

EAST COPENHAGEN BUILDING, MANDAUE

Service Level Agreement Proposal



We are a growing seat leasing provider that has over 6 locations with over 5000 total seats across all facilities in the Philippines.



MANDAUE-EAST COPENHAGEN BUILDING (4TH FLOOR)

Located in a busy area in Mandaue City that is surrounded by known infrastructure.



Computer Specs:

- Processor: Intel Core i5 4th Gen
- Ram/Memory: 8GB
- Hard Disk OS: 240GB SSD
- Hard Disk Storage: NAS 1TB



Office features

- Capacity: 100 seats (Expandable up to 200 seats)
- \$100/seat (+\$10 for extra monitor)
- Free limited parking space
- 3 ISPS (lease and business lines)
- 2 backup powers



Internet Service Provider (ISP):

Converged: Leased Line/Direct Lined
(Business Corporate - 100Mbps)

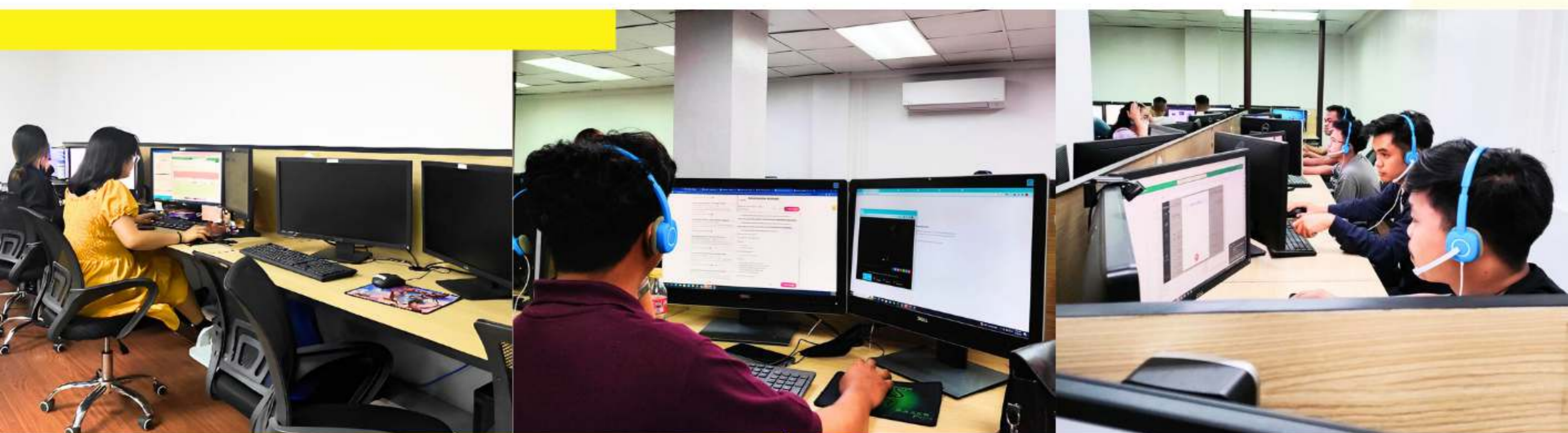
- PLDT: Business Corporate 300Mbps
- PLDT: Single Proprietor 300Mbps
- Globe: Business Corporate 1000Mbps (1Gb)
- Eastern: Business Corporate 100Mbps



WHY CCSP?

Because standing out from the rest of the competition is easier for us.

We are offering superior facilities, cutting-edge technology, customizable solutions, competitive pricing, and a team of experts dedicated to ensuring your success.



What we have:



A Better And More
Reliable Network



Shared Office
that's Controlled



A Leader That's On
The Scene Daily



Free Recruitment

Our competitors have:



