

Virtual Office Service Agreement

prepared for

Name: _____

Company: _____

Revision 1.0

by
Jeff Ross
National Sales Manager

voice: 469-272-4688
fax: 888-522-7481
jeff@voicestamps.com
www.voicestamps.com

VOICESTAMPS – VIRTUAL OFFICE AGREEMENT:

Company Name:

Contact Name:

Phone Number:

Fax Number:

Email Address:

Web Address:

Street Address:

City, State, ZIP:

Type of Business:

Standard Mailbox Features Include:

- Live Call Transfers
- Message Notification via, pager, telephone, or email
- Scheduling for Transfer and Message Notifications
- Message Forwarding
- Up to 4 Personal Group Distribution Lists
- Receipts and Confidential Messages
- Multiple Mailbox Greetings
- Pause, Rewind, Fast Forward, Future Delivery, Make, Answer
- Forward With/Without comment, Save As New, Volume Adjust

Virtual Office Include any combo of the following features:

- Virtual Small Office Lite = 5 credits
- Virtual Small Office = 5 credits
- Virtual Small Office Plus = 5 credits
- Virtual Office 1 = 10 credits
- Virtual Office 2 = 25 credits
- Virtual Office 3 = 50 credits

FEATURES	# OF CREDITS
Intro Greeting	1 CREDIT
Main Menu – Day	1 CREDIT
Main Menu – Night	1 CREDIT
Option/Routing Menus	1 CREDIT
Greeting Only Box	1 CREDIT
Name Directory	1 CREDIT
Fax on Demand	1 CREDIT
Standard Client Mailbox	1 CREDIT
Upgrade Mailbox to next Level Mailbox	1 CREDIT
Voice to E-mail Message delivery	1 CREDIT
Direct Inbound Dial	1 CREDIT
Automatic Call Distribution (ACD) Box	2 CREDITS

VOICESTAMPS – VIRTUAL OFFICE AGREEMENT:

Pricing Details:

ONE TIME SETUP COSTS		PRICE
	Virtual Small Office Lite Setup (5 credits/options)	\$60.00/setup
	Virtual Small Office Setup (5 credits/options)	\$70.00/setup
	Virtual Small Office Plus Setup (5 credits/options)	\$80.00/setup
	Virtual Office 1 Setup (10 credits/options)	\$150.00/setup
	Virtual Office 2 Setup (25 credits/options)	\$200.00/setup
	Virtual Office 3 Setup (50 credits/options)	\$300.00/setup
MONTHLY RECURRING COSTS		
	Virtual Small Office Lite Monthly Hosting Fee	\$29.95/mo
	Virtual Small Office Monthly Hosting Fee	\$34.95/mo
	Virtual Small Office Plus Monthly Hosting Fee	\$39.95/mo
	Virtual Office 1 Monthly Hosting Fee	\$69.95/mo
	Virtual Office 2 Monthly Hosting Fee	\$99.95/mo
	Virtual Office 3 Monthly Hosting Fee	\$150.00/mo
ADDITIONAL COSTS		
	Dedicated Direct Inbound Number DID (1 Free w/ VO)	\$15.00/mo
	VoiceStamps Toll Free 800 Service (\$2/Setup \$2/mo)	\$6.9/min
	Studio Recorded Voice Greetings and Menus	\$20.00/item
	TOTAL PROJECT STARTUP COSTS	
	TOTAL MONTHLY RECURRING COSTS	

Dedicated Inbound Numbers included FREE with all Virtual Office Packages.
 Studio Recorded Voice Greetings and Menus included FREE with Virtual Office 1, 2, or 3

MAILBOXES HAVE 3 LEVELS:

- Standard Client Mailbox - (2 min max) (40 Message Max) (10 day storage)
- Gold Mailbox - (5 min max) (80 Message Max) (10 day storage)
- Platinum Mailbox - (10 min max) (200 Message Max) (14 day storage)

INITIALS _____

VOICESTAMPS – VIRTUAL OFFICE AGREEMENT:

VI. TERMS AND CONDITIONS:

Agreement- VoiceStamps (Hereinafter known as "VoiceStamps") is a Messaging and Information Service Provider for companies needed auto-attendant and voicemail services. This agreement sets forth the Account Terms and Conditions that apply to the person, company, or organization (Hereinafter known as "Subscriber" or "Customer") that registers for an account with VoiceStamps or registers for an account with a distributor or reseller of VoiceStamps. The subscriber is deemed to have agreed to comply with all terms of this agreement by signing below.

