



1. DEFINITIONS

The following definitions shall apply, in addition to those in the General Terms and Conditions of the Product and Services Agreement ("PSA").

"Account"	means the account with a unique identifier that BT assigns to the Customer, under which conferencing services from BT are assigned and against which all payments are requested;
"Attended" or "Premium Attended"	means the Event Manager meets and greets each participant, takes name, info and joins them into call;
"Automated" or "Premium Instant"	means the participant enters a participant code and joins the call without an Event Manager
"BT Event Manager"	means the individual who will assist during the Managed Event;
"Call Owner"	means organiser or booker of the call
"Cancellation Charge"	means a charge that is incurred as a result of a booked conference call being cancelled 24 hours or less before the scheduled start time;
"Chairperson"	means the main Speaker who from the Customer side is running or managing the Managed Event;
"Full Booked Value"	means the product of the booked call duration (minutes), the participants (lines) and the conference bridge price per minute;
"Global Access"	means Participants dial into the audio conference call, regardless of their location, (some countries unavailable), through a standard local or toll-free number;
"Help Desk"	means the Help Desk available for the Managed Event;
"Managed Event"	means the generic pre-booked event service portfolio provided under this Contract means when a customer books their meeting online from My Meeting Manager;
"Meet and Greet" (see "Attended" or "Premium Attended")	means a service offered when participants are greeted when they dial into a call by an Event Manager who will take the participant's name and other information if booked at time of call and then join them into the call;
"Minimum Commitment Charge"	means the Charge that is applied to all Conference Calls including calls that have a late cancellation charge or No Show charge;
"Minimum Conference Bridge Charge"	means a Charge that is equal to 75% of the Full Booked Value;
"No Show Charge"	means the charge incurred because no attendees dial in to activate the call;
"Participant"	means a person who is attending the Managed Event;
"Pre-registration"	means participants confirm their attendance online before a call. At time of call dial the conference telephone number and participant passcode and then also enter a unique PIN code to join the call.
"Premium Event"	means a booked Event service offered with all features available for selection. means also <u>a price option in the US only</u> - includes specific features included in the Conference bridge and call charge



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“Premium A La Carte”	means a <u>price option in the US only</u>
“Operator Assisted”	means a <u>price option in the US only – some features are not available</u>
“Service”	means the Managed Event Service as described in the Schedule, previously referred to as “BT Plus”, and/or “BT Operator Assisted”; and/or “Premium services”;
“Total Actual Bridge Minutes”	means the sum, in minutes, of each Participant line connection to the conference bridge from the time of entry to the time of leaving the call;
“Total Actual Conference Call Charge”	means the sum of the Total Conference Bridge Charge, the Total Call Access Charges (if applicable) and the Total Feature Charges if applicable;
“Total Call Access Charge”	means the product of each Participant Line connection duration (in minutes) and the access price (per minute) based on the access price for each Participant line connection; This applies to dial in or dial out access;
“Total Conference Bridge Charge”	means the product of the Total Actual Bridge Minutes and the bridge price (per minute);
“Total Feature Charge”	means the sum of all chargeable features used on the call;
“Under Utilisation Charge”	means the Charge incurred as the difference between the Total Conference Bridge Charge and the Minimum Conference Bridge Charge and will be charged in addition to the Total Conference Bridge Charge. Note for clarification: If the Total Conference Bridge Charge is equal to or greater than the Minimum Conference Bridge Charge, no Under-Utilisation charges will apply.
“Welcome Email”	means the information about the Service that is distributed to the Customer after a new Account is opened.

2. SERVICE DESCRIPTION

The Managed Event service portfolio is available for an unlimited number of connections (subject to availability). The Service is available with a range of standard and additional features.

To use Managed Event, Customers are required to book the time slot required for their Managed Event no less than 24 hours before the start of the conference. If a Customer wishes to use Global Access for the audio conference this must be requested at the time of booking.

