



---

## Video Bridging 3.5 Unified

### 1. Definitions

In addition to the definitions set out in the Product and Services Agreement (“PSA”), the following definitions will apply:

<b>“Assisted Service”</b>	means the video conferencing application where a Conference Producer manually establishes a connection to each Site in the conference and then digitally monitors the remainder of the conference;
<b>“Branded Phone”</b>	means a service option that provides Customers with dedicated telephone numbers to access the BT Help Desk;
<b>“Bridged”</b>	means a connection between Sites, enabling data, voice, or video traffic to pass simultaneously between the Sites, routed via a Video Conference Bridge or MCU;
<b>“BT Help Desk”</b>	means the BT support desk that provides reservation assistance and in-call assistance for Assisted calls as well as general User inquiry assistance for all Video Bridging issues. The BT Help Desk can be reached via phone;
<b>“BT MeetMe”</b>	means a separate service provided by BT;
<b>“Certified and Registered”</b>	means that a Site has been verified by BT for connectivity and configurations such that the Site can utilise the Service;
<b>“Cisco WebEx”</b>	means Cisco WebEx LLC;
<b>“Conference Producer”</b>	means an employee of BT responsible for in-conference support;
<b>“Custom Event”</b>	means the video conferencing application, which includes any Customer selected set of available video bridging conferencing features, combined with a dedicated Conference Producer who may actively participate in the conference.
<b>“Endpoint(s)”</b>	means H320, H323 or SIP compliant codecs;
<b>“Engage Meeting Manager”</b>	means a BT owned web-based application that allows the Customer to schedule, launch, monitor, and control video conferences from a personal computer occasionally referred to as “Engage”;
<b>“Host”</b>	means the party scheduling concerned video conference on the Video Bridging service.
<b>“H239”</b>	means the ITU standard for data sharing.
<b>“H264”</b>	means the ITU standard for video compression and is sometimes referred to as also MPEG 4;
<b>“IP”</b>	means internet protocol;



# BT Product and Services Agreement Service Schedule

---

<b>“Measurement Date”</b>	means the first day of each Month starting on the Initial Measurement Date;
<b>“Member”</b>	means the customers of Video Bridging services. Each Member will have one or more Sites in the Member Directory;
<b>“Member Directory”</b>	means a list of Sites that are certified and registered to use Video Bridging services. Self Service and Assisted calls utilise the Member Directory. The scheduling Member must establish permission to call another Member prior to booking or launching the call with BT;
<b>“Onward”</b>	means the BT owned conference management and reporting platform;
<b>“Partner(s)”</b>	means the specific Member(s) the Customer is authorised to call using the Service. <i>*The meaning of the word partner in this agreement is neither intended or will be deemed to create any legal relationship of partnership, joint venture, or agreement of employment between the parties;</i>
<b>“Partner Directory”</b>	means the list of Member Sites another Member is registered and certified to call.
<b>“POC”</b>	means Point of Contact;
<b>“Service Activation”</b>	means when the first of the Customer’s Sites is Certified and Registered for use of the Service;
<b>“MCU”</b>	means a multipoint conferencing unit or Video Conference Bridge;
<b>“NCS”</b>	means Network Connectivity Service, a separate BT Service outlined in a separate Service Schedule;
<b>“Non-bridged”</b>	means connections that are not routed through a Video Conference Bridge or MCU; instead, a site dials another site;
<b>“Self-service”</b>	means a video conference that the end-user schedules via Engage Meeting manager and which triggers the service to auto launch the conference without any interaction by the BT operations team;
<b>“Site”</b>	means, the video studio locations of Members and Partners utilising traditional Video or Immersive Equipment that are Certified and Registered to use the Service;
<b>“Video Conference Bridge”</b>	means a device (MCU) that is used to moderate a video conference of three or more Endpoints;
<b>“VPN”</b>	means a virtual private network.

## 2. Service Description

### 2.1 Overview

The Service provides multi-point video conferencing capabilities to Customers own installed base of video systems as well as video systems belonging to the Customer’s Partners. The service negotiates secure video conferencing between private VPNs completed with additional automated and in-person conference support.

To gain access to the Service, video systems must have connectivity to one or more Video Bridging service node(s). Available network options are: Private MPLS, Internet and ISDN. Private MPLS networks must have one



# BT Product and Services Agreement Service Schedule

---

or more Video Bridging node(s) as an accessible MPLS site in order to use the Service. If the number of calls placed via the services node exceeds the bandwidth capacity of the Customer's video network, a reduction in call quality may occur.

## 2.2 Call Types

### Intra-Company Bridging

BT bridges two or more Endpoints that are owned and managed by the same company on the same network.

### Business-to-Business (B2B) Bridging

BT connects two or more Endpoints that are owned and managed by different organizations on disparate networks. All participating sites must be accessible from BT's video service node via private or public IP networks or via an ISDN Gateway.

### Interoperability

Interoperability means mixing of different types and brands of video conferencing systems in one video conference. At this time, the following video bridging interoperability scenarios are supported:

- Mixing of different brands/types of immersive systems:
  - Polycom RPX and OTX series
  - Cisco CTS series
  - Cisco T1/T3 (legacy Tandberg)
- Mixing of different brands of traditional systems (SD/HD)
- Mixing of Immersive systems and traditional systems

## 2.3 Types of Service

This Service Schedule describes the types of Service available to Customers who have video systems registered and certified to the Video Bridging service.

