

# UMA MEMBERSHIPS: SERVICE DESCRIPTION

UMA Workspace 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](http://www.umaworkspace.com).

**All memberships** include access to our UMA community, premium coffee and tea, printing, copying, and scanning services, cleaning services, security monitoring and maintenance of the facilities as well as support services from our Community Management Team during opening hours.

## 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 Workspace opening hours.
- Services include a workstation in the open 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 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. The customer is responsible for informing UMA personnel of all changes among their team members on timely manner.

## 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. The customer is responsible for informing UMA personnel of all changes among their team members on timely manner.
- Services include access to workstations in the open area, 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 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 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 area and the use of UMA Open Wi-Fi. Workstations cannot be pre-booked.

### **UMA Focus**

- Grants access to UMA Workspace in selected location for one day or a week (5 days) during UMA opening hours.
- Includes a furnished, lockable private office equipped with desks, chairs, storage units and a coat rack as well as use of UMA Meeting Wi-Fi.

**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 management team's 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 available to all members.

### **Community management services**



The Community Management Team takes care of day-to-day operations in UMA and ensures the customer satisfaction. The role of the team is to maintain an open and positive atmosphere through interaction with the community, to manage service delivery as well as to organize events and opportunities for networking. The Community Management team provides support and guidance to ensure smooth experience from the first day. 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 workspaces to build the community spirit and to enable, encourage and support interaction among members.

### **Printing, copying and scanning**

UMA memberships include secure printing, copying and scanning services up to 500 copies/person/month. Excess prints will be invoiced according to a separate price list on monthly basis.

### **Cleaning services (UMA Private)**

Private offices are thoroughly cleaned once a week including vacuuming of floor, removal of stains and fingerprints on doors and internal glass, emptying of trash bins, cleaning of door handles and horizontal surfaces up to 180 cm. Member is responsible for arranging personal belongings in a way that cleaning is possible. Weekly cleaning included in the membership fee does not include removal of packaging materials e.g. the cardboard boxes to the property's rubbish bin. Additional cleaning services are available according to a separate price list.

### **Company address and post box (UMA Private and UMA Access+)**

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.

## **ADDITIONAL SERVICES**

Additional services are available based on local availability including e.g. meeting service, catering and company address. For more information, contact your local UMA personnel.