



Product and Services Agreement

MeetMe and Global Access
Service Annex

1. DEFINITIONS

The following definitions shall apply, in addition to those in the General Terms and Conditions of the PSA.

“Account”	means the identifier BT assigns the Customer, under which Services from BT are assigned and against which all payments are requested;
“Account Password”	means the numeric code that will need to be entered by Chairperson and Participant in order to gain access to a BT MeetMe conference;
“BT Conferencing”	means the BT Affiliate BT Conferencing which provides the Service;
“BT MeetMe Outlook Add-In”	means the add-in application that enables scheduling and launch of audio conferences from within Microsoft Outlook;
“BT MeetMe Web Portal”	means the browser accessed application that enables access to the BT MeetMe Call Control Service;
“BT MeetMe Mobile Application”	means the smart device accessed application that enables access to the BT MeetMe Call Control Service;
“BT Help Desk”	means the BT support desk that provides reservation assistance as well as general User inquiry assistance for BT MeetMe issues;
“BT MeetMe”	means the on-demand audio conferencing service provided;
“BT Conferencing Co-ordinator”	means the individual who will assist during the audio conference;
“Chairperson”	means the Participant who is running or managing the audio conference;
“Customer’s User”	means a person using the Service;
“Global Access”	means Participants dial into the audio conference call, regardless of their location, through a standard local or toll-free number;
“On-Net VPN”	means a method of accessing BT Conferencing services using one of the voice capable VPN services available from BT;
“Participant”	means a person taking part in an audio conference;
“Service”	means the BT MeetMe and Global Access service including additional features and/or components of the service ordered by the Customer;
“Toll”	means that a Participant is responsible to pay his or her network charge to access the conference;
“Toll-free”	means that the Customer pays the access line for the Participant.

2. SERVICE OVERVIEW



Product and Services Agreement

BT MeetMe and Global Access Service Schedule

BT MeetMe and Global Access is an audio conferencing service as described at <http://www.btconferencing.com/downloads-library/datasheets/en-gb/bt-meetme-global-access-datasheet.pdf> and is available for up to 125 simultaneous connections provided from 3 regional locations

- BT's US conference bridges will provide the Service to Customer's Chairpersons located in North America, Latin America and the Caribbean;
- BT's UK conference bridges will provide Service to Customer's Chairpersons located in EMEA, and
- BT's Asia Pacific conference bridges will provide Service to Customer's Chairpersons located in Asia Pacific.

Customer's Users who wish to become Chairpersons must register for a BT MeetMe Account. Once registered for a BT MeetMe - Global Access account, a list of available international access telephone numbers will be sent and the User will be given two unique passcodes to be used by the Chairperson and Participants

2.1 Standard Features

The standard features which are automatically available to the Customer as part of the BT MeetMe service will incur no additional charges above the established per minute rate as set out on the Order Form. These features can be accessed via Dual Tone Multi-Frequency (DTMF) controls or through the BT MeetMe Web Portal and BT MeetMe Mobile Application. The list of the standard features is available via: <http://www.btconferencing.com/downloads-library/datasheets/en-gb/bt-meetme-global-access-datasheet.pdf>

Additional Chargeable Features

There are further Service features available which will incur additional Charges.

All additional Service features subject to Charges must be activated via the User Account. The additional Charges for these Service features are shown separately in the Order Form.

2.2 BT MeetMe Web Portal

The BT MeetMe Web Portal is a web based interface that allows the Chairperson to view and control his or her MeetMe conference call online in real time.

The Chairperson can enter the BT MeetMe Web Portal in a number of different ways:

- Entry via URL
- Entry via BT MeetMe Outlook Add-in - The Chairperson must download and install the BT MeetMe Outlook Add-In first, subject to the terms and conditions of the End User License Agreement ("EULA") presented upon installation.
- Entry via call start alert

Additional Features of the BT MeetMe Web Portal:

These features have an additional charge as set forth in the Order Form:

- BT MeetMe recording
- Dial-out and International access (DDI and ITFN)

3. Access

The BT MeetMe service can be accessed by using a User provided touch-tone dialling (DTMF) phone plus either a Toll or Toll-Free access number provided by BT, or by the Chairperson dialling out to Participants from within the conference call.

The Customer should be aware that mobile access to Toll-Free services can be limited or barred in some countries (Customers should therefore check the global access list of numbers provided to them by BT). This is subject to change without notice and is outside the control of BT.