Limited And
Unstable Network



Exclusive But
Tiny Offices



A Boss That's
Almost Never There



Expensive
Recruitment

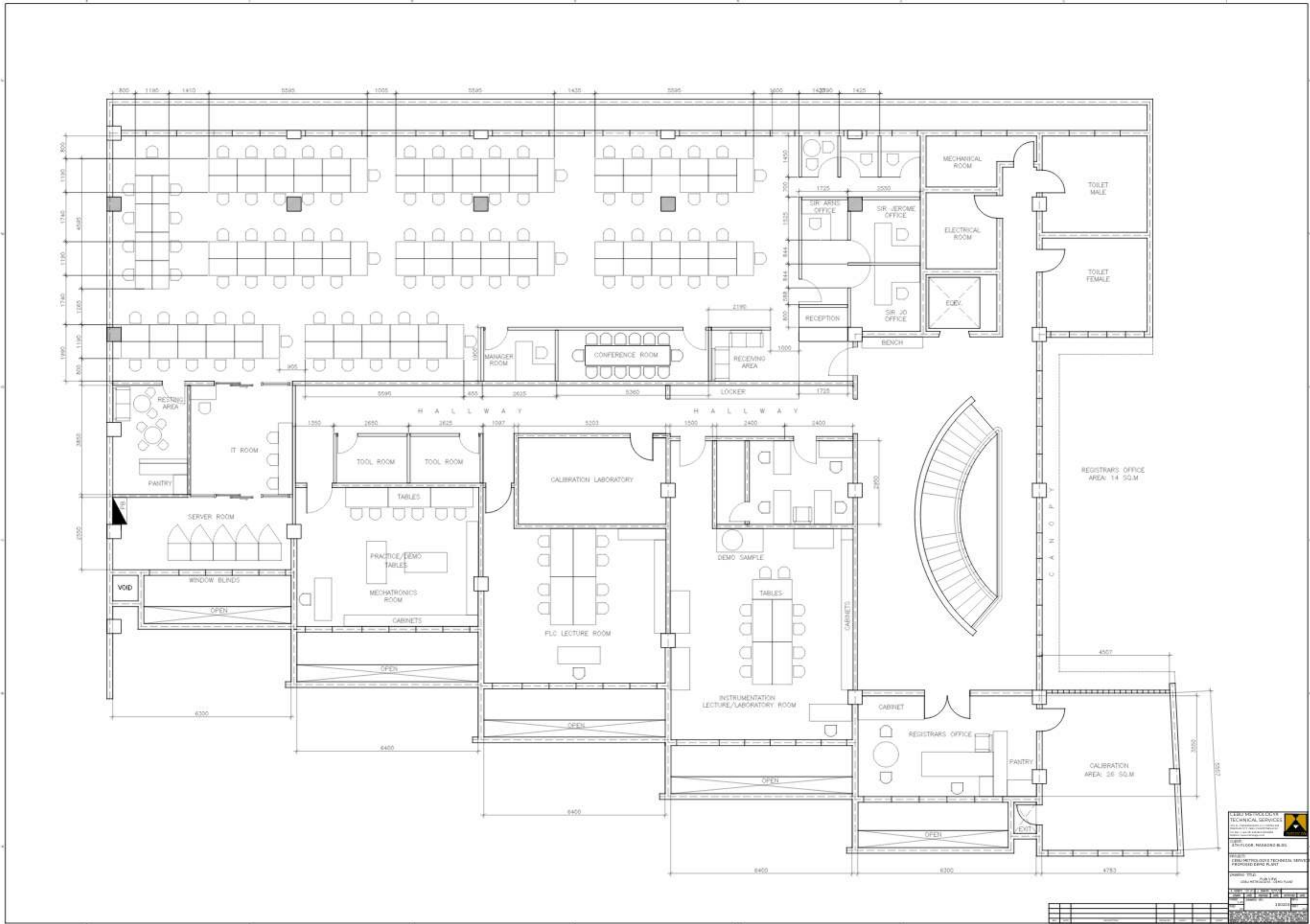
CUSTOM SEAT LEASING QUOTE

For your personal needs, we offer discounted per-seat prices at **\$130 per station**, inclusive of computers, in a 24/7 exclusive environment.

For stations with their own desktop computers, the pricing will be **\$110.00 per station**.



FLOOR PLAN



AMENITIES



1. **FIRST OF ALL:** We prioritize your individual office experience by offering dedicated spaces, ensuring you have exclusive access **24/7**.
2. 300Mbps expandable to 1Gb PLDT, Globe AND Eastern Internet. The biggest in all other BPO companies with backups among backups to ensure you are **connected ALL the time**.
3. Our facility boasts an impressive **bandwidth capacity of close to 1 gig**, making it the leading provider of bandwidth among all the facilities in Cebu.
4. **1000Mbps (1Gb) Globe Line**
5. Electricity included in price package
6. We have a 24/7 backup generator to ensure uninterrupted service.
7. **Security guards and CCTV on the clock 24/7**
8. Equipment (**Computers, seats, etc.**) included in price package
9. Licensed custodian service provided, professional cleaning for common areas, and upon request, your dedicated area will also be cleaned.
10. Fully-equipped pantry and an on-floor concessionaire for your convenience.
11. On-site 24/7 open restaurants, convenience stores and eateries nearby.
12. **24/7 Building access**
13. 24/7 Central Air-conditioned rooms included in the price

Other Amenities

- (1) Boardroom
- (1) Training room
- (1) IT room
- (3) Admin rooms
- (1) Open-area cafeteria

WHAT CCSP BUILDS

We specialize in building exclusive spaces that prioritize PCI Compliance, ensuring the highest level of security for your operations.