BT provides following types of service:

- Self-service
- Assisted Service
- Custom Event

### Self-service

Self-service provides an automatic way to launch point-to-point and multipoint meetings with frequently connected Member Sites. Rooms can participate in a Self service conference if they are part of the Customer's internal directory or Partner directory. Self service calls can be scheduled to start well into the future or alternatively, to start immediately. Self service calls are scheduled, launched and controlled by the end-user via Engage Meeting Manager, there are no conference production services provided with this conference type.

Self service conferences do not include operator assistance or trouble shooting capabilities. Should a Self-service conference fail to establish a connection between any of the Sites or incur technical issues the Customer may choose to have BT convert the Self-service conference to an Assisted conference.

### Assisted Service

Assisted Service and Custom Event have the respective service specific features set out in this Service Schedule with additional features set out in the section 2.8 below.

Reservations using Assisted Service can be made by either calling BT's reservations team to schedule a video conference call or scheduling a video conference online by using Engage Meeting Manager.

Assisted Service provides operator support for call launching and monitoring. An operator will establish a connection with each Site in the conference call and then digitally monitor the bridge activity and Site connectivity for the duration of the video conference call.



# BT Product and Services Agreement Service Schedule

Reservations for Assisted Service calls must be made at least 24 hours before the desired start time of the video conference call as additional time may be required to set up complex conference calls or a large number of video Sites.

## Custom Event

Custom Event is bespoke and based around the Customer's individual requirements. Reservations using Custom Event must be made by contacting BT's reservations team.

Custom Event conferences always require a dedicated conference producer (DCP) to perform a variety of tasks including, but not limited to:

- Managing power point slides;
- Facilitating a question & answer session;
- Proactively troubleshooting and assisting with User requests;
- Broadcasting a stream of the video conference over the internet.

The Customer may opt to have a Custom Event production planning session. These sessions are designed to enable BT to gather the Customer's particular requirements and agree with the Customer how to choreograph the event. The lead time necessary for scheduling such a video conference call should be at least 24 hours and the Customer should allow enough additional time to work through any special requirements they have.

## 2.4 Standard Service features

### Unified collaboration

Video Bridging allows end-users to schedule conferences with video, audio and Cisco WebEx Meeting Center participants. Each of above described types of service will result in a conference confirmation email providing details for each type of participant to join the conference.

### Continuous presence

Continuous presence provides viewing options for the video conference. With this feature multiple rooms can be displayed on a monitor in several variations depending on the number of rooms. The various layouts include side-by-side, top-bottom, quad room layout, 5 +1, or three by three. If no Continuous presence is chosen the conference will be run in voice activated switching (VAS) mode, where the monitor will switch between rooms based on which room is speaking. Additionally three layout options (executive, upper panoramic, lower panoramic) are available when conferences are reserved through the reservations team.

In case of a conference using the Immersive interoperability feature, only the default bridge provided continuous presence layout is available, the end-user won't be able to select the screen layout.

### Data Sharing

BT supports the H.239 ITU standard for data sharing.

This feature provides data streaming within a video conference and allows customers with specific supported Endpoints to connect their PCs directly to the Endpoint and transmit images from their PC directly through the video conference. H.239 does not require a PC to view the content.

Rooms involved in an H.239 conference for the first time will require a test call outside of the free standard Room certification test for which there is a Charge. All rooms participating in an H.239 conference must have a supported Endpoint.

### H.264

BT supports the H.264 ITU standard for video compression. H.264 provides video quality across the bandwidth spectrum from 128 Kbps to 2 Mbps.



# **BT Product and Services Agreement Service Schedule**

---

## **High Definition**

BT Video Bridging supports High Definition video at 720p at 30fps.

## **IP/ISDN gateway**

BT offers IP/ISDN gateway service to support hybrid or mixed conferences containing both IP and ISDN enabled Endpoints.

## **Transcoding**

Transcoding (the mixing of different speeds and networks), is required when all rooms in a call cannot negotiate the same transmit rate and/or are connected to different network types. This feature provides sufficient buffering capability to allow a high-speed source to transmit data at its maximum rate, even if the destination device is a lower-speed device.

## **Video speed upgrades**

BT Video Bridging provides for speeds up to 768Kbps in the base bridge rates. The Customer may use higher speeds when using IP Endpoints from 832Kbps up to 4Mbps. Higher speeds are invoiced at a higher rate per minute per system.

## **2.5 Partner Directory**

Customers may request that BT create communities of interest from sites included in the BT Video Bridging Directory. The communities of interest will be reflected in unique Partner Directories comprising of the Sites they can call using Self-service. BT will maintain each client's Partner Directory at the Members' direction; Sites are added or deleted based on written authorization from the administrator of each Site in a connection pair. BT will provide a form to facilitate data gathering by the member organizations.

