



# FAQ's: Virtual Office Membership

FREQUENTLY ASKED QUESTIONS

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# Business Address

## What is a Business Address?

Build your business visibility in major Australian cities with a premium Business Address which can be used for business cards, websites, map location pins and more.

## What are the benefits of a Business Address with Hub?

One of the most significant benefits of a business address is the money you save. With a Business Address, you don't need to pay for the physical aspects of an office space.

All Hub locations are recognised and sought after, which gives your potential clients the impression you have a physical presence in an area close to them. A Business Address with Hub also helps build credibility and improve Search Engine Optimisation results, two key components of growing a business.

A Business Address through Hub also gives you as-you-need access to an office and other amenities such as discounted day passes, meeting rooms and business lounges.

## When will my address be ready?

Once we receive confirmation you have signed up for a Business Address or Virtual Office Package online via our [signup page](#), our team will email you an onboarding form within two business days.

This form is required to gather all the necessary information and confirm any optional membership add-ons so we can handle your mail handling preferences correctly from your selected membership start date.

## What can I use the Business Address for?

You can register your Business Address with ASIC, and use it on your website, online listings, Google pin, and business collateral such as business cards and letterheads, to name a few.

## Can multiple people be added to my membership for the purpose of forwarding mail or collecting?

Yes! Each Business Address or Virtual Office Package membership is set up with a main contact (the member) and up to two additional people (mail nominees) within the business who can have mail forwarded or collected in person. If mail arrives addressed to the business or other team members, this will be forwarded to the main contact.

## What is a mail nominee?

Members of your business that have been nominated by you to receive the mail handling services or receive mail at a Hub address can have their own mail handling preferences set up. For clarity, these individuals are not members of Hub and do not receive member access or benefits.



### **Can I add more than two mail nominees to my membership?**

Yes! Please notify [services@hubaustralia.com](mailto:services@hubaustralia.com) and we can facilitate this for you. Adding an additional mail nominee (in addition to the main user and two other people) will incur a once-off administrative fee of \$30 ex GST each (capped at 6 mail nominees).

### **Can the additional mail nominees become Hub members too?**

Of course! This can be done by purchasing a membership – the [Lounge](#) membership provides great value and is available at all Hub locations, with the exception of Hub Martin Place and 555 Collins Exchange.

### **What type of mail do you accept?**

We accept letters and parcels however, we reserve the right not to accept any excessively large, unreasonable or unlawful mail or parcels as determined by us at our discretion.

### **Will you open & scan my letters for me?**

Unfortunately, this service is currently not available.

## **Mail Forwarding**

### **How often will my mail be forwarded?**

If this option is selected during your onboarding, our clubhouse teams forward mail weekly to your nominated mail forwarding address.

The days in which this takes place will vary from clubhouse to clubhouse. If you need an item delivered urgently, please contact us at [services@hubaustralia.com](mailto:services@hubaustralia.com) to arrange it – additional fees may apply.

### **Forwarding fees**

All mail forward carrier costs are estimates that may vary depending on destination and carrier. Forwarding to regional areas may vary also, and prices may change without notice and exclude GST.

When we process you or your mail nominee's mail to be forwarded each week (or ad hoc upon request) to the forwarding address as elected by you or your mail nominees, you will be charged the mail forward admin fee of \$3, in addition to the carrier costs.



	<b>LOCATION</b>	<b>PRICE</b>
Carrier Costs Mail Forward: 500g (approx 3-4 letters):	Sydney to another capital city:	\$8 - \$12
	Melbourne to another capital city:	\$9.50 - \$12
	Brisbane to another capital city:	\$9.50 - \$12
	Adelaide to another capital city:	\$10 - \$12
	Melbourne metro to Melbourne metro:	\$8 - \$9
	Sydney metro to Sydney metro:	\$8 - \$9
	Brisbane metro to Brisbane metro:	\$8 - \$9
	Adelaide metro to Adelaide metro:	\$8 - \$9
Carrier Costs Mail Forward: 1kg (approx 5-10 letters):	Sydney to another capital city:	\$10.50 - \$13
	Melbourne to another capital city:	\$10.50 - \$13
	Brisbane to another capital city:	\$10.50 - \$13
	Adelaide to another capital city:	\$11 - \$13
	Melbourne metro to Melbourne metro:	\$8 - \$9
	Sydney metro - Sydney metro:	\$8 - \$9
	Brisbane metro to Brisbane metro:	\$8 - \$9
	Adelaide metro to Adelaide metro:	\$8 - \$9

### What if I receive a parcel?

Parcels will be forwarded in addition to letters, with costs determined by dimensions and weight. If you expect to receive frequent or large parcels, we recommend that you pick these up weekly.

### Why do you use couriers?

To provide visibility and reassurance. We register all mail received and provide direct tracking details through a courier.

### Can I track my mail?

Yes! Once your items are allocated to a courier's collection, you will receive an email from them with all tracking information.



### **How do I amend my forwarding address?**

Please email [services@hubaustralia.com](mailto:services@hubaustralia.com) with your request and we will be in touch.