Relationship - The relationship between the subscriber and VoiceStamps is that of subscriber and service provider only. In the event of a violation of any terms and/or conditions set forth in this agreement, VoiceStamps reserves the right to immediately terminate the services provided to the subscriber, access or charge any fees described in this agreement and retain any and all prepaid monies, with the subscriber being fully responsible for any and all fees, fines and attorney's fees incurred by VoiceStamps with regard to this agreement at all trial and appellate court levels. VoiceStamps reserves the right to change prices at any time without prior notice to its customers or the public. Price changes will not be retroactive for existing customers, regardless of the length of their existing service subscription and will start on next prepaid purchased block of transactions.

Billing Policy: - Although we may offer a grace period, any account that is more than 30 days past due, or more than 1000 verifications behind may be frozen until payment is in good standing. We may exercise monthly recurring billing via ACH Direct debit from your checking account once a month for balance due or you can mail your check payments to: VoiceStamps 2885 Meadow Port Drive Dallas, Texas 75234. **30 day notice of cancellation is required**

NOTE: There may be additional long distance charges, not quoted in this agreement if VoiceStamps provides you with a toll free number.

Returned Checks and Dishonored Credit Cards - In the event that a check is returned to VoiceStamps or a credit card charge is declined a charge of \$25.00 may be incurred per occurrence at VoiceStamps discretion. In the event that a charge-back for services already rendered is issued on a credit card there may be a \$25.00 charge-back penalty for each occurrence.

Termination: VoiceStamps maintains the right to suspended or terminate service for any unpaid accounts. Termination of Service shall not relieve subscriber from the obligation to satisfy outstanding charges. In the event VoiceStamps utilizes an attorney to collect any unpaid amounts, subscriber shall be responsible for the payment of all of VoiceStamps charges, damages, attorneys' fees and costs in the collection of these sums.

Warranty Disclaimer - THE FOREGOING WARRANTIES SET FORTH ARE EXCLUSIVE AND NO OTHER WARRANTY IS EXPRESSED OR IMPLIED. VoiceStamps exercises no control whatsoever over the content of the information passing through VoiceStamps system. Use of any information obtained via VoiceStamps is at subscriber's risk. Neither VoiceStamps nor any of its affiliates, its licensors, its contractors or their respective employees warrant that the Service will be uninterrupted or error free; nor does VoiceStamps make any warranty as to the results from use of the Service.

THE SERVICE IS PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF TITLE, NONINFRINGEMENT, IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR ANY WARRANTIES ARISING FROM COURSE OF DEALING OR USAGE OF TRADE. NO ADVICE OR INFORMATION GIVEN BY "VOICESTAMPS", ITS AFFILIATES, ITS LICENSERS, ITS CONTRACTORS OR THEIR RESPECTIVE EMPLOYEES SHALL CREATE A WARRANTY. NEITHER "VOICESTAMPS" NOR ITS AFFILIATES, ITS LICENSERS, ITS CONTRACTORS OR THEIR RESPECTIVE EMPLOYEES WARRANTS THAT THE SERVICE WILL BE UNINTERRUPTED OR ERROR FREE OR THAT ANY INFORMATION, SOFTWARE OR OTHER MATERIAL ACCESSIBLE ON OR FROM THE SERVICE IS FREE OF VIRUSES, CANCELBOTS, WORMS, TROJAN HORSES OR OTHER HARMFUL COMPONENTS.

INITIALS _____

VOICESTAMPS - VIRTUAL OFFICE AGREEMENT:

