



Virtual Office Agreement

Please complete and return agreement to Call Centre Solutions, 6-9 Trinity Street, Dublin 2.

Company Details

Company	_____	Contact Name	_____
Company Reg. No.	_____	Telephone No.	_____
Address	_____	Mobile no.	_____
	_____	Fax No.	_____
	_____	Email	_____
	_____	Start Date	_____

Services

Business Address	€ <input type="checkbox"/>	Telephone Answering	€ <input type="checkbox"/>	Telephone Divert	€ <input type="checkbox"/>
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<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">CCS Phone No</td> <td style="width: 30%;"></td> <td style="width: 50%;"></td> </tr> <tr> <td>CCS Fax No</td> <td></td> <td></td> </tr> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%; vertical-align: top;">Mail to be handled</td> <td style="width: 30%;">Hold calls and I will collect</td> <td style="width: 50%;"></td> </tr> <tr> <td></td> <td>Re Direct</td> <td></td> </tr> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%; vertical-align: top;">Fax to be Handled as follows:</td> <td style="width: 30%;">Hold and I will collect</td> <td style="width: 50%;"></td> </tr> <tr> <td></td> <td>Scan to email</td> <td></td> </tr> </table>	CCS Phone No			CCS Fax No			Mail to be handled	Hold calls and I will collect			Re Direct		Fax to be Handled as follows:	Hold and I will collect			Scan to email		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Answer calls as Company</td> <td style="width: 50%;"></td> </tr> <tr> <td>Forward Calls to *</td> <td></td> </tr> <tr> <td>Forward fax calls to *</td> <td></td> </tr> </table> <p style="color: red; font-size: small;">*Please complete if calls are forwarded to nominated numbers</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; vertical-align: top;">Calls to be Handled as follows:</td> <td style="width: 50%;">Forward to Mobile</td> <td></td> </tr> <tr> <td></td> <td>Forward to SMS</td> <td></td> </tr> <tr> <td></td> <td>Forward to Email</td> <td></td> </tr> </table>	Answer calls as Company		Forward Calls to *		Forward fax calls to *		Calls to be Handled as follows:	Forward to Mobile			Forward to SMS			Forward to Email	
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Service Details

1. Hours of Opening for live Telephone Answering are Monday to Friday 9 am to 5.15pm excluding Irish Public and Bank Holidays.
2. All Calls after hours are handled automatically according to the User's requirements.
3. All Payments are via direct debit or credit card debit monthly in advance
4. All telephone calls, faxes or diverted calls made on behalf of the user are charged at Eircom Standard rates.
5. All Re-directed post is charged at normal postal rates
6. The Company have the right to charge additional fees should the number of inbound voice/fax calls exceed 20 per day for a single User.
7. The minimum term is one month with one month's notice required for termination of this agreement.

Acceptance

I hereby agree to the terms and conditions outlined

Signature: _____
Date: _____

Payment Details

Mastercard
Visa

Card No. _____
Expiry Date _____
Name on Card _____

I authorise you until further notice in writing to Call Centre Solutions, to charge my credit card account, unspecified amounts when payment becomes due, in respect of business address and/or telephone answering services

Signature: _____
Date: _____

Terms and Conditions between Call Centre Solutions Ltd (hereinafter called the Company)