Customers should allow two full Business Days to complete changes to partner directories once written authorization of the partnership has been provided to the BT Help Desk. All Partners must be existing members of the same Video Bridging node. Calls that need to take place sooner than two Business Days after a request is made may be conducted as Assisted. Once a Partner Directory is established, the Customer will not be required to provide BT with additional authorization for specific calls.

### **Partner Directory Set-up:**

Member companies may create Partner Directories by submitting a site information form. The form authorizes BT to allow Member companies to schedule each other's Immersive rooms for inter-company calls. All participating sites must first be Members of the BT Video Bridging service, and also be connected with either the same node or have a connection to all nodes. In addition, each Site owner must provide written notice to BT Conferencing authorizing inter-company scheduling between those Sites. This form allows BT Conferencing to set up Partner Directories within Onward. This allows the Customer to view the availability of, and initiate calls to Partner sites within the Partner Directory using Engage. Partner Directories are also known as 'shared directories' within BT.

### **Engage Meeting Manager Partner Directory Security:**

Self-service calls that are scheduled and launched via Engage Meeting Manager are secured via Onward configurations. When two companies require regular meetings, they must first authorize BT to establish a shared directory within Onward. The directory is marked as 'restricted' by default and only those individuals that are associated with the directory may view the shared Sites.

## **2.6 Additional Service features for Assisted and Custom Event calls**

### **Conference launch**

BT will begin connecting Sites at the beginning of the setup time on the date and time requested through the applicable reservations process. Audio participants will also be able to connect to the conference call during the set up time.



# **BT Product and Services Agreement Service Schedule**

---

## **Monitoring**

BT will monitor the conference to identify the following events or activities:

- Site drops prior to the scheduled conference time; and
- Significant quality degradation of the video signal to participating Sites.

If Sites are disconnected, the conference producer will attempt to re-establish the connection.

## **In-conference changes**

Users may contact the BT Help Desk to adjust the meeting parameters of Assisted Service calls.

Possible adjustments are:

- Increase the conference size by adding additional Sites
- Conference extension: conferences can be extended beyond the scheduled duration, subject to resource availability.

BT requires a minimum of ten minutes notice before the scheduled end-time to arrange a video conference extension. Extensions can be booked in 5 minute increments and will be charged at normal rates. Self Service calls may be extended using Engage Meeting Manager.

## **In-conference support**

A real-time BT Help Desk is available 24x7x365 for both queries and assistance outside and during conferences. The BT Help Desk will advise on technical and reservations issues.

During the launch of a conference call, BT will troubleshoot problematic Sites or connections. Efforts taken during this period include, but are not limited to:

- Phone call to the Site to confirm that the video system is powered on;
- Resolution of problematic Sites by working with individuals at the Site or the Customer's POC to reboot the video conferencing dedicated system. (PC and mobile devices excluded).
- Providing an alternative connection method (e.g. phone) if a successful video connection cannot be established within a reasonable timeframe.

If a fault arises on the Customer's video Equipment and BT holds the maintenance contract for this Equipment, troubleshooting on the Equipment will start as soon as the Customer completes their conference. If the Customer does not have a maintenance contract with BT, and wishes for BT to investigate a resolution, then a time and materials quote will be provided and agreed upon before any work starts.

In order to increase troubleshooting efficiency, all fields in the BT provided Site registration form need to be completed. It is the Customer's responsibility to inform BT of any changes to the provided information. Missing information or incorrect POC details may significantly increase troubleshooting lead time.

In-call support for Self-service conferences is limited to responding to technical inquiries. If trouble-shooting is required, Users must call the BT Help Desk and have the call established as an Assisted Service call and associated fees will apply.

End-user using PC/mobile based video systems must contact their local IT support.

## **2.7 Optional Service features (Chargeable)**

### **a) Audio participants**

All audio participants in video conferences are connected automatically via an audio bridge. Connectivity from one video bridge to another audio bridge is provided via an audio feed line. The audio feed line is chargeable from time of connection during the initial setup time until final disconnect. Producer assistance, dial-out service, Managed Q&A sessions, etc. are available.

Video bridging can accommodate for up to 100 simultaneous audio connections. Access to this service is available from both local and international locations. The provision of the feature is at all times subject to the availability of appropriate facilities and BT does not guarantee to provide the feature on each occasion that the Customer requests the feature.



# BT Product and Services Agreement Service Schedule

Audio features incurring additional charges:

**Audio Recording On/Off** - The audio conference can be recorded at any time by the Chairperson. Participants on the call will automatically be notified that a recording of the audio conference is taking place. After the recording is stopped the recording file can be retrieved by the Chairperson only, for download to a local PC. Additional charges will apply to this feature.

**Chair Dial-out**- The Chairperson can dial out to add additional Participants to the audio conference. The Chairperson validates their dial-out request by keying in the Participant Passcode before being prompted to enter the number to be dialled. The Chairperson is then returned to the audio conference and the new Participant will be joined to the audio conference if they accept the invitation. Additional charges will apply to this feature.

The Customer acknowledges that the call back, call me and dial out features of the Service are prohibited under local legislation and regulation in a number of jurisdictions and, where so prohibited, this feature will not be available to Participants. For informational purposes, as of September 2010 Participants calling from the Countries listed in below may not access the call back or call me feature of the Service. This list is subject to change with changes in local country legislation and regulation.

