

PACKAGE SUMMARY	To view the Virtual Office Assistant packages go to <a href="http://www.vosa.co.za">www.vosa.co.za</a>	
Package Type (Please - tick your selection)	<input type="checkbox"/>	<b>Basic Package</b> Virtual Office
Number of users included in the "Basic Package"	<b>1 (one user)</b> per addition user R171,00 (VAT inclusive)	
SETUP FEE (once off)	Special: Vat: Sub Total:	R 875.00 R 122.50 R 997.50
Call Deposit (per user) (Pre-paid amount for calls forwarded to your landline, cell number and SMS)	Per user: Vat: Sub Total:	R 400.00 R 56.00 R 456.00 <b>* (Per user)</b>  <b>*Please multiply 'call deposit' amount by number of users.</b>
Virtual Office <b>Monthly Fee</b> (Your fee includes your own business telephone number)	Fee (One user): Vat: Monthly Fee:	R 598.00 R 83.72 R 681.72 <b>*(one user already included in this fee)</b>
Postage Service fee per month	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
Recording and setup of your own "On Hold message" <b>If you already have your own recorded "on hold message" in MP3 format we load it free of charge to your call profile.</b>	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
<b>TOTAL DUE - First Month</b> (thereafter your monthly Virtual Office fee will apply)	Your total fee for the first month:	

### Definitions:

"User" – a user is a person or your employee for whom we answer, transfer calls to and take messages.

All fees are payable monthly in advance. If you want to start your Virtual Office during a current month then a pro-rate fee for the remaining days for that month will be payable.

Please select a regional number you want allocate to your company profile. You can choose more than one number, each additional number rental will cost R115,50. Your main, (first number), is included in your monthly fee.

Your regional number/s to choose from below		
011	<input type="checkbox"/>	
012	<input type="checkbox"/>	
013	<input type="checkbox"/>	
014	<input type="checkbox"/>	
015	<input type="checkbox"/>	
016	<input type="checkbox"/>	
018	<input type="checkbox"/>	
021	<input type="checkbox"/>	
031	<input type="checkbox"/>	
032	<input type="checkbox"/>	
041	<input type="checkbox"/>	
051	<input type="checkbox"/>	
087	<input type="checkbox"/>	

### PLEASE NOTE:

For each additional number selected you will pay an extra R115.50 per month.

Included in all packages :	
Voice mail box	Included
Unified messaging, your voice mail messages are e-mailed to your mailbox. (Your messages will follow you 24/7 wherever you are or go.)	Included
Immediate E-mail message notifications.	included
Immediate SMS message notifications.	0.45 cent per SMS
Use of 12 business addresses on your letterheads, business cards, advertising and website, no extra charge.	included
Email addresses for you and your staff .	Included for the first year
Domain name: example - <a href="http://www.yourbusinessnamehere.co.za">www.yourbusinessnamehere.co.za</a> /	Included for the first year
Two (2) free hours Boardroom usage per month, within business hours (08:00 to 17:00).	Included
Your afterhours messages (after 17h00) will be forwarded, in Mp3 format, to your e-mail.	Included

Virtual Office Bank details:	
Bank:	Nedbank
Branch:	Hatfield
Branch Code:	160-245
Account Number:	<b>160 240 8939</b> (Please put your Company or CC name as payment reference)
Account Name:	Virtual Office Assistant (Pty)Ltd.
Account Type:	Current Account
SWIFT (International Customers)	<b>NEDSZAJJ</b>
<b>IMPORTANT NOTICE</b> , International Customers: We can only accept Debit Master and Visa Credit cards.	