<p>1. DESCRIPTION OF SERVICE The Company is providing the User with a Business Address and / or a telephone answering service. This Service entails receiving Telephone calls, Faxes and Posted Mail on behalf of the user and forwarding these communications to the user in an agreed format. Unless explicitly stated otherwise, any new features that augment or enhance the current Service, shall be subject to the within terms and conditions. The Service is provided "As Is" and the Company assumes no responsibility for the timeliness, deletion, misdelivery, non delivery, or failure to store any user communications or personalisation settings.</p> <p>2. REGISTRATION OBLIGATIONS In consideration of use of the Service, the User agrees to: (a) provide true, accurate, current and complete information about the User as prompted by the Service's sign up form (such information being the "Registration Data") and (b) maintain and promptly update the Registration Data to keep it true, accurate, current and complete. If the User provides any information that is untrue, inaccurate, not current or incomplete, or the Company has reasonable grounds to suspect that such information is untrue, inaccurate, not current or incomplete, the Company has the right to suspend or terminate the User's account and refuse any and all current or future use of the Service (or any portion thereof)</p> <p>3. MODIFICATIONS TO SERVICE The Company reserves the right at any time and from time to time to modify or discontinue, temporarily or permanently, the Service (or any part thereof) with or without notice to User. User agrees that The Company shall not be liable to User or any third party for any modification, suspension or discontinuation of the Service.</p> <p>4. TERMINATION The User agrees that the Company, in its sole discretion, at any time without notice, may terminate the User's account or any part thereof) or use of the Service (or any part thereof) and remove and discard any messages within the Service, for any reason, including but not limited to (a) if the Company believes that User has violated or acted inconsistently with the terms and conditions, (b) if User provides incomplete, inaccurate or untrue information to the Company, or (c) if the Company decides to discontinue offering the Service. (d) if the user is in default of payment by more than 14 days The User may terminate the Service with or without cause at any time by sending one month's written notice of termination to the Company. Upon termination, the User shall have no right to use the Service and the Company will have no obligation to forward any unsent, unread, or stored messages to the User or any third party. The User agrees that following the termination of Service for any reason whatsoever, the User's telephone number may be re-assigned immediately to another User of the Service. Furthermore, upon termination, the Company will have no obligation to inform anyone dialling the User's telephone number assigned prior to termination about the termination or any other information relating to User's termination of the Service. The Company reserves the right to refuse the Service to any User whose Service was terminated by The Company or who previously terminated the Service for whatever reason.</p> <p>5. INDEMNIFICATION The User agrees to indemnify and hold the Company, and its subsidiaries, affiliates, officers, agents, or other partners, and employees, harmless from any claim or demand, including reasonable litigation fees, made by any third party due to or arising out of the User's use of the Service or violation of the terms and conditions, or the User's violation of any rights of another User, person or entity.</p> <p>6. USER CONDUCT The User understands that all information, data, text, software, music, sound, photographs, graphics, video, messages or other materials ("Content"), transmitted through the use of the Service, is the sole responsibility of the person from which such Content originated. Therefore, the User and not the Company is solely responsible for all Content transmitted through the use of the Service. The Company does not guarantee the accuracy, integrity or quality of any Content transmitted through the Service. Furthermore, under no circumstances will the Company be liable in any way for any Content, including but not limited to, any errors or omissions in any Content, or for any loss or damage of any kind whatsoever incurred as a result of the use of the Service. Under no circumstances will the Company be liable for any Content sent to the User that is offensive, indecent or objectionable in any way. The Company reserves the right to take any action, with or without any notice, including but not limited to terminating the User's account, for any transmission of Content by a User that violates any agreements between the Company and its suppliers and partners. The User agrees to not use the Service to: (a) transmit any Content that is unlawful, threatening, harmful, abusive, harassing, obscene, libelous, hateful or otherwise objectionable in any manner; (b) conduct any illegal activities; (c) impersonate an individual or an entity or an affiliation with an individual or an entity;</p>	<p>(d) infringe any third party's patent, copyright, trademark, trade secret or other proprietary rights; (e) harm minors in any way; (f) interfere with or disrupt the Service or servers or networks connected to the Service, or disobey any requirements, policies or regulations of networks connected to the Service; (g) intercept, manipulate, forge or in any other way alter the identifiers of the Transmission in order to manipulate the origin of the Content transmitted through the Service; (h) intercept, manipulate, forge or in any other way alter the Content transmitted through the Service; (i) collect or in any way store or manipulate data of other Users; (j) intentionally or unintentionally violate any applicable national or international law and regulations; (k) transmit any unsolicited or unauthorised advertising, offers, promotional materials, "junk mail", "junk messages", "spam", "pyramid schemes" or "chain letters"; (l) transmit messages to any individual or an entity of a list where the individual or the entity has not given permission to be included in the list; or (m) transmit any material that contains software viruses or any other computer software code that is designed to interrupt, destroy or in any way limit the functionality of any computer software, hardware, network or telecommunications equipment;</p> <p>7. DEALINGS WITH ADVERTISERS The User's correspondence or dealings with, or participation in promotions of, advertisers found - on or through the Service, including payment and delivery of related goods or services, and any other terms, conditions, warranties or representations associated with such dealings, are solely between corresponding User and such advertiser. User agrees that The Company shall not be responsible or liable for any loss or damage of any sort incurred as the result of any such dealings or promotions or as the result of the presence of such advertisers on the Service.