The list of Countries prohibiting call me, callback and dial out services change from time to time, but as of September 2010 BT understands that such calls are prohibited from the following Countries: 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 Republic, China, Cyprus, Colombia, Comoros, Costa Rica, Côte d'Ivoire, Cuba, Djibouti, Dominica, Egypt, United Arab Emirates, Ecuador, Eritrea, Ethiopia, Fiji, Gabonese Republic, 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 Republic, Democratic Republic of the Congo, Kyrgyz Republic, Slovak Republic, 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, and Zimbabwe.

**b) Cisco WebEx Meeting Centre (Content sharing)**

The feature provides web conferencing capabilities that enables the sharing of documents and applications on the Web. Participants can give presentations, demonstrate software, view and annotate documents electronically. The feature is build on the real-time functionality and capabilities of the WebEx dedicated delivery network. The end user can access Engage Meeting Manager to schedule a conference combining video, audio and WebEx session. When selecting 'web' the Engage Meeting Manager generated booking confirmation email will include WebEx instructions and credentials.

Cisco WebEx Meeting Center Features

The Service features are set out below however, BT reserves the right without notice to upgrade the Service to a later version provided by WebEx, which may result in these features and their descriptions changing.

Feature	Detail
Share documents, applications, or desktops	Share and control documents, applications, and desktops remotely in real time without uploading files to a server. Collaborate on content to view, annotate, and enlarge documents or graphics. Switch between different sharing modes without transitions or distractions.
Rich multimedia experience	Incorporate multi-media into presentations: PowerPoint™, Flash™ animations, and audio and video.
Video and video conferencing <i>Note: the WebEx video is NOT integrated with</i>	Real-time visual reference. Simulate face-to-face meeting with Participants from multiple locations with multi-point WebEx Meeting Centre video. <ul style="list-style-type: none"> <li>▪ Supported on Meeting Centre.</li> <li>▪ Supported Platforms</li> </ul>



## BT Product and Services Agreement Service Schedule

Feature	Detail
<i>the Video Bridging video</i>	<ul style="list-style-type: none"> <li>○ Windows, Macintosh (Full support)</li> <li>○ Linux, Solaris (View only)</li> <li>▪ Min. Network Requirements 128Kbps (256Kbps Recommended)</li> <li>▪ Resolutions: SQCIF, QCIF, CIF SQCIF, QCIF, CIF</li> <li>▪ Max Resolution (pixels) 352 x 288 (CIF)</li> <li>▪ Max Frame Rates (per sec.) 15fps (SQCIF, QCIF) 10fps (CIF)</li> <li>▪ Transport Protocol TCP Port 80, SSL 443</li> <li>▪ Maximum Participants 500</li> <li>▪ Video Codec H.264</li> <li>▪ Additional Features:               <ul style="list-style-type: none"> <li>○ Frame Rate Control</li> <li>○ Resolution Control</li> <li>○ Video Snapshot</li> <li>○ Congestion Control</li> </ul> </li> </ul>
PowerPanels™	Deliver full-screen views for Participants whilst using controls to manage meeting activity privately behind the scenes.
Chat	Interact with the audience of the web conference through an online chat between Host and a Participant, or Host and all Participants.
Annotation	Pointers and real time annotation tools to provide additional commentary and collaboration.
Firewall friendly	Work through most firewalls without opening additional ports.

### Additional WebJoin Features

WebJoin	<p>WebJoin simplifies the set up and access to web conferences with the provision of a single URL for both the Chairperson and Participants to access every web meeting and one passcode to join both the web and audio conference'</p> <p>Available to Participants with an active BT MeetMe or WebEx conferencing Account at no additional charge.</p> <p>WebJoin is not supported on mobile devices and does not include a recording facility.</p>
---------	---

### Operating Systems Requirements for Cisco WebEx

The Operating System requirements for the Service are set out below, however BT reserves the right to change these system requirements and the Service to a different version provided by Cisco WebEx.

Operating System	Requirement
Windows 2000, XP-32 bit (SP3), 2003, Vista, 32-bit/64-bit Windows 7, 32-bit/64 bit.	Internet Explorer 6/7/8/9 (IE9 is supported by Windows 7 only) Firefox 3.x, 4 (32-bit) Chrome 9, 10 JavaScript and cookies enabled Requires Sun Java 5 or higher Recommend ActiveX be enabled for Internet Explorer Intel or AMD processor (1GHz or faster) At least 512 MB RAM (at least 2 GB RAM for Vista) Netbooks running Windows XP also supported
Mac OS X 10.5, 10.6.	Safari 4/5 Firefox 3.x, 4 Chrome 9, 10





