

## Frequently Asked Questions

**Q: Can I license my office with IO Centers?**

**A:** Yes, you can, on a condition that your contract period is 12 months or more. IO Centers can also undertake the licensing process of the office on your behalf. The eventual costs of this service will be charged to the client.

**Q: Do I need a partner to set up a business in Kuwait?**

**A:** Yes, based on the requirements of Kuwaiti law, you have to have a Kuwaiti partner in order to set up your business in Kuwait. In certain situations and according to laws under review or recently passed, certain commercial activities are open fully to non-Kuwaitis. The reality, though, is that it is advisable to have a local partner

**Q: What are the documents required to take up an office at IO Centers?**

**A:** To take up an office with IO Centers as an official company, you need the following official documents:

- Company license
- Authorized Signatory Certificate
- Copy of Civil ID/Passport of authorized signatory

However, for an individual taking an office with IO Centers, you need to provide the following documents:

- Copy of Civil ID/Passport

**Q: How many people does each office fit?**

**A:** We have different office types catering to different space requirements. The maximum number of people that can fit in our larger offices is six people. This is based on the number of workstations in that office.

**Q: Can I change the setup of my office?**

**A:** Subject to contract period and terms, you can change the setup of your office from a workstation to an executive setup, and vice versa.

**Q: Am I charged extra for using the meeting rooms?**

**A:** As a client with IO Centers you get one free hour of meeting room use per day. Any additional hours are charged for.

**Q: Do I have access to the office 24 hours a day?**

**A:** Yes, as an IO Centers client you get a four digit code that enables you to enter the premises, and a keycard that enables you to enter your office. Therefore you can enter your office at any time at your convenience.

**Q: Do I get any added benefits from being an IO Centers client?**

**A:** Yes, as an IO Centers client, you get our IO Centers privilege card with offers, various discounts and special packages for the following:

- Selected restaurants and cafés,
- florists,
- hotel bookings,
- travel arrangements and
- Printing press services.

We are constantly adding new discounts and special package deals that are unique to IO Centers clients; therefore please check with us for our latest offerings.

**Q: What are the facilities provided in the conference and meeting rooms?**

**A:** Our conference and meeting rooms have ergonomic seating, a non-glare conference table, a CISCO conference call unit, podium, office stationary, plasma TV, VCR/ DVD/ VCD/ MP3 player, projector, microphone and facsimile, printing, photocopy services, internet access, concierge services and IT support. Additional services such as snacks & sandwiches can be arranged by the Center or as per the client's specification and approval. Audio/ Visuals in addition to the above mentioned set up can also be arranged as well as flower arrangements, for an extra charge.

**Q: What is included in hospitality services?**

**A:** IO Centers hospitality services include serving hot and cold beverages to IO Centers clients as well as their guests during IO Centers working hours. It also includes daily cleaning of your office.

**Q: How is office cleaning arranged?**

**A:** IO Centers service crew is available to clean your office(s) on a daily basis, when you are present in the office. If you wish to arrange for the cleaning to take place when you are not present, a request is put to the IO Centers client service team, who will then accordingly inform the service crew supervisor to schedule a daily cleaning of the concerned office at the time that is most suitable for you.

**Q: What are offered in the receptionist services?**

**A:** IO Centers assists your business, allowing you more time to focus on your business activities by taking off the burden of basic administrative work. The following services are provided by our Client Service Representatives: call forwarding, voice mail, arranging conference calls, taking messages in your absence - if you're out of the office or if you are away on a vacation the receptionists are highly qualified to attend to your urgent business requirements. They are also responsible for booking the conference and meeting rooms (in IO Centers premises) upon your request.

They can assist you with courier services, hotel bookings, travel arrangements and various concierge services.

**Q: Can I bring in my own furniture (new or used) to my office?**

**A:** Our value to our clients depends on maintaining a professional, uniform image. As such, we do not permit clients to bring their own furniture but will supply specific items as needed and on request.

**Q: Can I add to the furniture provided by IO Centers in my office?**

**A:** Yes. We provide the clients with two options:

- IO Centers clients can rent the furniture
- IO Centers can buy the furniture from us.

**Q: How many telephone lines are provided in each office?**

**A:** Each office at IO Centers comes with 1 direct telephone line.

**Q: How can I request for international activation of my telephone line?**

**A:** Please contact the IO Centers Client Service Representative to enable the international activation. (Please note charges are applicable)

**Q: Is there is a possibility of locking the international dial-up line to ensure sole usage?**

**A:** Yes. As we are using cutting edge equipment from CISCO the instruments give us the facility to lock international dial up line.

**Q: Can I get more telephone/extension lines in my office?**

**A:** Yes. Please contact the IO Centers Client Service Representative for your request. (Please note charges are applicable)

**Q: Are my office telephone numbers transferable to other locations?**

**A:** Yes. The CISCO Phone instrument enables you to transfer the call to any number (IDD facility need to be enabled if calls need to be transferred internationally)

**Q: Can I use the telephone line in my office as a fax line as well?**

**A:** The telephone line in your office cannot be used as a fax line. In order to receive faxes in your office, you will have to request a private fax line from our Client Service Team. (Please note charges are applicable)

**Q: Where are the incoming faxes received? How do you maintain the confidentiality of faxes?**

**A:** Faxes are only received by IO Centers staff and are directly given to the client in his/her office or scanned and sent via email (based on client preferences)

**Q: Are we charged for sending/receiving international and local faxes?**

**A:** The client has access to the IO Centers shared fax line. Clients receive a five digit code that is logged on the machine every time a fax is sent. This log provides us with the total number of faxes sent locally and internationally and is billed to the client end of the month. Received faxes are also charged accordingly.

**Q: Are mandoub services available? To what extent?**

**A:** Yes. Charges are applicable based on the service required. Our mandoub can do all ministry and licensing procedures except applying for visas and residencies for company employees. This is due to Kuwait's regulations which specify that any mandoub applying for a company's

employee residencies and visas should be holding the company's residency in order to act on the company's behalf.

**Q: When are hospitality staff services available?**

**A:** Hospitality staff is available from 8:30 a.m. to 5:30 p.m. Saturday to Wednesday and from 8:30 a.m. to 1:00 p.m. on Thursdays. If the client requires the staff to stay back after the specified working hours please contact the IO Centers CSR to arrange for the same. (Please note charges are applicable accordingly)

**Q: When are conference/meeting rooms available?**

**A:** You can use the conference and meeting room facilities 24 hours a day, 7 days a week, as long as the booking is made 24 hours in advance so that the IO Centers staff can do the needful for accessing the conference and meeting room facilities..

**Q: Can office door key-cards be used to access the conference/meeting rooms?**

**A:** No. For security reasons this option on your key-card is not activated.

**Q: Can you arrange for networking of our company with other clients?**

**A:** Yes. We send out our client directories every month to all the IO Centers clients in our centers and we also have events and gatherings to enable client networking.

**Q: Can we advertise our company through banners in the building or in the center?**

**A:** Yes. Please contact the IO Centers Client Service Representative to provide you with the details. (Please note charges are applicable)

**Q: How secured is the office?**

**A:** There are security guards 24/7 in the building, and CCTV monitoring on all the entrances and exits, The main Center door access codes prevent unauthorized entry during non working hours, and only authorized personnel with keycards can enter the office.

**Q: Can I have access to international serviced offices outside of Kuwait?**

**A:** Yes in certain countries. Please contact our front desk for more help with your international requirements.

*(\*terms and conditions apply for some of the above mentioned services)*

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