



Business Services

- Prime business address and telephone number on the Norwich Research Park
- Mail and package receipt
- Business support centre
- Receptionist
- Client drop-off / pick-up point in comfortable surroundings
- Mail forwarding / shipping services
- Meeting and board rooms
- Day office or day desk

Reference	Features	Details	Cost per month
Meeting Rooms and Day Desks			
MRG	Ground floor meeting room	<ul style="list-style-type: none"> • Seats 6-8 around single table • Telephone conference facilities • Large plasma display screen • Access to Office Services Centre • Receptionist services 	£70 per hour (min. 1 hour) call charges apply catering available
BR1	1st Floor board room	<ul style="list-style-type: none"> • Seats 8-10 around single table • Telephone and Audio Video conference facilities • Large plasma display screen • Access to Office Service Centre • Receptionist services 	£100 per hour (min. 1 hour) call charges apply catering available
DD	Day desk in NRPIC business centre 0830 -1730	<ul style="list-style-type: none"> • One person desk in NRPIC business centre with phone and network/internet connection. • Access to Office Services Centre 	£50 per day (min. 1 day) call charges apply
DDH	Day desk in NRPIC business centre 0830 -1300 (or part of) OR 1300 - 1730 (or part of)	<ul style="list-style-type: none"> • One person desk in NRPIC business centre with phone and network/internet connection. • Access to Office Services Centre 	£30 call charges apply
Other Services			
PA	Personal Assistant	A personal assistant can be provided to help with all your administrative requirements, ie. letters, emails, minuting of meetings, filing, travel arrangements, diary management etc.	Price on application
CA	Catering	All your catering needs can be provided for. From tea/ coffee to an extensive choice of buffet style lunches for up to 50 people.	Price on application

Reference	Features	Details	Cost per month
Mail Services			
MA	Mailing address at the Innovation Centre on the Norwich Research Park	Your mail is received and forwarded on a daily basis to one specified address. Alternatively, you can collect from the NRPIC business centre between 08.30 and 17.30.	£50 Plus postage at cost
MAA	Additional forwarding addresses	Mail forwarded daily to other named individuals within your organisation.	£15 per address Plus postage at cost
Call Services Prices include your exclusive telephone number. All calls to the VPA service include an inbound and outbound leg. You will be charged the cost of the call for the outbound leg and this will of course vary – e.g. calls to mobiles will cost more than UK land lines. See our web site for current call rates. Call charges can be viewed online at any time.			
C1	Calls forwarded to voicemail	Your calls will automatically be routed (without PA answering) to a voicemail box for you to collect your messages remotely, 24 hours a day. Your voicemail message and call routing can be changed remotely.	£15
C2	Calls forwarded to voicemail and/or diverted to another number	Your calls will automatically be routed (without PA answering) to a voicemail box for you to collect your messages remotely, 24/7. Alternatively, they can be diverted to your mobile. Your voicemail message and call routing can be changed remotely.	£20 + call charges
C3	Additional C2s for others in the organisation		£15 + call charges
C4	Received calls answered and forwarded to any of three designated numbers during business hours.	Calls answered professionally in your company name by our professional receptionists (08.30 – 17.30) and routed as per your instructions to one of 3 designated numbers. If no answer, messages will be routed to a voicemail box for you to collect remotely, 24/7. Your personalised voicemail message and call routing can be changed remotely.	£70 + call charges *Up to 500 calls per month. Over 500 calls per month an additional charge will be made.
C5	Additional designated numbers	Designated numbers additional to the three included in C3 above.	£20 per number
Additional Number Options			
CA	Non-geographic numbers	National 0870, Local 0845, Freephone 0800 / 0808 numbers can be allocated as an alternative to NRPIC numbers.	£5 + call charges where applicable (ie 0800, 0808 nos)
Fax Services Prices include your exclusive NRPIC fax number			
FE	Fax to Email	Faxes received via your dedicated NRPIC fax number and electronically transferred to your specified email address. Non-geographic fax numbers are available at additional cost - see C4 above.	£10 incl allocated number
FF	Fax to Fax	Faxes received via your dedicated NRPIC fax number and forwarded to a designated fax number. Non-geographic fax numbers are available at additional cost - see C4 above.	10p per incoming fax 30p per outgoing page, UK 50p per outgoing page, International
Video Conferencing, Audio Conferencing and Web Conferencing			
VCA	Video Conferencing	State-of-the-art, high speed, high quality video conferencing service, compatible with all remote video conferencing systems / links.	£100 per hour for meeting room and equipment hire (min 1 hour). For IP to IP connection there are no call charges or bridging costs. For IP to ISDN, call charges and bridging costs will apply, and vary dependent on number of attendees, locations, etc.

NRP Innovation Centre reserves the right only to provide these services to clients who have successfully completed our standard status checking procedures.