Our state-of-the-art facilities enable flawless and secure operations, with a unique bandwidth policy that sets us apart.

Unlike centralized server configurations, we offer direct access to an enormous Business Corporate line, providing each client with untapped bandwidth and the freedom to utilize their own local servers or remote server configurations.

With us, your data remains secure, as we never route or store it centrally. Experience 100% security, reliability, and trust with our unmatched services.



OWNER



Jerome Ochia, the founder of Contact Center Solutions PH (CCSP), stands out among CEOs and founders due to his unwavering determination to provide underprivileged individuals with opportunities for a brighter future.

As a small business owner himself, Jerome understands that the key to success lies in helping customers achieve their goals first. Recognizing the importance of people, he focuses on connecting businesses with the right talents they need to thrive.

This includes providing businesses with the following industries:

- **BPO Services**
- **IT Services**
- **Tech Development**
- **HR Management and Recruitment**

And now:

- **Seat Leasing**

Having assisted numerous organizations, from startups to Fortune 500 companies, Jerome possesses the manpower to support small and medium-sized businesses, ensuring their growth and success.

Moreover, Jerome's commitment to fostering success extends beyond talent acquisition. Recognizing the need for affordable office spaces, he ventured into the realm of seat leasing.

Understanding the financial constraints faced by many businesses, Jerome offers cost-effective solutions through his seat leasing business, providing entrepreneurs with fully equipped workspaces to establish and expand their operations.

WHAT IS THE PAYROLL SOLUTION?

We offer comprehensive payroll solutions, including BPO payroll services. To provide this service, we require the hiring of a full-time HR staff member who will handle the legal aspects of your payroll and act as a liaison between our company and your employees.

We currently serve multiple clients who benefit from this service. Our approach involves hiring employees under an Independent Contractor Agreement, also known as Project-Based Employment. This entails a fixed period of contracted work with clearly defined project descriptions and relationship expectations. Payroll, leave, absences, and bonuses can be customized to your preferences within legal boundaries. Upon request, we can provide a generic copy of the contract we use for employees.

The next step involves creating a contract between your organization and our company, after which the agents are legally employed under our business. As Project-Based Employees, you have flexibility in deciding whether to extend benefits such as PAG-IBIG, SSS, PhilHealth, etc. We have extensive experience in this area and can provide guidance during the transition process if desired.



To cover the legal aspects of payroll management, we charge a one-month deposit for each employee and a 15% commission from their salary for each payroll period. This established system has proven effective with our larger clients.

Jerome, the owner of CCSP Seat Leasing, grew up in Cebu and is outstanding at meeting with clients and agents. He will clarify all needs and expectations, ensuring every single transaction will be seamless.

