



Smarter Business - Better Life

CALL ANSWERING

Add a valuable and professional touch
to your business with a local telephone
number and a dedicated local
receptionist.

www.vOffice.com.my
cs@vOffice.com.my
+603 2788 3555





Call Answering Service

WE WILL HANDLE YOUR CALLS WITH CARE

Answering your phone calls with your custom greeting and transferring the calls wherever you may work, and taking messages, offering voicemail, and providing helpful information when you're away. Our cheerful receptionists are trained to make a difference in your day.

At vOffice, there are no canned speeches or conversations. Our receptionists and live phone answering service delivers the perfect mix of friendliness, charm, can-do attitude, and professionalism.

PLAN COMPARISON

	BASIC Call Answering	ADVANCE Call Answering
Dedicated Phone number for your business	✓	✓
Professional receptionists to answer your call in your business name	✓	✓
Message Notification	Via WhatsApp	Via WhatsApp
Number of Contacts per account	Up to 2 persons	Up to 6 persons
Attended call transfer service We will connect the caller to you wherever you are	✗	Only Local Transfer
After-hour Personalized Voice Mail	✗	✓

How it works?

Your caller will be greeted in your company name within 3 telephone rings. Once the call is in progress, we will call you while the caller is put on hold to our soothing Music on Hold to see if you wish to accept the call or not. If you wish to take the call, the call will be connected to you immediately otherwise we will request to caller to leave a message and their contact details and we will immediately SMS you the caller details and message.

PRICING PLAN

Call Answering Service

BASIC CALL ANSWERING		ADVANCE CALL ANSWERING	
PLAN	MONTHLY FEE	PLAN	MONTHLY FEE
3 mo	130.00	3 mo	150.00
6 mo	120.00	6 mo	130.00
12 mo	110.00	12 mo	102.50
24 mo	100.00	24 mo	91.25

Price shown in Ringgit Malaysia (RM). One time activation fee RM 199.



Your own dedicated local telephone number for use in your communication or correspondence.



Your calls will be answered by a dedicated receptionist in your company name.



Your calls will be transferred to your office, your mobile or voicemail



Voicemail messaging to your email.



Adjust phone answering and transferring instructions.



After-hour call forwarding.

CHOOSE YOUR PLAN

PLAN	3 months	6 months	12 months	24 months
BASIC Call Answering	<input type="checkbox"/> RM 130.00	<input type="checkbox"/> RM 120.00	<input type="checkbox"/> RM 130.00	<input type="checkbox"/> RM 120.00
ADVANCE Call Answering	<input type="checkbox"/> RM 150.00	<input type="checkbox"/> RM 130.00	<input type="checkbox"/> RM 102.50	<input type="checkbox"/> RM 91.25
One time activation fee: RM 199				Price shown in Ringgit Malaysia (RM).

GENERAL INFORMATION

COMPANY INFORMATION	ACCOUNT OWNER INFORMATION
Company Name:	Full Name:
Nature of Business:	NRIC/Passport No:
Business Address:	Home Address:
Company Registration No:	State: Postcode:
Number of Employee(s):	Date of Birth:
Website:	Email Address:
Telephone No: Fax No:	Mobile No:

SETUP APPLICATION

CALL MANAGEMENT Contact Person	Contact Number (to be transferred to)	Can provide number to caller?	If unreachable, please choose ONE of the options	
			Email	WhatsApp
1.		<input type="checkbox"/> Yes <input type="checkbox"/> No		
2.		<input type="checkbox"/> Yes <input type="checkbox"/> No		
3.		<input type="checkbox"/> Yes <input type="checkbox"/> No		
4.		<input type="checkbox"/> Yes <input type="checkbox"/> No		
5.		<input type="checkbox"/> Yes <input type="checkbox"/> No		
6.		<input type="checkbox"/> Yes <input type="checkbox"/> No		

AFTER OFFICE HOURS PERSONALIZED VOICEMAIL Email Address:

DECLARATION

<p>By signing below, I hereby confirm that the given information is true and accurate. I hereby understand and accept the terms and conditions stipulated overleaf.</p> <p>Signature & Date:</p>	<p>Company's Stamp/Seal (if applicable)</p>	<p>NOTE: It is by law that we need at least a photocopy of your IC / Passport or Business Registration Form (Form 9) before we can provision this service to you.</p>
--	---	---