</p> <p>8. DISCLAIMER OF WARRANTIES The User expressly understands and agrees that: (a) the User's use of the Service is at the User's sole risk. the Service is provided on an "As Is" and "As Available " basis and the company expressly disclaims all warranties of any kind whether expressed or implied, including but not limited to the implied warranties of merchantability, fitness for a particular purpose and non infringement. (b) The Company makes no warranty that (i) The service will meet the User's requirement (ii) the service will be uninterrupted, timely, secure, or error-free (iii) the results that may be obtained from the use of the service will be accurate or reliable, (iv) the quality of any products, services, information, or other material purchased or obtained by the user through the service will meet the User's expectations, (v) the quality of transmission of fax or voice data will be accurate, legible or audible. (vi) the transmission of fax or voice data will be complete (vii) any errors in the software will be corrected. (c.) any material downloaded or otherwise obtained through the use of the service is done at the User's own discretion and risk and that the User will be solely responsible for any damage to the User's computer system or loss of data that results from the download of any such material. (d) the Company assumes no responsibility for the deletion or failure to store fax, voice and email messages and any other personalisation settings. (e) no advice or information, whether oral or written, obtained by the User from the Company or through or from the service shall create any warranty not expressly stated in the terms and conditions.</p> <p>9. LIMITATION OF LIABILITY The user expressly understands and agrees that the company or it's suppliers shall not be liable for any direct, indirect, incidental, special, consequential or exemplary damages, including but not limited to, damages for loss of profits, goodwill, use, data or other intangible losses (even if the company has been advised of the possibility of such damages), resulting from: (i) the use or the inability to use this service; (ii) the cost of the procurement of substitute goods and services resulting from any goods, data, information or services purchased or obtained or messages received or transactions entered into through or from the service; (iii) unauthorised access to or alteration of the User's transmissions or data; (iv) statements or conduct of any third party on the service; or (v) any other matter relating to the Service. In any event, the liability of the company and its suppliers to the User for any reason and upon any cause of action shall be limited to the monthly fees, excluding any usage charges, actually paid to the company by the user under this terms and conditions during the one (1) month immediately preceding the date on which such claim accrued. This limitation applies to all causes of action in aggregate, including,</p>	<p>without limitation, to breach of contract, breach of warranty, negligence, strict liability, misrepresentations, and other torts. The fees for the Service set by the Company have been and will continue to be based upon this allocation of risk, accordingly, the User hereby releases the Company and its suppliers from any and all obligations, liabilities, and claim in excess of the limitation stated in this section.</p> <p>10. GENERAL These terms and conditions are personal between the User and the Company and governs the Users use of the Service, superseding any prior agreements between the User and the Company. It is not transferable and any attempt by the User to rent, lease, sublicense, assign or transfer any of the rights, duties or obligations hereunder is void. This terms and conditions and the conduct, of the parties hereto shall be governed by the laws of the Republic of Ireland. The failure of the Company to exercise or enforce any right or provision of the terms and conditions shall not constitute a waiver of such right or provision. If any provision of the terms and conditions is found by a Court of competent jurisdiction to be invalid, the parties nevertheless agree that the Court should endeavour to give effect to the parties' intentions as reflected in the provision, and the other provisions of these terms and conditions remain in full force and effect.</p> <p>11. TERMINATION OF A REGISTERED OFFICE The Company agrees to provide a service to the User, whereby it will offer a location to the User for its registered office in the Republic of Ireland. This agreement is based absolutely on condition that: 1. The User will not carry on business in a manner which is contrary to Irish and European Law. 2. In the event of the User breaching these laws, the Company upon being notified of such breach can immediately and without notice terminate the Company's services towards the User, without any compensation or liability to the User whatsoever. 3. The User undertakes that on the happening of such an event, the Company is automatically released from all its obligations to the User. 4. The User also agrees to notify the Companies Registration Office immediately of the release of the Company from its duties as 'Company Registration Office' and it will undertake to register another location in place of the Company as its registered office. 5. The User accepts that on the happening of such an event, the Company can disassociate itself from the User and will not henceforth be responsible for any services to the User. 6. It is agreed by all parties to this agreement that the purpose of this clause is to protect the Company at all times against any illegal or unlawful actions carried on by the User and that in the event that the User defaults on this agreement, the Company can seek legal remedies without any notice to the User.</p>
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