The following access types will be provided:

- BT MeetMe Web Portal access



Product and Services Agreement

BT MeetMe and Global Access Service Schedule

- BT MeetMe Outlook Add-in access
- BT MeetMe Mobile Application access
- Toll in-bound access
- Domestic and international toll free inbound access
- International direct dial inbound access
- Dial out access
- IP private circuit access
 - BT reserves the right to change user-provided system requirements for accessing the BT MeetMe Service but will give as much notice as possible before doing so.
 - If the Customer accesses the Service or part of the service via a LAN, the Customer acknowledges that BT is not responsible for providing any support, whether technical or otherwise, for the Customer's LAN.
 - Where IP addresses or phone numbers are made available to the Customer, these are for use in connection only with the Service and all rights in those IP addresses and phone numbers belong to BT. The Customer may not sell them or agree to transfer them to anyone else. If this Service Schedule is terminated for any reason the IP addresses and phone numbers shall not be used by the Customer anymore.
- On-Net direct access - The Customer will be subject to the additional terms and conditions when connecting to the Service using On-Net Direct Access.
- On-Net VPN access - On-net VPN service can provide access through one of the following BT services: BT One Voice, One Cloud Cisco or IP Connect. These services will be subject to additional terms and conditions contained in separate service schedules.

4. REGISTRATION

End Users will be asked to provide billing and contact information and will then be emailed a welcome letter and Account details within 24 hours.

- BT will set up an Account enabling the Customer to use the Service.
- This Account serves for billing the Charges incurred and allows the Customer to set up individual User Accounts for its employees.
- BT will notify the Customer of the Account number after signing the contract.
- After receiving the Account number, the Customer may set up individual User Accounts for its employees.
- Or Each individual User will have to register at the website:
<https://www.btconferencing.com/signup/?In=en>.
 - After the successful registration, each User will be sent a welcome email containing the chairperson PIN and participant PIN allocated. In addition, the User will be notified of the toll-free number and – subject to availability – the local dial-in number of the User's country.

5. ASSISTANCE

BT will provide a 24-hour English speaking BT Help Desk to fully support the Service. The BT Help Desk is located at a BT operations centre. End Users can access the BT Help Desk either by keying *0 during a conference call or calling the Help Desk directly. The BT Help Desk can also assist with the following:

- Account set-up and changes
- Conference call quality issues
- Conference call reservations
- Technical Help Desk

6. CUSTOMERS RESPONSIBILITIES

- 6.1 The Service is provided by BT solely for the Customer's own use and the Customer will not resell, sub-licence or otherwise distribute BT MeetMe, or use BT MeetMe under a contract with a reseller or agent of BT or other third party.



Product and Services Agreement

BT MeetMe and Global Access Service Schedule

- 6.2 The Customer and its Users are solely responsible for all Content used in connection with the Service.
- 6.3 The Customer shall be responsible for the security and proper use of all User-IDs used in connection with the Service and must take all necessary steps to ensure that they are kept confidential, secure, used properly and not disclosed to unauthorised people.
- 6.4 The Customer shall immediately inform BT if there is any reason to believe that a User-ID has or is likely to become known to someone not authorised to use it or is being or is likely to be used in an unauthorised way.
- 6.5 The Customer shall not change or attempt to change a User-ID. If the Customer forgets or loses a User-ID the Customer shall contact BT and satisfy such security checks BT operates.
- 6.6 BT reserves the right to suspend User ID access to the Service if at any time BT considers that there is or is likely to be a breach of security. BT also reserves the right (as its sole discretion) to require the Customer to change any or all of the pass codes used by the Customer in connection with the Service.
- 6.7 The Customer shall immediately inform BT of any changes to the information the Customer supplied when registering for the Service.
- 6.8 Where call back, call me and dial out features of the Service are prohibited under local legislation and regulation these features will not be available to Participants. Local country legislation and regulation may change during contract duration.
- 6.9 The list of countries prohibiting call-back or call me services. This list may change from time to time. BT understands that such calls are prohibited from: Afghanistan, Albania, Algeria, Netherlands Antilles, Saudi Arabia, Armenia, Azerbaijan Bahamas, Bahrain, Belarus, Belize, Benin, Bosnia, Brazil, Brunei Darussalam, Burkina Faso, Burundi, Cambodia, Cameroon, Central African Rep., China, Cyprus, Colombia, Comoros, Costa Rica, Côte d'Ivoire, Cuba, Djibouti, Dominica, Egypt, United Arab Emirates, Ecuador, Eritrea, Ethiopia, Fiji, Gabonese Rep., Gambia, Ghana, Guinea, Guyana, Haiti, Honduras, Cook Islands, India, Indonesia, Iran, Ireland, Israel, Jamaica, Jordan, Kazakhstan, Kenya, Kiribati, Kuwait, Macedonia, Lesotho, Latvia, Lebanon, Macao China, Madagascar, Malaysia, Malawi, Mali, Morocco, Mauritius, Mauritania, Mexico, Moldova, Monaco, Mozambique, Nicaragua, Niger, Nigeria, New Caledonia, Oman, Uganda, Pakistan, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Poland, Qatar, Syrian Arab Rep., Dem. Rep. of the Congo, Kyrgyz Rep., Slovak Rep., Romania, San Marino, Samoa, Serbia and Montenegro, Seychelles, Sudan, Sri Lanka, South Africa, Suriname, Tanzania, Chad, Thailand, Tonga, Tunisia, Turkey, Tuvalu, Ukraine, Vanuatu, Venezuela, Vietnam, Wallis & Futuna, Yemen, Zambia, Zimbabwe.
- 6.10 The Customer shall indemnify BT against any claims or legal proceedings which are brought or threatened against BT by a third party because the Service is used in breach of paragraph 6.8. BT will notify the Customer of any such claims or proceedings and keep the Customer informed as to the progress of such claims or proceedings and have due regard to the Customer's representations.
- 6.11 The Customer shall only access the Service in the manner permitted by BT and shall not attempt at any time to circumvent system security or access the source software or compiled code.
- 6.12 The Service must not be used:
- in any way that does not comply with the terms of any legislation or any license applicable to the Customer or that is in any way fraudulent or unlawful;
 - in any way that does not comply with any instructions given by BT or any other public telecommunications Conference Coordinator or other competent authority, in any country where the Service is provided;