### **Can my forwarding address be in a different state?**

Your forwarding address can be anywhere in Australia but must be a physical address (residential or commercial). We cannot forward mail and packages to PO boxes, as Australia Post does not allow courier deliveries to PO boxes.

### **Can my mail be forwarded overseas?**

We do not offer international forwarding at this stage.

## **Mail Collection**

### **How do I collect my mail in person?**

You or your mail nominees will be notified via email when a parcel arrives and is ready for collection. Your letters will be securely placed in your mail folder, however, you will not be notified when letters arrive.

You can visit the welcome desk at your nominated location to collect your letters and parcels on weekdays between business hours (excluding public holidays) and are required to show identification on arrival.

Mail and parcels are required to be collected within 7 days.

<b>Parcel Storage Fee</b>	Free for 7 days, then \$5 ex GST per parcel per day.
<b>Non-Collection Fees</b>	If mail isn't collected within two weeks, it will be forwarded at your cost. You will be charged the Carrier Costs and the Mail Forward Admin Fee.

### **Can someone collect my mail on my behalf?**

Please email [services@hubaustralia.com](mailto:services@hubaustralia.com) to arrange.



# Phone Service

## What is a Phone Service?

Hub's Phone Service can be a stand-alone membership or added onto any existing Hub membership. You can ensure every call is answered with a dedicated phone number for your business. All calls are handled by our experienced business services team, which is based in Hub's Melbourne head office.

## What are the call handling options?

A dedicated business phone number will be set up for you by Hub. You can choose from the following call handling options when someone calls:

Option	Service	How it works
1	<b>Call redirection</b>	Calls are redirected to a specific mobile number (receptionist does not answer calls).
2	<b>Message taking</b>	Calls are answered by the receptionist in your company name and a message is taken and issued to a contact via email (\$1 ex GST per message).
3	<b>Blind transfers</b>	Calls are answered by the receptionist in your company name, screened and blind transferred to up to 3 contacts.
4	<b>Warm transfers and message taking</b>	Receptionist announces the caller and context of the call. You can decide whether to take the call or have a message issued.

## Optional add-ons:

- **After-hours voicemail: \$15/month ex GST**  
Unlimited voicemail messages sent directly to your email account with an attached audio file outside our receptionist's business hours.
- **Toll-free number: \$60/month ex GST**  
1300/1800 number. Please note, specific monthly fees and call charges apply for toll-free numbers. Ask our team about call pricing for toll-free numbers if this is of interest to you.
- **Additional contact: \$30/month ex GST**  
Add an additional team member to receive calls forwarded by our receptionists. \*Each membership is set up with a main contact (the member) and up to two additional people (phone contacts) within the business who can have calls transferred to.

## When will my calls be answered?

Between 8am -5 pm, Monday to Friday AEDT (excluding national Public Holidays).





## What can I use the phone number for?

You can use it on your website, online listings, and business collateral such as business cards and letterheads, to name a few.

## Can I bring a number or take a number with me?

We can, in most cases (depending on your carrier), transfer your existing service from another provider if required. The timeline depends on a few factors and can take up to 8 weeks (depending on your existing provider).

For a quote and estimated timelines, please email [services@hubaustralia.com](mailto:services@hubaustralia.com) so we can work through your request.

## What states do you offer numbers in?

Numbers can be set up for any state in Australia, with the exception of Western Australia. At this stage, we do not offer this service in WA.

## What are the call charges?

Call charges are based on standard local telecom rates, and vary depending on destination to national/local number, mobile, or 1300/1800 number. Usually, call charges will only be applied when transferring to a nominated number. If you opt for a 1300/1800 number hosted by Hub, there are additional charges for incoming calls. All costs exclude GST.

Call type	About	Cost
Transfer to mobile number	Hub transfers a call to your mobile	\$0.15/minute
Transfer to national or local number	Hub transfers a call to your national or local number	\$0.30/minute
Transfer to 1300 number	Hub transfers a call to a 1300 number	\$1/call
Incoming 1300/1800 call	Hub answers an incoming call (applicable to 1300/1800 numbers hosted by Hub)	\$0.35/minute

## How many calls are included?

The average Hub member with a Phone Service receives approximately 5-10 calls per day via their business phone number. For this reason, members with a dedicated phone number can receive 200 incoming calls per month included in their Phone Service (standard call rate applies as outlined above).



If the number of calls handled by the receptionist exceeds 200 calls per month, their time will be allocated to you and charges will apply for higher incoming call volume. We reserve the right to charge an additional fee of \$2.5 per call, should your business exceed 200 calls/month.

We have implemented this charge as we believe it is unfair to expect a member who receives up to 20 calls per month to pay the same as a member who receives up to 250 calls per month.

### **How will my calls be answered? (option 2 and 3 only)**

Hi, you've called 'Company Name' and you're speaking with 'Receptionist Name', how many I direct your call?

### **Where are the receptionists located?**

Our highly trained receptionists are full-time Hub employees based in Hub Australia's Melbourne head office.

### **How many people can be added to my membership for the purpose of call forwarding?**

Each Phone Service or Virtual Office Package membership is set up with a main contact (the member) and up to two additional people (phone contacts) within the business who can have calls redirected to them.