# Agreement between Virtual Office Assistant (Pty)Ltd and the Customer

## Terms and Conditions:

1. The Virtual Office agreement between Virtual Office Assistant (Pty) Ltd and the Customer is strictly confidential in order to create and maintain the customer's privacy and corporate image and identity.
2. Virtual Office subscription fees are payable monthly in advance and will be deducted by debit order only on the 1<sup>st</sup> working day of each month.
3. A call deposit of R400, 00 (vat excluded) for each Virtual Office user is payable with the initial payment. The call deposit is used for all calls transferred from Virtual Office to the Virtual Office users listed on this agreement and application.
  - 3.1 Calls transferred from Virtual Office to the Virtual Office user's cell phone or landline will be deducted from their call deposit at standard Telkom and cellular rates.
4. The call deposit will be averaged and accordingly adjusted to suit each user's monthly usage.
5. The call deposit for each international Virtual office user is \$150.00 United States dollars.
6. All fees and charges are payable by the 7<sup>th</sup> of the month. Virtual Office Assistant (Pty) Ltd reserves the right to cancel the service and allocated number if payment has not been received within the agreed time.
7.
  - 7.1 In the event of cancellation of service due to non-payment, the customer's allocated telephone from Virtual Office Assistant (Pty)Ltd number maybe allocated to another customer or cancelled.
  - 7.2 In the event of cancellation of service due to nonpayment the Customer will be liable for the outstanding line rental and service charges for their allocated number up to date of cancellation of this agreement.
8. The Company reserves the right to charge interest of 5% per month on charges not paid by the due date, and to charge R15 per telephone call chasing the unpaid fees and R98, 50 excluding VAT per returned unpaid direct debits.
9. When terminating the service the Customer agrees to give 2 (two) months' written notice, this notice shall start at month's end in which the notice was received by Virtual Office Assistant (Pty) Ltd. The remainder of the call deposit, less any charges, will be refunded two months after.
10. If fees and charges remain unpaid and Virtual Office Assistant (Pty) Ltd has not been contacted by the Customer with instructions and no notice of termination has been given, Virtual Office Assistant (Pty) Ltd reserves the right to set off any outstanding fees and or charges against any deposits held by Virtual Office Assistant (Pty) Ltd.
11. Unsatisfactory references may lead to the service being terminated without further notice.
12. Receipt by Virtual Office Assistant (Pty) Ltd of a completed application form and the appropriate fees and call deposit shall be deemed as acceptance of all these Terms and Conditions herein.
13. The Virtual Office Assistant (Pty) Ltd reserves the right to amend or alter its scale of fees upon reasonable notice and to request additional deposits where monthly usage fees exceed the call deposit level.
14. The Client agrees with Virtual Office Assistant (Pty) Ltd not to carry on any business, which could be construed as illegal, defamatory, immoral or obscene.
15. An Email to Fax facility is included in all the Virtual office packages.
16. Virtual Office Assistant (Pty) Ltd reserves the right to terminate this agreement with any Customer whose activities they feel might adversely affect it or any of its other customers.
17. In the event of "non-use" for 90 (ninety) consecutive days, your allocated fax number will be cancelled in accordance with ICASA regulations.
18. If the Customer changes the nature of its business, the customer must inform Virtual Office Assistant (Pty) Ltd in writing.
19. The Customer may not arrange to divert any telephone numbers to their Virtual office number without prior notification and approval of the Company.
20. The customer may use, as business addresses, any of the Virtual Office supplied on their stationery, letterheads, business cards, promotional items, advertising and website.
21. Web design is outsourced to third party companies. All queries, information and payments for web design must be made directly to the third party. Third party details can be obtained by calling 086-123-6789 for details.
22. The liability of Virtual Office Assistant (Pty) Ltd to the Customer on account of or in respect of any loss or damage suffered by reason of a failure or delay in providing any service to the Customer shall be limited to R50.00
23. In the event of upgrading your Virtual Office package, a set-up and call deposit is applicable for each new Virtual Office user you add to your company profile.
24. The business number allocated to the Customer can by written request be transferred into the Customer's name on condition that all outstanding fees and charges are paid. A transfer fee of R750, 00 excl. Vat will apply.
25. On cancellation of this agreement the Customers domain, website and email addresses, if hosted by Virtual Office Assistant (Pty) Ltd, will be transferred to the customer on condition that all outstanding fees are paid. A web and e-mail transfer fee of R 850.00 excluding VAT will be payable on cancellation of this agreement.
26. I hereby consent that Virtual Office Assistant (Pty)Ltd may transmit details to Credit bureau of how I/we and my/our Company/ Close corporation have performed in meeting the obligations in terms of this agreement and in the event that I/we fail to meet my obligations may record my non-performance with the applicable credit bureau. I/we agree to be bound by the terms and conditions of this agreement mutatis mutandis.
27. I/We undertake not to use any of the services until I/We have received written acceptance and confirmation of my/our Virtual Office application.
27. I/We further agree to test all numbers allocated to me/us before we print anything including stationery, promotional material, and advertising material.