# BT Product and Services Agreement Service Schedule

Operating System	Requirement
	JavaScript and cookies enabled Requires Apple Java 5 or higher No support for Remote Access Intel processor At least 512 MB RAM
Solaris 10/11	Mozilla 1.7 Firefox 3.x JavaScript and cookies enabled Requires Sun Java 5 or higher No support for Remote Access SPARC or Intel or AMD processor(Solaris 10) Intel or AMD processor (Solaris 11) At least 1 GB RAM
HP-UX 11.11	Mozilla 1.7 Firefox 2 JavaScript and cookies enabled Requires Sun Java 5 or higher Meeting Centre only PA-RISC processor At least 1 GB RAM
32-bit Ubuntu 10.x, 32-bit Fedora 13/14, 32-bit Red Hat 5, 32-bit OpenSuSE 11.2/11.3	Firefox 3.x, 4 (32-bit) Mozilla 1.7 JavaScript and cookies enabled Requires Sun Java 5 or higher No support for Remote Access At least 512 MB RAM
AIX 5L, 5.3	Mozilla 1.6 Firefox 2 JavaScript and cookies enabled Requires IBM Java 5 or higher Meeting Centre only At least 1 GB RAM
IBM Lotus Notes/Domino Server 6.5.3, 6.5.4, 6.5.5, 7.0.0, 7.0.1, 7.0.2	Windows 2000 Windows XP SP2 Windows Server 2003
IBM Lotus Notes/Domino Server 8.0.0, 8.0.1	Windows XP SP2 Windows Server 2003 Windows Vista Windows 7
IBM Lotus Notes 8.5.1 (32 bit)/ Domino Server 8.5 (supported in T27LFR14 and later)	Windows XP SP2 Windows Server 2003 Windows Vista Windows 7

## 2.8 Optional Service features for Assisted and Custom Event calls (Chargeable)

### a) Video Recordings

BT offers the following recording options for video conferences (SD):

- NTSC SP mode (standard format)
- PAL, SECAM and NTSC EP mode (optional formats)



# BT Product and Services Agreement Service Schedule

- 
- Video CD
  - Windows Media Player (standard format)
  - MPEG and AVI (optional formats)
  - Audio only recording – (CD)

Recording is priced per minute per conference with a minimum charge plus shipping and handling. Additional copies are available at a per copy fee plus shipping and handling.

Conference producers are required by the Federal Communications Commission (FCC) to announce to all participating rooms the conference is being recorded once the recording has started. Archiving options are also available. Conference recording requires 24 hours advance notice.

## **b) Public room scheduling**

BT has access to a worldwide network of public video conference rooms and can reserve public rooms for any Assisted Service or Custom Event conference. Every effort is made to locate rooms as close to the Participant as possible and advanced scheduling is required.

Room rental fees vary based on location and are charged in addition to the BT reservation coordination fee.

## **c) Branded Phone**

Branded Phone is a chargeable option that provides the Customer with additional dedicated US or UK telephone numbers consisting of up to four (4) toll and/or toll-free number to access the BT Help Desk.

The dedicated phone numbers will be answered by a customized recording that will thank the caller for phoning and guide them to the appropriate resource. For instance, callers who need immediate technical assistance might press “1” and be directed to live technical support. Callers who would like to make a reservation might select “2” and be directed to a reservationist, callers who need billing assistance might press “3” and be directed to their rating accountant, and so on. Once a selection is made, the call will be answered by an operator.

## **d) Training and Adoption (Optional)**

A range of communications material to help the end-user effectively use the video conferencing solutions can be provided, which includes:

- On-line training
- End User guide
- FAQs.

## **2.9 Additional features provided by Engage Meeting Manager**

### **a) Conference management**

The Engage Meeting Manager tool allows Customer and its Users to manage conference call reservations, check availability of rooms, and view a variety of online usage and ticket reports. Users of the Global Video Exchange family of services can request login and password to the Engage Meeting Manager tool by calling the BT Help Desk.

### **b) Conference monitoring**

This Service monitors the connection between Customer's Equipment and the Video Bridging service node on all Self-service and Assisted calls. The status of Self-service connections can be monitored by Users with the Engage Meeting Manager tool.

### **c) Conference confirmation**

Upon receipt of a reservation via the BT Help Desk or Engage Meeting Manager, a conference confirmation and optional iCal invitation will be emailed within 1 hour to the scheduler. It is the scheduler's responsibility to ensure that all participants in the video call are notified of the start time and any other relevant details. Additional notifications can be sent to individual room administration contacts on request at no additional charge.



# BT Product and Services Agreement Service Schedule

---

## d) Conference set-up

To help ensure video conferences start on time, BT offers an optional set-up period for meetings scheduled via the BT Help Desk or Engage Meeting Manager. Call charges are payable for the optional set-up period, based on the actual amount of time connected. The standard set-up time is 15 minutes but is configurable on a call-by-call or overall basis.

## e) Conference extension

Meetings scheduled via the BT Help Desk or Engage Meeting Manager will be automatically terminated at the scheduled time unless a Conference extension is requested. Conference Extensions can be pre-determined by Customer on a call by call basis. Alternatively, Self Service Users may auto-extend the call using the Engage Meeting Manager tool.

### 3. License grant for Engage Meeting Manager

For the BT Engage Meeting Manager Service ("BT Software"), BT hereby grants to Customer and its Users during the term of the contract a fully paid, non-exclusive, worldwide, non-sublicenseable right and license ("Software License"), to access and use the Engage Meeting Manager Service in accordance with this Service Annex. As between BT and Customer, the BT Software is owned exclusively by BT.