LIMITATION OF LIABILITY - UNDER NO CIRCUMSTANCES SHALL "VOICESTAMPS", ITS AFFILIATES, ITS LICENSERS, ITS CONTRACTORS OR THEIR RESPECTIVE EMPLOYEES BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES THAT RESULT IN ANY WAY FROM SUBSCRIBER'S USE OF OR INABILITY TO USE THE SERVICE OR TO ACCESS THE INTERNET OR ANY PART THEREOF, OR SUBSCRIBER'S RELIANCE ON OR USE OF INFORMATION, SERVICES OR MERCHANDISE PROVIDED ON OR THROUGH THE SERVICE, OR THAT RESULT FROM MISTAKES, OMISSIONS, INTERRUPTIONS, DELETION OF FILES, ERRORS, DEFECTS, DELAYS IN OPERATION OR TRANSMISSION, ANY FAILURE OF PERFORMANCE, COMPUTER VIRUS, COMMUNICATION LINE FAILURE, YEAR 2000 COMPLIANCE, THEFT OR DESTRUCTION OR UNAUTHORIZED ACCESS TO ALTERATION OF OR USE OF SUBSCRIBER'S ACCOUNT, WHETHER FOR BREACH OF CONTRACT, NEGLIGENCE OR UNDER ANY OTHER CAUSE OF ACTION. IN THE EVENT "VOICESTAMPS" IS FOUND LIABLE UNDER ANY CIRCUMSTANCE UNDER THE TERMS OF THIS AGREEMENT, "VOICESTAMPS" LIABILITY SHALL BE LIMITED TO THE UNUSED BALANCE OF SUBSCRIBER'S SUBSCRIPTION PAYMENT PRO-RATED TO REFLECT THE CURRENT TERM.

If Subscriber is dissatisfied with the Service or with any terms, conditions, rules, policies, guidelines or practices of VoiceStamps in operating the Service, subscriber's sole and exclusive remedy is to discontinue using the Service.

Business Jurisdiction - In the event of a dispute, VoiceStamps and the subscriber agree that the court venue for such litigation shall be Dallas County, Texas or any other location deemed acceptable by VoiceStamps and that the terms and conditions of this agreement shall be interpreted under the laws of the State of Texas.

Indemnification - Notwithstanding anything to the contrary herein contained, subscriber agrees to indemnify and hold VoiceStamps, its affiliates, its licensors, its contractors or their respective employees harmless against any and all liability, loss, claim, judgment, damage and expense including without limitation attorney's fees and cost of litigation incurred or suffered by VoiceStamps, its licensors, its affiliates, its contractors, or their respective employees as the result of any and all use of subscriber's account whether authorized or not authorized or as a result of the negligence, willful misconduct, or breach of any of the terms of this Agreement by subscriber, including but not limited to claims, liabilities, losses, damage, judgment and expense which arise out of alleged injury or death of any person or damage to property of every kind and description. Subscriber shall promptly notify VoiceStamps in writing of any claim of which it is obligated under this indemnity. Subscriber shall have the right to assume the defense of any such claim. Subscriber and VoiceStamps shall confer as to and agree on the legal counsel(s) to be selected in any such defense.

Non-transferable - The right to use the Service is not transferable. Accounts are for subscriber's use only. Subscriber shall be responsible for the confidentiality of subscriber's password. Loaning subscriber's account to others is explicitly prohibited.

Modification of Terms - VoiceStamps reserves the right to change or modify the terms and/or conditions, rates and/or services at any time. Such changes, modifications or additions shall be effective immediately.

Legal Disclaimer: VoiceStamps is not licensed or authorized to practice law or to give legal advice. We can point you to online resources and show you where the FTC and FCC have posted their rules and regulations. In addition, we may offer several helpful documents located on our VoiceStamps website. If you are concerned about meeting the letter of the law we recommend that you have your attorney double-check the legalities in your state or province for local compliance.

INITIALS _____

VOICESTAMPS – VIRTUAL OFFICE AGREEMENT:

Confirmation, Billing Authorization and Signature Page:

To Complete This Agreement Fill Out the Information Below:

CC Authorization: Company Name: _____

Contact Name: _____

CC# ____--____--____--____

Expiration Date: ____ / ____ (mm/yy)

ACH Authorization: Banks Name: _____ Bank Ph Number: _____

Routing Number: _____ (9 digits) Account Number: _____

Pre-Paid Amount: _____ (optional) Start-UP Amount: \$ _____

VOICESTAMPS REPRESENTATIVE SIGNATURE:

CUSTOMER SIGNATURE:

By signing below you are agreeing to the terms of this Virtual Office Agreement; and you are also agreeing to the \$ _____ Project Start-Up Cost with the billing authorization information provided above.

Voice Stamps Name: Jeff Ross

Print Name: _____

VoiceStamps Date:

Date: _____

VoiceStamps Title: National Sales Manager

Title: _____

VoiceStamps Signature: _____

Signature: _____