

# Virtual Office Plans and Marketing

## Packages

Clonmel House has a range of packages to suit every type of business. All our packages provide the basic services below:

- PA service, with your personal assistant available from Monday – Friday 08.30 hrs to 17.30 hrs
- Every call answered in your company name
- An inclusive amount of messages which are sent immediately via sms, email or fax
- End of day summary messages, these are sent to you by email or fax
- Flexibility, as you can change packages to suit your monthly needs
- A unique telephone number is assigned to each client. This can be used as your main business number or a number to which your primary advertised number can be diverted

Each of our packages created to offer the best solution to your business needs:

1. *VO 1 Package*
2. *VO2 Package*
3. *VO3 Package*
4. *VO4 Package*
5. *PREMIUM Package*

## Virtual Office Plans and Marketing

### \* ***VO1 - €50 + VAT per month***

Our VO1 Package is ideal if you are a start-up company and only require occasional messages to be taken on your behalf. Your Personal Assistant is there to occasionally take your 'overflow' calls, or if you need to be out of the office for short periods, this package gives you all the benefits of the Clonmel House service at a low monthly charge.

- 15 Free messages per month
- Thereafter €2.00 per message
- Free text to mobile notification of each message; or
- Free E-mail notification of each message; AND
- Free client call-in option to speak to your own PA at anytime
- Free end of day summary of all messages taken sent by email or fax

What it costs to set up:

- Once off set up fee of €55.00 + VAT
- 1 month refundable deposit of €50.00 + VAT
- First month's payment in advance of €50.00 + VAT
- Minimum 3 month contract period

### \* ***VO2 - €95 + VAT per month***

Our VO2 Package is the one to use when you are looking for cover during peak times or when you are out of the office. This package is ideal until you start receiving over 85 messages per month. Start up companies and businesses who need the service on a divert basis or are not fully staffed during certain periods throughout the day will use this package.

- 55 Free messages per month
- Thereafter €1.80 per message
- Free text to mobile notification of each message; or
- Free email notification of each message; or
- Free Fax notification of each message; AND
- Free client call-in option to speak to your own PA anytime
- Free end of day summary of all messages taken sent by email or fax

What it costs to set up:

- Once off set up fee of €55.00 + VAT
- 1 month refundable deposit of €95.00 + VAT
- 1 month payment in advance of €95.00 + VAT
- Minimum 3 month contract period

## Virtual Office Plans and Marketing

### \* ***VO3 Package - €180 + VAT per month***

Our VO3 Package is perfect when you are looking for cover during peak times when you are out of the office. Until you start receiving over 180 messages per month this is the package for you. Start up companies and businesses which are not fully staffed during certain periods throughout the day use this package.

- 100 Free messages per month
- Thereafter €1.60 per message
- Free text to mobile notification of each message; or
- Free email notification of each message; or
- Free Fax notification of each message; AND
- Free client call-in option to speak to your own PA anytime
- Free end of day summary of all messages taken sent by email or fax

What it costs to set up

- Once off set up fee of €55.00 + VAT
- 1 month refundable deposit of €180.00 + VAT
- 1 month payment in advance of €180.00 + VAT
- Minimum 3 month contract period

### \* ***VO4 - €315.00 + VAT per month***

Businesses which receive a high volume of messages but cannot manage due to the number of staff they have would use this VO4 package. Clonmel House can remove the stress of staff answering calls, leaving them free to concentrate on their workload. This package answers the majority of calls and distributes the message to the relevant staff to deal with and prioritise accordingly. If your business is receiving between 180 and 270 messages per month, this is the best package for you.

- 200 Free messages per month
- Thereafter €1.40 per message
- Free text to mobile notification of each message; or
- Free email notification of each message; or
- Free Fax notification of each message; AND
- Free client call-in option to speak to your own PA anytime
- Free end of day summary of all messages taken sent by email or fax

What it costs to set up

- Once off set up fee of €55.00 + VAT
- 1 month refundable deposit of €315.00 + VAT
- 1 month payment in advance of €315.00 + VAT
- Minimum 3 month contract period

## Virtual Office Plans and Marketing

### **\* Premium Package - €420.00 + VAT per month**

This package is ideal for businesses that require support on an ongoing basis due to the volume of enquiries/calls they receive. Your Clonmel House PA may and can answer every call. Support is provided to manage inbound calls to ensure that the business does not stop just to answer phone calls. All messages are prioritised so that urgent information and new opportunities are dealt with immediately and other calls that can be managed throughout the day are managed efficiently. Message volumes of 240 and above per month would necessitate this type of package.

- 300 Free messages per month
- Thereafter €1.20 per message
- Free text to mobile notification of each message; or
- Free email notification of each message; or
- Free Fax notification of each message; AND
- Free client call-in option to speak to your own PA anytime
- Free end of day summary of all messages taken sent by email or fax

What it costs to set up

- Once off set up fee of €55.00 + VAT
- 1 month refundable deposit of €420.00 + VAT
- 1 month payment in advance of €420.00 + VAT
- Minimum 3 month contract period

## Virtual Office Plans and Marketing

Virtual Office Packages available at Clonmel House

	VO1 Package	VO2 Package	VO3 Package	VO4 Package	Premium Package
<b>Basic Phone Service</b>					
Free Monthly Messages	15	55	120	250	350
Monthly Rate	€50	€95	€180	€315	€420
Extra Message Rate	€2.00	€1.80	€1.60	€1.40	€1.20
<b>Voicemail</b>					
Monthly Out of Hours Rate	Free	Free	Free	Free	Free
<b>Call Transfer</b>					
Fixed Monthly Rate	€20	€20	€20	€20	€20
<b>Add-On Services</b>					
Additional Fax Line per Month	€20	€20	€20	€20	€20
Extra Telephone Line per Month	€20	€20	€20	€20	€20
On-Line Diary Service per Month	€20	€20	€20	€20	€20
Business Address per Month	€35	€35	€35	€35	€35
'Take a Message' Daily Rate - Holiday/Sickness Cover	€40 per day fixed rate - inclusive of 20 messages - €2 per extra message				
Boardroom Rental	€50	€50	€50	€50	€50
Typed Document	€5 per 2 page document				