#### Restrictions

Customer shall not (a) modify, copy or create derivative works based on the Engage Meeting Manager or the Licensed Documentation; (b) create internet "links" to or from the Service, or "frame" or "mirror" any content forming part of the Service, other than on Customer 's own intranets or otherwise for its own internal business purposes; or (c) disassemble, reverse engineer, or decompile the Service or Licensed Software, or access it in order to (i) build a competitive product or Service, (ii) build a product or service using similar ideas, features, functions or graphics of the Service, (iii) copy any ideas, features, functions or graphics of the Service; (iv) license, sublicense, sell, resell, rent, lease, transfer, assign, distribute, time share or otherwise commercially exploit or make the Service available to any third party, other than as contemplated by this Service Annex and (as applicable); (v) send spam or otherwise duplicative unsolicited messages in violation of applicable laws; (vi) send or store material containing software viruses, worms, Trojan horses or other harmful computer code, files, scripts, agents or programs; (vii) interfere with or disrupt the integrity or performance of the Service or the data contained therein; or (viii) attempt to gain unauthorised access to the Service or its related systems or networks.

#### User Accounts

Customer acknowledges that Customer is responsible for all activities that occur under the Customer User accounts. Customer shall:

- Have responsibility for the accuracy, quality, integrity, legality, reliability, and appropriateness of all Customer data;
- Use commercially reasonable efforts to prevent unauthorised access to, or use of, the Service, and notify BT promptly of any such known unauthorised use; and
- Comply with all applicable local, state, federal, and foreign laws in using the Service and, if using the Service outside of the United States, not use the Service in a manner that would violate any federal or state laws of the United States.

### 4. Use of the Service

- 4.1 The Customer must only access the Service in the manner permitted by BT and must not attempt at any time to circumvent system security or access the source software or compiled code.
- 4.2 Customer and its Users are solely responsible for all Content used in connection with the Service.
- 4.3 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;



# BT Product and Services Agreement Service Schedule

- 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;
  - 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.
- 4.4 If the Customer or anyone else, with or without the Customer's knowledge or approval, uses the Service in contravention of this Section, uses the service 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 breach of this Service Schedule for the purposes of the PSA.
- 4.5 The Customer must 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 this Section. 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.
- 4.6 The Customer is responsible 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 the terms and conditions of this Service Schedule, including any instructions issued by BT or any other public telecommunications Conference Coordinator or other competent authority, in any country where the Service is provided.
- 4.7 The Customer acknowledges that any personal data used on the Service(s) may be held by BT and its supplier(s), including WebEx, in order to allow the Customer to use the Service(s). For the purposes of the Data Protection Act 1998, the Customer grants permission for BT and its supplier(s) to hold such information in the United States of America and the Customer agrees to obtain any required consents to such transfer from individual data subjects (as defined under the Data Protection Act).

## 5. Service Summary

Level of service: Feature:	Self-service	Assisted Service	Custom Event
Multipoint connections	✓	✓	✓
Scheduling	EMM	EMM or BT Help Desk	BT Help Desk
Call Initiation	Automated	Producer	Producer
Access to Sites in Partner Directory	✓	✓	✓
Access to Sites in Member Directory		✓	✓
<u>In-call feature via BT Help Desk:</u>			
• Technical assistance		✓	✓
• Add/disconnect Sites		✓	✓
• Increase call size		✓	✓
• Connection monitoring		✓	✓
• Call extension		✓	✓
<u>In-call feature via Engage:</u>			
• Add/disconnect Sites	✓		
• Increase call size	✓		
• Connection monitoring	✓		
• Call extension	✓		



# BT Product and Services Agreement Service Schedule

Automatic call termination	✓	✓	✓
Usage reporting	✓	✓	✓

## 6 BT Implementation

### 6.1 Project Management:

During the Service implementation process BT will coordinate the required activities, from data gathering and Site certification and registration, to ensure Member Sites are operational and certified for communication between Partners.

### 6.2 Customer owned Equipment

Configuration of the Customer's video hardware equipment will be the responsibility of the entity maintaining that Equipment. BT will provide general configuration requirements associated with accessing the Video Bridging service

All Endpoints must be H.320, H.323 or SIP compliant.

### 6.3 Certification

Where BT has agreed to provide the Video Bridging service, it is necessary to verify service compatibility by certifying the Customer's video devices. The certification process allows BT to obtain video device specifics that help maximize the reliability of the Customer conferences. In the event there are connection issues during a conference, the certification process provides an established connection history to reference for the affected Site. Only certified Sites can be dialed out to.