Product and Services Agreement

BT MeetMe and Global Access Service Schedule

- to send, knowingly receive, upload, download, use or re-use any information or material which is abusive, indecent, defamatory, obscene or menacing, or in breach of confidence, copyright, privacy or any other rights; or
- to send or provide unsolicited advertising or promotional material, or knowingly to receive responses to any unsolicited advertising or promotional material sent or provided using the Service by any third party.

6.13 If the Customer or anyone else, with or without the Customer's knowledge or approval, uses the Service in contravention of the PSA, especially of this Service Schedule or any, uses the bridge or server capacity or any software made available to it in any way which, in BT's opinion, is, or is likely to be, detrimental to the provision of the Service to the Customer or any other customer and fails to take corrective action within a reasonable period of receiving notice from BT to do so, BT may treat the contravention as a material breach of this Service Schedule and may terminate the Service in accordance with the stipulations of the PSA.

6.14 The Customer is responsible and liable for the acts and omissions of all Users in connection with the Service and is liable for any failure by any Users to perform or observe any instructions issued by BT or any other public telecommunications Conference Coordinator or other competent authority, in any country where the Service is provided.

7. MINIMUM PERIOD OF SERVICE

Unless otherwise agreed on the Order Form, the Minimum Period of Service is 12 months. The Minimum Period of Service starts on the day when the Customer is sent the data of the Account, which is the day on which the Operational Service Date occurs.

BT may deactivate individual User Accounts, if these accounts have not been used for a consecutive period of 6 months. BT will notify the Customer of this deactivation 30 days in advance.

8. ORDERING

8.1 This Schedule shall continue in full force and effect until terminated by either Party, in accordance with the PSA.

8.2 Customer may purchase the Service by submitting an Order to BT. All Orders are subject to written confirmation of acceptance by BT. No contingency contained on any Order shall be binding upon BT. The terms and conditions of this Schedule and the PSA shall apply to all Service purchases regardless of any additional or conflicting terms on any purchase order or other correspondence submitted by Customer to BT, and any such additional or conflicting terms are deemed rejected by BT.

8.3 Each Order shall have a Minimum Period of Service calculated from the Operational Service Date as notified by BT. Unless otherwise specified on the Order, the Minimum Period of Service shall be twelve (12) months or if longer, the duration of the Service package purchased. Following expiration of the Minimum Period of Service, the Service may be renewed by mutual agreement of the Parties upon execution of an Order for the new Minimum Period of Service selected by the Customer.

9. CHARGES AND PAYMENT TERMS

9.1 Charging will be in accordance with the PSA.

9.2 The Charges for the Service will comprise some or all of the following components, depending upon the specific Order placed by the Customer.

<u>Component</u>	<u>Option</u>	<u>Charge</u>	<u>Payment Terms</u>
BT MeetMe			



Product and Services Agreement

BT MeetMe and Global Access Service Schedule

Conference Bridge		Per minute	Monthly in arrears
Recording	Optional	Per conference	Usage - Monthly in arrears
Calls	Participant Dial-in access	Dial in/out Charge per line per minute in addition to bridge	Usage – Monthly in arrears
	Chairperson Dial-out		
On-Net Direct			
	Optional	Per minute	12 Month Minimum Period of Service
Global Access			
In country access number	-	Per Participant per minute in addition to bridge charges	Usage – Monthly in arrears
Toll free access number	-	Per Participant per minute in addition to bridge charges	Usage – Monthly in arrears
Chairperson dial out Charges	-	Dial out Charge per line per minute in addition to bridge charges	Usage – Monthly in arrears

* Non standard option

9.3 It is the responsibility of the Chairperson to ensure that a call is ended in accordance with the feature command instructions. If no call activity is registered for a period of 3 hours a notification will be announced informing the participants that the call can be extended by the Chairperson and if no response is received BT will terminate the call. BT reserves the right to change for the inactive period.

9.4 BT may adjust the price of calls and/or access charges to reflect changes in cost of service which are beyond BT or its supplier's control, or due to a regulatory change. Price adjustments will be effective from the billing period following notice to Customer.

10. SERVICE LEVEL

Any Service Level Agreement shall not apply to this Service.