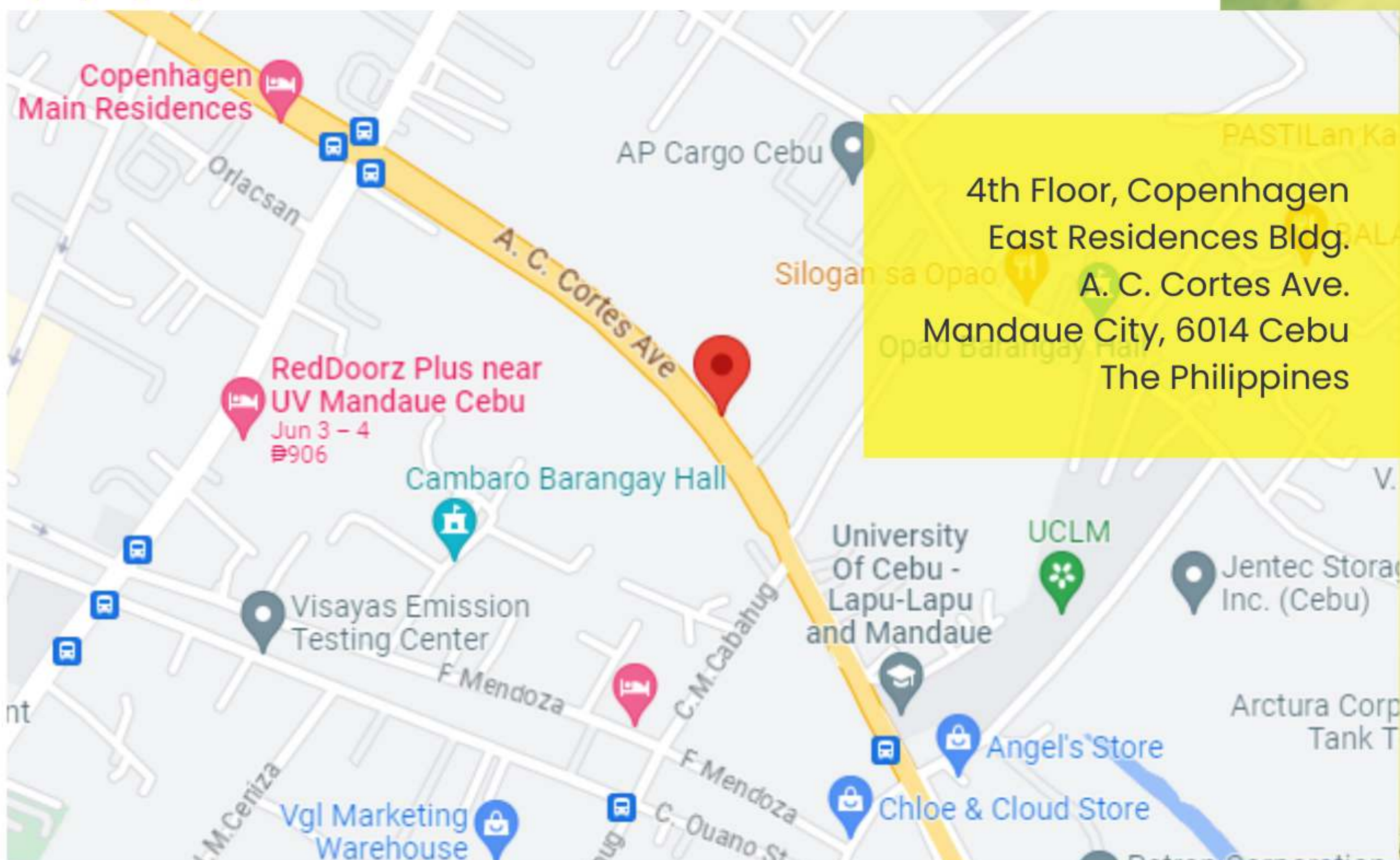
We'll offer a transparent billing system that provides a detailed spreadsheet outlining the payroll for each worker during each billing cycle. This ensures complete clarity and eliminates any potential confusion.

Below is an example with sensitive information redacted for confidentiality purposes.

Payroll for:		May 30th		Contact Center solution PH																
Pay Period		Night Time Diff																		
May 15th- May 30th		Day Shift (D) 6:00AM-3:00PM																		
		Night Shift (N) 10:00PM-7:00AM																		
Employee Name	Email	ND	Position	Monthly	Daily	# Days	Total Pay (PHP)	Diff Hours	10% Diff Bonus	Commission	Disputes	Deduction	Attendance	Referral	Holiday Pay	Pay + Commission	(13th month)24	Cash Advance	Overpay	Total Pay (peso)
Jerome Ochia	jeromeo@cont	N	General Manager	150,000.00	7,500.00	11	82,500.0	0	825.00	-	-	-	-	1,000.00	-	82,500.00	666.00	-	-	83,166.00
Cherry Mae Magsaling	cherry@cont	D	HR Supervisor	30,000.00	1,363.00	11	15,000.0	0	500.00	-	-	-	-	-	-	-	666.00	-	-	15,666.00
Kheralei Rodrigo	kheralei@cont	D	Digital Marketing	30,000.00	1,363.00	11	15,000.0	0	500.00	-	-	-	-	-	-	-	666.00	-	-	15,666.00
Christine Donaire	christine@cont	D	TA Supervisor	30,000.00	1,363.00	11	15,000.0	0	500.00	-	-	-	-	-	-	-	666.00	-	-	15,666.00
Jamrich Napolis	jamrich@cont	N	Data Analyst	30,000.00	1,363.00	11	15,000.0	0	500.00	-	-	-	-	-	-	-	666.00	-	-	15,666.00



LOCATION




Sincerely,



(0999) 190 3574



jeromeochia@contactcentersolution.ph