The following specific tasks are required to certify video devices\* and implement the Video bridging service:

- A registration form must be completed and supplied to BT by the Customer.
- BT will review site specifications and contact the Customer within 2 business days and provide an anticipated completion date for site certification.
- BT will attempt to schedule the certification for the date and time requested on the video registration form.
- For video devices that subscribed to additional BT services or when multiple devices are submitted at once, BT will work with a Customer provided contact to coordinate certification testing.
- A standard certification will test the connectivity of one site at a time, and will be scheduled for a maximum duration of 30 minutes. Additional tests required due to technical issues under Customer's responsibility can be provided, billed at the Event rate.
- BT provides different types of certifications:
  - **A passive certification** is the default test unless Customer specifies otherwise. The site will be placed in an overnight certification. The Customer will need to leave the equipment turned on so that the system can be reached. Connectivity via site receives and preferred transmission rate will be tested.
  - **A live certification\*** requires a person to be present in the room, and will test the following by default:
    - Preferred transmission rate via Site Receives
    - Audio and video quality
    - If the system is capable, these additional features can be tested upon request:
      - Preferred transmission rate via Site Dials
      - H.239/Data Sharing
      - HD
- BT video technician will document the optimal connectivity settings which are determined by the certification test in the site's preferred settings within the BT database in order to establish defaults for future reference.
- For any issues under BT's responsibility, which cannot be resolved during certification or require follow-up, a trouble ticket will be submitted to the video help desk for further testing. The listed site technician (or other listed contact if no technician exists) will be sent an email notification containing the ticket number and callback number to schedule further testing.



# BT Product and Services Agreement Service Schedule

- 
- \* Mobile/PC based video devices: Max 25 of these devices can be certified to upon specific request through the Customer's sales representative. The devices will by default be certified as site dials only.
  - \* Customer specified dates and times are subject to producer availability.
  - \* Live certifications are recommended by BT for sites which subscribe to additional BT services.

## **Chargeable certification**

Manual certification troubleshooting required beyond 30 minutes is available as a chargeable video test call. Chargeable video test calls are available at the Customer's request and have a 15-minute minimum duration.

## **Re-certification Services:**

Additional connectivity tests are performed at no extra charge for any Customer ISDN system that has been replaced, moved, repaired, or had network changes. The free re-certification service is limited to one per system per year.

## **7. Customer's Responsibilities**

The Customer is responsible for;

### **a) Data capture forms**

Completing all fields in the BT provided data capture forms. It is the Customer's responsibility to inform BT of any changes to the information provided. Incomplete information or incorrect point-of-contact details may significantly increase troubleshooting lead time.

### **b) Network infrastructure and Mandatory Additional Services**

The Video Bridging Service can be used based on different network infrastructure:

- ISDN
- Public Internet
- Customer VPN via BT MPLS shared access or dedicated access (e.g. 3<sup>rd</sup> party WAN)

Network infrastructure is not in scope of this service schedule and needs to be ordered under a separate BT service schedule or via a 3rd party contract.

If the Customer uses a Customer VPN the Network Connectivity Service ("NCS") service is required to provide connectivity. This is available under a separate service schedule.

### **c) Cisco CTS Telepresence rooms**

Subscribing to the BT Global Video Exchange Service under a separate service schedule, is required before the Customer's CTS systems can access the Video Bridging service.

### **d) Maintenance contract**

All video systems used in Video Bridging conferences should be covered by a valid maintenance contract and running the latest software/firmware version available for concerned system.

### **e) VCS**

When using the Video Bridging service in combination with H323 based Immersive rooms, or video systems/apps using SIP, a Customer dedicated video communication server (VCS) is required. The VCS must be managed by the Customer. BT will provide VCS configuration requirements that are needed to allow the Customer dedicated VCS to communicate with the Video Bridging service.

In addition the Customer must assign an engineer to work with BT who is knowledgeable and sufficiently authorised to discuss network access requirements (including IP network, VPNs, IP routing, packet filtering requirements).

### **f) End-users**

Providing a list of persons that will be scheduling conferences through Engage Meeting Manager and will require the creation of a User ID. The appropriate level of access should be stated for each User.

The options are:

- Read only.



# BT Product and Services Agreement Service Schedule

- Ability to schedule and launch a video conference.
- Ability to access video conferencing reports and statistics.

## 8. Ordering

- 8.1 Customer may purchase the Service based on the flat rate per site pricing by requesting a quotation from BT and then submitting an Order based upon the quotation. The usage based pricing is contained in the Order. All Orders are subject to written confirmation of acceptance by BT. No contingency contained on any Order shall be binding upon BT.
- 8.2 Each Order shall have a Minimum Period of Service commencing upon the date of the certification of concerned video system. Except if otherwise agreed in the Order. The Minimum Period of Service shall be twelve (12) Months or if longer, the duration of the Service period purchased.

## 9. Charges and Payment Terms

### 9.1 Overview

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

Component	Core/ Optional	Basis of Usage Charge	Minimum Period of Service and Payment Terms
Set up fee (Each Telepresence Site)	Core		Payable in advance
Minutes plan: (Host to pay) <ul style="list-style-type: none"> <li>• Self Service</li> <li>• Assisted</li> <li>• Features</li> </ul>	Core	Duration/ screen*	Payable monthly in arrears.
Video Bridging service Flat Rate plan	Optional	Video System	12, 24 or 36 month minimum, payable in advance
Additional screen Flat Rate for multi-screen Immersive systems	Optional	Per additional screen	Payable in advance.
Additional features			
Branded Phone	Optional	Customer	12, 24 or 36 month minimum, payable in advance
WebEx content sharing	Optional	Duration	Per Participant
Public room	Optional	Duration	Minimum 1 hour then 15 minutes increments

\*Screen:

The screens referenced in the price plans are considered to display video streaming media containing people or real-time images. H239 or content sharing screens are not charged.

