

# RAINBOW EXECUTIVE SUITES

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WELCOME TO RAINBOW EXECUTIVE SUITES!!!

**THE FRONT DESK.** *ALL TENANT SERVICES ARE PROVIDED AT THE FRONT DESK*, open 8AM to 5PM business days. Check mail by phone or in person, make meeting room reservations, or submit Tenant Service Request forms at the Front Desk. **You may obtain after-hours service if you make prior arrangements with the Front Desk during business hours for evening or weekend service. If the Front Desk is unattended during business hours, ring the service bell on the counter and you will be assisted promptly. PLEASE DO NOT APPROACH OR ENTER THE BACK OFFICE AT ANY TIME.**

**NITE & WEEKEND ACCESS:** If you are entering after hours, use your Securitron PIN # to enter at the 24-hour entry door, then **IMMEDIATELY DISARM THE ALARM SYSTEM: TO DISARM/TURN OFF ALARM, ENTER YOUR ALARM PIN #, THEN PRESS "1"** at the alarm keypad. If you are the last to leave, enter your alarm PIN # then press "2" to re-arm/turn on the alarm system. **IN CASE OF FALSE ALARM, CALL 948-5000, OPTION "1" AT ONCE!!!**

**TENANT SERVICE REQUESTS.** All requests are made by submitting a written Tenant Service Request ("TSR") to the Front Desk in person, by mail, fax or e-mail. **Exceptions: checking mail, emergencies. Meeting room reservations use a special Room Reservation Request form.** Blank TSR and Conference Room Reservation Request forms are at the Front Desk or can be requested by FAX or e-mail.

**MAIL SORTING/FORWARDING.** Be sure the Front Desk has a list of all individual and business names under which you might receive mail. If you do not pick up your mail at the Front Desk, give the Front Desk specific, written mail forwarding instructions (frequency and method of forwarding mail).

**TELEPHONE SERVICES.** Please refer to our brochures for summaries of telephone services and fees. For voicemail info, please obtain "Using Voicemail Features" from the Front Desk. For handset features, see "Using Telephone Features." **After you have reviewed the brochures, please contact the Phone System Administrator, Jen Logan, at the 1<sup>st</sup> Floor Front Desk, with any questions regarding voicemail or phone service.**

**SWITCHBOARD HOURS.** The switchboard is on 24 hours per day, and is staffed with on-premises receptionists during Front Desk hours. The auto-attendant answers and directs calls on evenings, weekends and holidays. The voicemail system is on 24 hours a day, 7 days a week.

**PAYMENT OPTIONS.** Around the 1<sup>st</sup> of the month, a Tenant Ledger will be placed in your mailbox showing recent account history, current rent and phone charges, prior month long distance and office charges (if any), and balance. If you do not pick up mail or have it forwarded, submit a TSR for the ledger to be faxed or mailed to you. **Ledger balances are due and payable immediately on receipt.** Payment can be made by mailing or delivering a check, money order, or bank check to the Front Desk, or by VISA or MasterCard, either at our Front Desk, or via FAX using a "Credit Card Authorization Form" (form available from the Front Desk). The Credit Card Authorization Form can be used for a one-time credit card payment, or to set up an automatic monthly credit card payment.

***IF YOU HAVE ANY QUESTIONS REGARDING YOUR ACCOUNT, PLEASE CONTACT THE ACCOUNTING MANAGER, ROSE MALIN, AT THE 2<sup>ND</sup> FLOOR FRONT DESK.***

**MEETING ROOM ACCESS.** Access to Guest Offices or the Conference Room on evenings, weekends or holidays is available by prior appointment made by 5 PM of any business day. Please do not use a meeting room without Front Desk permission as it may be reserved. Please check out with the Front Desk when finished.

**EMERGENCY CONTACT INFORMATION.** If you need urgent assistance outside of regular business hours, call our main switchboard number, and listen carefully for user prompts you can select for on-call personnel. The auto-attendant will also give you a user prompt to management cell phone numbers.

**BUSINESS LICENSES.** The City of Las Vegas requires every tenant to have a City business license. The City inspects our facility and reviews our rent roll periodically to enforce compliance with City business license requirements. Business license forms and registration are available at the Front Desk.

