

SERVICE DESCRIPTION

UMA offers shared workspace and service solutions for companies of all sizes. Our locations are based in business districts within the Nordic and Baltic Sea region. In our workspaces you can work efficiently and flexibly, either in the privacy of your own serviced offices or as part of our open working community www.umaworkspace.com.

MEMBERSHIPS

All memberships include access to our UMA community, premium coffee and tea, printing and copying services, cleaning services, security monitoring and maintenance of the facilities, as well as support services from our Community Manager during opening hours. Members can store their personal belongings at the workspace during the day. However, it is recommended not to leave any valuables or documents containing confidential information at the premises without user's immediate control.

UMA Access

- Grants 24/7 admission to members in their primary UMA Workspace to the extent possible in local property.
- Grants access to other UMA locations for a total of five days within a calendar month during local UMA opening hours.
- Services include a workstation in the open-office area, access to UMA Business Wi-Fi and a 20% discount for UMA meeting rooms. Workstations cannot be pre-booked.
- Membership is for individual use only.

UMA Access+

- Grants 24/7 admission to members in their primary UMA Workspace to the extent possible in local property.
- Grants access to other UMA locations for a total of five days within a calendar month during local UMA opening hours.
- Services include a dedicated, personal workstation, access to UMA Business Wi-Fi, locker for private belongings, company address and post box, as well as a 20% discount for UMA meeting rooms.
- Membership is for individual use only.

UMA Team

- Grants 24/7 admission to members in their primary UMA Workspace to the extent possible in local property.
- Gives access to multiple users from the same company, although a limited number of simultaneous users are permitted:
 - Team S: Capacity for 2-5 simultaneous users
 - Team M: Capacity for 6-10 simultaneous users
 - Team L: Capacity for 11-15 simultaneous users
- UMA Team members have access to other UMA locations for a total of five days within a calendar month during local UMA opening hours.
- Services include access to workstations in the open-office area, access to UMA Business Wi-Fi and a 20 % discount for UMA meeting rooms. Workstations cannot be pre-booked.
- The customer shall name one admin member and provide a list of other members. The total number of named Team members may exceed 100% of the membership capacity.

UMA Private

- Includes a furnished, lockable private office equipped with desks, chairs, storage units and a coat rack.
- Grants 24/7 admission to members in their primary UMA Workspace to the extent possible in local property.
- Grants access to other UMA locations for a total of five days within a calendar month during local UMA opening hours.
- The number of members with simultaneous access corresponds to the capacity of the private office in question. The total number of named members may exceed 100% of the office capacity.
- The customer shall name one admin member and provide a list of other company members.
- Services include a company address and post box, access to UMA Business Wi-Fi and a 20% discount for UMA meeting rooms.

UMA Move

- Grants members 24/7 admission in UMA Workspaces that are located in the same city as the member's primary location. 24/7 access subject to the accessibility in the local property. Mobile key through the UMA App is to be used by all members.
- Membership gives access to unlimited number of users from the same company, although a limited number of simultaneous users are permitted. Number of simultaneous users is defined in the agreement.
- Grants access to UMA locations in other cities and countries for a total of five days per each simultaneous user per month. Access is limited to the local UMA opening hours.
- Services include access to workstations in the open-office area, use of UMA Business Wi-Fi and a 20 % discount for UMA meeting rooms. Workstations cannot be pre-booked. If defined in the agreement membership may also include a furnished, lockable private office.
- The customer shall name one admin member, who is responsible for managing other users from the same company in collaboration with UMA Community Manager.

UMA Day

- Grants access to UMA Workspace in selected location for one day during UMA opening hours.
- Services include a workstation in the open-office area and use of UMA Open Wi-Fi. Workstations cannot be pre-booked.

Certain restrictions on the access and availability of services apply to UMA Express locations at Technopolis campuses, such as complimentary coffee & tea. UMA Business Wi-Fi is replaced by Technopolis' available open Wi-Fi connection, Community Manager services are replaced by reception services in accordance with local service content, and access to UMA follows the local reception service's opening hours.

SERVICES INCLUDED IN MEMBERSHIPS

Wireless Internet service

UMA Business Wi-Fi: Supplied as a standard overall service to allow secure use of the Internet. The service includes an Internet connection and data security services with standard firewall rules. The user-specific Internet speed is typically between 15–25 Mbit/s. The traffic is encrypted, and the service is accessed through an access control service. A personal user ID is required to use the service. UMA Open Wi-Fi: Open wireless network for UMA Day members. The connection speed is limited to 5 Mbit/s. The data is not encrypted. If UMA is located at Technopolis campus, Business Wi-Fi is replaced by Technopolis' available Wi-Fi connection.

Coffee and tea

UMA Coffee is a casual meeting and event place for members. It consists of a self-service coffee bar with complimentary, premium coffee and tea, plus a small kitchen and coffee lounge that are available to all members.

Community Manager services

The Community Manager takes care of day-to-day business in the dedicated UMA location and ensures customer satisfaction. Role includes maintaining an open and positive atmosphere, management of different services and the community through interaction with UMA members, as well as organizing events and opportunities for networking. The Community Manager is the first level of support for members. Service availability is subject to local UMA opening hours.

UMA Community

The UMA community consists of all UMA members. Different activities and events are held at UMA to build the community spirit and encourage interaction between members.

Printing

UMA memberships include copying and scanning services with multifunction printers and secure mobile printing. Services are intended for members' personal use and for small tasks.

ADDITIONAL SERVICES

Company address and post box

UMA Access, UMA Team and UMA Move members can purchase a company address and post box as an additional service. The service includes a mail address, reception of standard mail and delivery of letters to post boxes in the primary location. Mail handling does not cover the reception or storage of mail other than normal letters, i.e. packages and larger items. Notification period is one calendar month.

Meeting rooms

UMA provides modern, functional and comfortable meeting rooms that are equipped with AV screens, high-speed Wi-Fi and office equipment. All reservations include coffee and tea. High-quality catering services are available for additional orders and provided by local partners. Meeting rooms are booked through the reservation system in the UMA App or website.

WWW.UMAWORKSPACE.COM