### 9.2 Charges

Charging will be in accordance with the General Terms of the PSA.



# BT Product and Services Agreement Service Schedule

---

## 9.2.1 Video Bridging

Customer has the option of selecting one of the following price plans for all sites:

a) Flat Rate Option:

The Charge for use of the Service is a one time fee which is charged upfront. The Charges, Customer Sites and Minimum Period of Service per Site will be specified in the Order. The Video Bridging flat rate allows end Users two alternative options:

(i) Schedule both Self-service and Assisted calls.

Assisted calls are limited to:

- 16 calls per traditional video Endpoint per month
- (50 calls per Immersive Endpoint per month

Charges for Assisted calls are calculated in accordance with call limit stated above. Exceeding the limit may result in additional Charges being incurred.

(ii) Schedule Self-service only calls. Assisted calls are not included in the flat rate but can be scheduled and charged on a per usage basis as set forth in the usage based below.

The features that are included in each type of flat rate are indicated on the Order. The Customer can use a feature that is not included in his flat rate based on the usage based price schedule. In a similar way, a Customers who has subscribed to the Self-service flat rate can have an Assisted call by paying a usage based upgrade Charge.

For both types of flat rate:

ISDN network rates are in addition to the applicable Video Bridging Service Charges.

b) Usage Based:

The Charge for use of the Service is a per minute rate. The Charges will be calculated in accordance with the details recorded by or on behalf of BT. Bridge port and enhanced feature Charges will be invoiced for whichever is greater between booked and actual conference time. Multi-screen Immersive systems use one Bridge port per video screen (this excludes the content screen). Bridge port Charges apply to the pre-call set-up time.

All Charges will be charged to the Host of the video conference.

## 9.2.2 Immersive setup Charge:

Each immersive system registering to the Service is subject a one-time Charge, payable in advance. Cisco CTS immersive rooms that have subscribed to the GVE service are not subject to a setup charge.

## 9.2.3 ISDN Charges

ISDN network rates are in addition to any other applicable network charges.

## 9.2.4 Cisco WebEx Charges

### Uncommitted Price Per Minute (PPM)

- The Customer will be liable for Charges for the Service as soon as the Customer starts to use the service.
- Charges will be invoiced monthly in arrears.
- Charges will be calculated in accordance with the details available on each Measurement Date as recorded by or on behalf of BT.
- The total number of minutes to be invoiced per session will be the total usage of all participants during the session. The usage of each participant will be rounded up to the nearest minute





# BT Product and Services Agreement Service Schedule

---

## 9.2.5 Cancellation Charges

If the Customer cancels the call:

- With one or more hours notice, the Customer will not incur in any cancellation Charges;
- With less than one hour notice prior to the scheduled start time for the call, the Customer may incur a cancellation Charge equivalent to the scheduled duration for the call and applicable usage based rates.

If the Customer cancels the public room reservation, cancellation Charges will be raised as follows:

- Within 4 Business Days of the scheduled meeting - scheduling Charge only
- Within 3 Business Days of the scheduled meeting - scheduling Charge and 50% of room rental
- Within 2 Business Days of the scheduled meeting - scheduling Charge and 100% of room rental.

If the Customer cancels the public room reservation, cancellation Charges will be raised as follows:

US rooms:

- If a public room reservation is cancelled less than 48 hours before the scheduled start time, the cancellation fee is 50% of the originally scheduled room rental.
- If a public room reservation is cancelled less than 24 hours before the scheduled start time, the cancellation fee is 100% of the originally scheduled room rental.

International rooms:

- If a public room reservation is cancelled less than 48 hours before the scheduled start time, the cancellation fee is 100% of the originally scheduled room rental.

Note – All cancellations fees are based on BT's and its' affiliates business hours of operation. Cancellations attempted on weekends or holidays for meetings scheduled the first business day following will be subject to 100% of the originally scheduled booked time irrespective of the 24/48 hour periods outlined above.

The Customer is allowed to change the date and time of an existing public room reservation without charges. However the change policy cannot be used to avoid cancellation fees. For example; if the change happens within above specified cancellation policy and the call is cancelled subsequently a cancellation fee will apply.

## 10 Reporting

BT provides standard reports in five major areas, including quality, usage and room schedule reports. Reports are available to Customers on a 24x7x365 basis and can be exported to various formats to allow Customers to customise the output of standard reports.

## 11 Termination

In addition to the provisions of the PSA, if the Customer terminates one or more Services or if BT terminates Service for breach by the Customer before the Minimum Period of Service has expired, then, in addition to all outstanding Charges for Service rendered, the Customer agrees to pay only the following:

- a) The agreed one-time Setup Charges; and
- b) If the Service is terminated within the first twelve months from Service Activation; an amount equal to the Recurring charges until the end of the first 12 months period; and
- c) For all other remaining months of the Minimum Period of Service: an aggregate total amount equivalent to 20% of the total Recurring Charges.

## 12 Technology re-fresh

Provided BT gives the Customer as much notice as reasonably practicable, BT may occasionally, if in BT's reasonable opinion it is technically or economically necessary, change the specification of the Service, provided that any such change does not materially decrease or impair performance of the Service.

## 13 Service Levels

Service levels do not apply to this Service.