### **What is a phone contact?**

Members of your business that have been nominated by you, to receive calls forwarded to them by our virtual receptionists. For clarity, these individuals are not members of Hub and do not receive member access or benefits

### **Can I add more than two phone contacts to my membership?**

Yes – please notify [services@hubaustralia.com](mailto:services@hubaustralia.com). Adding additional phone contacts will incur an additional monthly charge of \$50 per month ex GST, per contact.

### **Can the additional members become Hub members too?**

Of course! This can be done by purchasing any of our memberships – the [Lounge](#) membership provides great value.

### **Can I make outbound calls from the phone number on my mobile?**

Currently, this option is not available, however, if this is a service you'd like to add on in future, please email [services@hubaustrlia.com](mailto:services@hubaustrlia.com) and advise us of your requirements.



### **Can I purchase additional phone numbers?**

Yes, an additional Phone Service will need to be purchased for every additional telephone number. Discounts for multiple Virtual Office memberships apply. Contact [services@hubaustralia.com](mailto:services@hubaustralia.com) to discuss your requirements.

## **General questions**

### **Where are we located?**

Access our national network of premium workspaces with a discounted member Day Pass (\$40 ex GST). You can view the locations on our website [here](#).

### **What are Hub's business hours?**

All clubhouses, excluding Hub Adelaide, operate from 8am to 5pm, Monday to Friday, excluding public holidays. Hub Adelaide operates from 8.30am to 5pm, Monday to Friday, excluding public holidays

### **How do I access the flexible areas at each location?**

A member Day Pass is a discounted Day Pass exclusive to members that provides access to the flexible area of each clubhouse for a day (during business hours). Member Day Passes can be purchased from the member portal before your visit or on arrival by speaking to the clubhouse team at the welcome desk. Day Passes are required to be returned by 5 pm.

### **What's included with flexible area access?**

- Ergonomic chairs, flexible workstations and collaboration tables with power boards
- Phone booths
- Breakout & relax spaces
- Bookable meeting rooms
- Complimentary tea/coffee from our member kitchen
- Complimentary wifi

### **How do I book a member meeting room?**

A member Day Pass is required to be purchased to access the member meeting rooms. A member Day Pass includes 40 meeting room coins that can be applied to your meeting room booking (1 coin = \$1). To make a booking and apply your coins, please visit the welcome desk upon arrival. You can view the list of meeting rooms (subject to availability) and pricing [here](#) for each location.



## **How do I book a serviced meeting space?**

You can view information about our serviced meeting rooms [here](#). Bookings can be made via the member portal. Alternatively, to enquire for more information, please contact [hospitality@hubaustralia.com](mailto:hospitality@hubaustralia.com).

## **Can I bring a visitor?**

Your visitor may access the clubhouse for up to two hours complimentary, should they exceed this time or require access to the flexible area, a visitor Day Pass (\$50 ex GST) must be purchased. The pass can be arranged at the welcome desk with the fee added to your billing account, alternatively, the Visitor can purchase their own Day Pass directly from the website [here](#).

Where a member meeting room or serviced meeting space has been booked, you can have extra visitors join you, however not exceeding the capacity of the meeting room, for the duration of the booking.

## **How do I attend a member event?**

Register for upcoming events via the member portal under the 'Events' tab or follow the prompts in the weekly newsletter. A member Day Pass is required to be purchased to attend in-person member events.

## **What identification do you require when I sign up?**

1. Main contact full name, email and phone number
2. Details of nominated mail nominees and phone contacts
3. Residential (or non-Hub billing) address
4. ABN

## **Do you need my ID?**

We may require photo identification to verify members. For physical mail collection, you may be asked to show a photo ID, as mail will only be provided to the account holder or elected mail nominee.

## **Do you offer discounts on multiple Business Address memberships?**

We sure do! Contact [services@hubaustralia.com](mailto:services@hubaustralia.com) for more information.

Please note, only one company name can be assigned to each Virtual Office membership.



## Payment

### **How will I be billed?**

The setup fee of \$150 (ex GST) will be charged on your first invoice. This first recurring membership fee will also be charged upon signup, then monthly in advance on the 1st business day of each month. One-off fees incurred during the month by you or your team members will also be charged in a separate invoice on the 1st business day of each month.

### **What payment methods do you accept?**

We only accept payment of the fees by automatic direct debit from a bank account or credit card (Visa, Mastercard and Amex). A transaction fee of 1.5% will apply for all Visa and Mastercard payments, and a transaction fee of 3% will apply for all Amex payments. Direct Debit can be set up within the member portal once you become a member.

## Cancellation

### **How do I cancel my membership?**

To cancel your Virtual Office membership, please provide notice in writing in accordance with the T&Cs to [services@hubaustralia.com](mailto:services@hubaustralia.com).

### **What happens to my mail and/or calls once I cancel?**

Once your Virtual Office membership is no longer active, you will also be required to change your business address and phone number details (if not taking the number with you) where used on any registrations, listings, websites or assets.

Where applicable, after the membership end date:

- Mail (letter and parcels) will not be accepted or returned to sender
- Calls will be disconnected