Terms of Use Agreement

VIRTUAL OFFICE & OTHER BUSINESS SOLUTIONS



1.0 OPERATING HOURS

Flexi e-Solutions Sdn Bhd hereinafter referred as FES will provide the stipulated service during business hours from 9:00 am to 7:00pm Monday to Friday and FES will adhere to any public holidays in accordance with the Malaysian law for the state of Kuala Lumpur, Malaysia. FES may also declare certain business day as off day(s) provided that if FES were to give prior notice of at least 5 working days in advance.

1.1 COMMUNICATIONS

FES primary communication channel shall be via email and emails sent through FES Corporate Email Server to the email address provided by the Client on the registration form shall be deemed as delivered, accepted and understood from the time it is sent. It is the Client's responsibility to update FES with his/her latest working email address in the event of any changes differing from that stipulated in the registration form.

1.2 SALES AGREEMENT

The agreement made upon registration will be the services stipulated on your first term. Any request for modification and deviation from the original intended services without written consent from vOffice, shall not be considered and may incur additional costs. Upon renewal of your contract, services would be back to its standard package as listed on our official website.

1.3 USE OF THE ACCOMMODATION

The Client must only use the accommodation for office purposes, and only for the business stated in your Agreement or subsequently agreed with FES. You must not use the name vOffice, or any of its associated companies in any way in connection with your business. Booking of vOffice facilities are subject to availability.

1.4 TAKING CARE OF OUR PROPERTY

The Client must take good care of all parts of the business centre, its equipment, fittings, and furnishings used. You must not alter any part of it. You are liable for any damage caused by you or those in the business centre with your permission or at your invitation.

1.5 SUSPENSION OR TERMINATION

The Client understand that FES, in its sole discretion, may terminate, suspend your service(s) at any time, with or without notice(s), in relation to any outstanding invoice(s) or if any part of this Agreement is breached.

Upon such suspension or termination, you must immediately discontinue the use of our service(s) rendered to you and disclaim FES as your virtual office service provider. FES immediately reserved the rights to re-assign any services we offered to you to another party and FES will discard any mails, parcels, items which belong to the Client if the item is not collected after 14 days of such suspension or termination. FES will not be liable for any losses or claims whatsoever that may arise from such instances.

Any usage of our service(s) after such termination or suspension shall be deemed as an act of trespassing.

1.6 LIABILITY

FES makes no representations or warranties, express or implied, of any kind to Client or third party regarding FES services. FES shall use reasonable efforts to provide the agreed upon services however, in no event, shall FES be liable to Client, or any third party, for any claims for loss or damages as a result of any action or inaction by FES.

1.7 FRAUDULENCE USE OF SERVICE

The Client agrees that he/she will not use FES name, services, and premises for any illegal, fraudulent, illicit, unfit, unethical purpose. FES is the sole arbitrator to decide on the validity of the Client purpose of using our services. It is agreed that FES is not responsible for any international civil and criminal law violations on Client's part.

FES accepts no legal responsibility or liability for the handling of call on the Client's behalf (whether unregistered, registered, certified or insured), or for any action, event or expense associated with or arising from the handling of the calls.

The Client reserved the rights to the privacy of your mails with FES but if it is deemed to be suspicious, we preserved the rights to unwrap or open the mail, parcel, courier or any questionable items delivered to our premises for the Client without the Client's prior agreement.

1.8 INDEMNITY

The Client indemnifies and agrees to hold FES harmless from and against any claims by the Client, and/or any employee, agent or invitee of the Client for any loss, damage, expense or claim, loss of information, damage or any errors including whether caused by any act or omission of FES.

2.0 PAYMENT TERMS

Our service to you will be auto renewed by itself at the original standard price before any discount or promotion for plan you have contracted at the end of each billing cycle unless you notify us of otherwise. Our billing system will automatically generate an invoice 21 days before the end of your plan billing cycle for the new renewal terms and the invoice shall be considered delivered and accepted by you unless inform us 72 hours after the invoice is sent to your email address on our system.