SIGNED: \_\_\_\_\_ DATE: \_\_\_\_\_

who is duly authorised to sign this agreement for and on behalf of : \_\_\_\_\_  
(Your company name and registration number)

Print name \_\_\_\_\_

Title: \_\_\_\_\_

Please email the completed application back to [app@vosa.co.za](mailto:app@vosa.co.za)  
(E-mail receipt by Virtual Office Assistant (Pty) Ltd of a completed application form, the appropriate fees and call deposit shall be deemed as acceptance of all the Terms and Conditions of Business regarding the above agreement). If you email this agreement please fax your proof of payment to: **Fax No: 012-362-4664**

**To fax**  
Please print the application form and agreement, sign the agreement, and fax it back to us along with your proof of payment.  
Please use your "Company Name" as a reference on your deposit slip : **Fax No: 012-362-4664**

<b>BANK DEBIT ORDER INSTRUCTION – CREDIT CARD AUTHORITY</b>			
Name (Debtor):		Date:	
Signatory Email Address:		Signatory Name:	
Address:		Contact No:	
Dear Sir/Madam The details of my bank account are as follows: <i>(Savings, Current, Transmission)</i>		Credit Card <i>(Master Card, Visa)</i>	
Bank:		Card holders name:	
Branch/ Town:		Card number:	
Branch No:		Expiry date:	
Account Name:		Card type:	
Account No:			
Type of A/C:			

I/We hereby request and authorize you to draw against my/our account with the above mentioned bank (or any other bank or branch to which I/we may transfer my/our account) the sum of \_\_\_\_\_ (state amount in words: \_\_\_\_\_) or any variable amount pertaining to this agreement, on the first working day of each month. This being the amount necessary for the settlement of the monthly due to you in respect of our Virtual Office agreement Start Dated: \_\_\_\_\_

All such withdrawals from my/our account by you shall be treated as though they had been signed by me/us personally.

I/We the undersigned "instruct" and authorize your agent Netcash (Pty) Ltd, to draw against my/our account. I/we understand that if bank details have been supplied the withdrawals authorized here will be processed by BankServ. I/we also understand that details of each withdrawal will be printed on my/our statement.

I/We agree to pay any banking charges relating to this debit order instruction.

This authority may be cancelled by either party by means of giving sixty days notice in writing, sent by prepaid registered post, but I/we understand that I/we shall not be entitled to any refund of amounts, which I/we have withdrawn whilst this authority was in force if such amounts were legally owing to Virtual Office Assistant (Pty) Ltd.

Assignment:

I/We acknowledge that the party hereby authorised to affect the drawing(s) against my/our account and may not cede or assign any of its rights and that I/we may not delegate any of my/our obligations in terms of this authority to any third party without prior written consent of Virtual Office Assistant (Pty) Ltd.

Signed at: \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_

**Signature of authorised person / officer:** \_\_\_\_\_

**AUTHORISED SIGNATURE AS USED FOR SIGNING CHEQUES OR CREDIT CARD VOUCHERS**

## Virtual Office Services:

### Annexure “B”

Service includes:	Silver Package
Monthly Service Fee	R681.72 (one user) per month, Vat inclusive
Agreement period	Month to month agreement
Your own instant business telephone number	First telephone number included in fee your monthly fee
Number of users 1 (one) Basic package, additional users can be added @ R171,00 per additional user.	1 User
Professional call answering service	700 calls pm
E-mail accounts included	10 email accounts
Web hosting for your website	100 MB included
Fax number	10 included
Email messaging included	700 messages
SMS Messaging per SMS unit	R0,45c per SMS
Domain name .co.za	Included for the first year
One business telephone number	Included, additional numbers can be ordered
Call Transfer rate to Telkom numbers	Standard Telkom rates apply
Call Transfer rate to Cell Numbers	Standard Cellular rates apply
Board Room rentals (Sandton Boardroom rental R350,00 per hour, excluding Vat)	R228,00 per hour, includes coffee, tea, cookies and data projector/ Plasma screen. (Sandton Boardroom (R350,00 per hour
Meeting room rental	R114,00 per hour, includes coffee, tea, cookies and data Plasma screen. Sandton meeting room R171.00 per hour.
2 (Two) FREE hours of Boardroom usage per month	Should you require coffee, tea and cookies for your FREE Boardroom hours there will be a charge of R120,00 per usage.
12 Business addresses for your use on your Business cards, letterheads, advertising	Included
Once-off Set-up fee	R 997,50 (Vat inclusive)