

WORLD TRADE CENTER TAMPA BAY VIRTUAL OFFICE SERVICE PACKAGE OPTIONS

The World Trade Center Tampa Bay provides four different Virtual Office Service Package Option for individuals not in need of a full-time physical office. These services may include personalized telephone answering, mail handling, the prestige of a World Trade Center Tampa Bay address off of Channelside Drive in Downtown Tampa, use of conference rooms and/or day offices, as well as access to our other business services.

GLOBAL VIRTUAL OFFICE PROGRAM \$125 / month

This comprehensive service package provides you with the following services:

- Prestigious business address in U.S. World Trade Center
- Published United States business phone number
- Professional English-speaking live operator (M-F 8:30 a.m. – 5:00 p.m. EST)
- Automated personalized answering (5:00 p.m. – 8:30a.m. EST)
- Real-time instructions to the live operator via the Web or telephone
- One global number for retrieval of voice mail and fax forwarding*
- Incoming private fax number
- Message notification via fax, email or pager*
- Messages and extension preferences are all accessible via the Web
- Calls, pages, & faxes forwarded to anywhere in the world*
- Real-time Instructions via the Web or phone to redirect calls or message to any number anywhere in the world
- Private or conference calls recorded and forwarded*
- Temporary office rental in World Trade Center according to price & availability
- Business services: Metered mail, concierge, mail receiving, & forwarding (separate charges per service — see menu of business services)
- 4 hours of included small conference room usage (per month)

*Long Distance Charges May Apply

One-time Setup Charge	\$99
Refundable Security Deposit	\$125

BUSINESS IDENTITY PROGRAM \$99 / month

This service package provides you with the following services:

- Physical address & in-center mailbox
- One published business phone number
- One extension & voice mailbox
- Live operator during business hours
- Conference Room use at discounted rate
- À la Carte services available at published rates

One-time Setup Charge	\$49
Refundable Security Deposit	\$99

MAIL SERVICE \$39 / month

Mail service provides you with a World Trade Center address, as well as a fax number for use on letterhead, business cards, and advertising.

In addition, our staff will forward your mail to you or have it ready for you to pick up at your convenience.

Forwarding up to 5 lbs; postage + 20%

One-time Setup Charge	\$49
Refundable Security Deposit	\$99

TELEPHONE & INTERNET SERVICE FOR TENANTS

\$149 / month

*This service offers one telephone line and a DSL Internet connection for your organization or professional name. The phone number is assigned to you by the World Trade Center, allowing for immediate service. For Receptionist live answering services add - **\$49 / month***

One-time Setup Charge	\$50
Refundable Security Deposit	\$149

BUSINESS SUPPORT SERVICES

TELECOMMUNICATION SERVICES

Telephone Answering/M-F 8:30 am - 5:00 pm	\$149 / set / month
Includes hi-speed internet, speakerphone including business phone number with two rollover lines, one telephone directory listing, personal extension, auto attendant, and voicemail.	
Telephone No Answer/Calls & No Internet. Calls go directly to your WTC office telephone.	\$99 / set / month
Includes speakerphone, business phone number with two rollover lines, one telephone directory listing, personal extension, auto attendant, and voicemail.	
Basic Telecommunication Service Package for 2nd person	\$99 / month
Dedicated Fax Line	\$50 / line / month
Email Fax Line	\$25 / line / month
Additional DID Line	\$75 / line / month
Phone or Fax Installation	\$50 one-time charge / line setup fee
Additional Extension	\$25 / month
Additional Voice Mail Box	\$25 / month
Programming Voicemail	\$25 / programming fee / feature
Call Announcing	\$50 / month
Telecom Move, Adds, & Changes	\$50 / one-time charge /each

MISCELLANEOUS SUPPORT SERVICES

Photocopies	1-500 \$.10 / each
	501-1000 \$.08 / each
	1001-2000 \$.06 / each
	>2,000 \$.05 / each
Printer Services (black/white)	\$.15 / page
Facsimile Services	\$1.00 / page + cost of long distance call
U.S. long distance service10¢ / minute
Office Supplies	Discounts Available
Postal Service, UPS, FedEx, Local Courier	20% Service Fee
Conference Rooms*	\$50 / hour; \$25 / hour for WTC Clients
Training Room*	from \$50 / hour
*Cancellation fee of 50% if cancellation is not within eight hours	
Parking	Free

TECHNICAL/CLERICAL SUPPORT SERVICES

IT Technical Support	\$100 / hour (billed in 1/2 hour increments)
Clerical Services	\$25 / hour
Includes filing, extensive fax/copy projects, processing mass mailings, courier package/air bill preparation, etc.	

- *Standard turnaround time is eight hours from time of request. A rush charge can be applied.*
- *Projects requiring overtime, 100% additional charge will apply.*
- *All billing in accordance with industry standards.*