It is understood that the only way to confirm that you wish to cancel your service and obligation to us is by completing FES Official Service Cancellation Form which can be obtained from our website at www.voffice.com.my/cancel_my_service.pdf or by contacting us +603 2788 3555 to request for a fax copy of the cancellation form. You should receive an acknowledgement from us once we have verified and process your cancellation.

2.1 MODIFICATION OF SERVICES

FES may at any time modify or discontinue, temporarily or permanently, FES services (or any part of them) with or without notice and liability to anyone. Should price increases become necessary, FES will give the customer 21 days notice in writing / email.

2.2 CANCELLATION POLICY

Cancellation before activation of services may be eligible for a refund of up to 70%. Cancellation after activation of services and before the end of contract stated date will not be eligible for a refund. FES reserves the right to change the Cancellation Policy without prior notice.

3.0 CLIENT PRIVACY

FES guaranteed that all customers information will be kept with strict confidentiality and will not be sold or release to any 3rd party however FES is at its sole discretion to preserve the rights to release the Client information to a 3rd party if FES suspect or believe that the Client has breach any part of this Agreement.

3.1 MATTERS BEYOND OUR CONTROL

We shall not be held liable for any breach of these Terms and Conditions caused by circumstances out of our control, including fire, lightning, flood or extremely severe weather, explosion, war, disorder, industrial disputes (whether or not involving our employees) network failures, power failures or acts of local or central Government or other competent authorities.

3.2 JURISDICTION

The laws and jurisdiction of Kuala Lumpur, Malaysia shall govern any and all matters of dispute between FES and Client.

3.3 MISCELLANEOUS

Any telephone number assigned to Client by FES shall remain the property of FES.

It is understood that FES is only offering a service to you and is not affiliated nor related to the Client. FES will not be your guarantor and/or responsible for any loan, credits, borrowing of money. Should we receive any threat from any party that affects our employees (emotionally or physically), premises or business operation, FES will report the case to the Police immediately and FES reserved the rights to terminate your service immediately without any compensation.

FES may transfer our obligation to you to another location if necessary provided that FES give a 21 days advance notice.

FES may modify this Term of Use Agreement at its sole discretion and will be considered as accepted by you upon FES notification to you of that changes through our primary communication channel and did not receive any objection from you within 72 hours of notification.

FES will only provide storage of your mails, parcels or items for the time frame stipulated on the package/plan you sign up for and FES has the rights to discard any items not collected after that period of time plus 14 days grace period.

Any items delivered to our office via normal post, hand or courier which is not addressed clearly to the recipient or if the address differs from what we have on our records will be discarded. FES will certainly endeavour to identify the rightful owner but if FES failed to identify the recipient, we will not acknowledge the said items.

By signing below, I hereby understand and accept the terms and conditions stated here.

Signature:



Payment Details

PAYMENT BY WAY OF BANKIN-IN / TELEGRAPHIC TRANSFER

Bank	MAYBANK (MALAYAN BANKING BERHAD)
Bank Branch	DESA SRI HARTAMAS, Kuala Lumpur
Account Number	5147 2110 2200
Account Name	FLEXI E-SOLUTIONS SDN BHD
Swift Code	MBBEMYKL For International Transfer Only

Please remember to fax (+603 2788 3666) or email (cs@voffice.com.my) the bank-in slip, ensuring that the following can be clearly read (1) Quotation Number, (2) Contact Number.

PAYMENT BY CREDIT CARD / PAYPAL

You may make your payment using a valid credit card through our Secured Payment Page at <https://voffice.com.my/paynow/>

*There will be additional 5% for bank service charge.

PAYMENT BY WAY OF CHEQUE

Payment must be made payable to "Flexi e-Solutions Sdn Bhd".
Please make sure you write the Quotation Number and your contact number at the back of the cheque.

Mail the cheque to: **Flexi e-Solutions Sdn Bhd**
B-5-8, Plaza Mont Kiara
Mont Kiara, 50480 Kuala Lumpur

Please be advised that all payment must be strictly paid to designated vOffice banking accounts, vOffice shall not be responsible for payment to any third party or third party banking account.