2.1 Managed Event Booking details

The BT Reservations team will discuss details of the Customer’s Managed Event booking. This will be based on the following categories;

Category	Description
Meeting Details	Date, time, duration, number of Participants, company name, contacts, locations, Global Access
Delivery Method	Audio conferencing and Web conferencing and/or



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	Video conferencing services and/or Streaming
Call Entry Method	Automated (instant); <i>in US known as "Premium Instant"</i> Automated (instant) with pre-registration; <i>in US known as "Pre-Registration"</i> Attended (Meet & Greet); <i>in US known as BT Event Call</i>
Features	Standard and additional

A booking for an audio conference can be made by following the contact instructions contained in the Welcome Email. On line booking can be made using My Meeting Manager <https://www.btconferencing.com/myaccount/login/>
To note that not all features can be booked online with My Meeting Manager

The provision of the Managed Event is at all times subject to the availability of appropriate facilities and BT does not guarantee to provide Managed Event on each occasion that the Customer requests it.

2.2 Event Call Entry options

The way that participants join the call can be booked from the call entry list below.

Dial out is also available.

Conference booking details are confirmed in the confirmation and pre conference e-mails.

Call Entry Name	Summary Description
Automated (instant) <i>(In US called Premium Instant)</i>	Where Participant information is not required. Participants dial the conference telephone number and participant passcode to join the call.
Automated (instant) with Pre-registration <i>(In US called Pre-Registration)</i>	Where Participant information is required. Participants pre-register their details before the call and join using the participant passcode and then their unique PIN code to join the call. Enables the organiser to review attendance leading up to and after the call.
Attended Call (Meet & Greet) <i>(In US called Premium Meet and Greet or BT Event Call)</i>	Where Participants are greeted by an Event Manager who will take the Participants name and other information if booked at time of call and then join them into the call

2.3 Services provided by a Specialist Event Team

Stage of Event	Event Manager Service Description
Before	<ul style="list-style-type: none"> ✓ A confirmation email and pre-conference confirmation email sent. This includes participant invite and speaker invite attachments ✓ The Event Manager arranges a sub conference for speakers and is available 15 minutes before the call start time to discuss last minute arrangements ✓ The Event Manager meets and greets participant for Attended Call ✓ The Event Manager makes periodic announcements to Participants



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Start of	<ul style="list-style-type: none"> ✓ The Event Manager starts recording if required by Customer ✓ The Event Manager enables additional features if previously booked ✓ The Event Manager transfers hosts and presenters into the main call ✓ The Event Manager introduces title and speakers
During	<ul style="list-style-type: none"> ✓ The Event Manager will monitor the call if requested at time of booking (Only calls booked as lecture can be monitored. Calls booked as “interactive” calls whereby all the lines are open are not monitored). ✓ The Event Manager will carry out services as required as part of additional features booked
Post	<ul style="list-style-type: none"> ✓ The Event Manager transfers hosts and Presenters into the sub-conference of the call (requested prior to the meeting kicking off) ✓ An e-mail sent with details of the call and features used such as a web recording or replay details etc.

Event Manager services can be provided in languages other than English subject to availability and provided this is requested at the time of booking.

Language available: French, German, Italian, Spanish, Japanese and Mandarin.

2.4 Managed Event Service features - Further details provided in 2.5 and 2.6

- Standard features are included in the Conference bridge charge.
- The Managed Event service has specific features available to be booked, some of these are charged.
- The US Event Managed service has some of these features included in the Conference bridge and call charge price as a package called Premium and Premium a La Carte service.

2.5 Standard Features – included as part of the conference bridge charges

Standard Features	Description	Book in advance	Automated or Premium Instant	Automated with Pre-registration or Pre-registration	Attended or Premium Meet & Greet
Help	Participants can get help from a BT Event Manager during the Managed Event by pressing *0	N	Y	Y	Y
Lecture	The Chairperson can request that all lines be muted except for those participants who are designated by the chairperson to be speakers. Calls that are not lecture are known as “interactive” calls as all lines are open at all times	Y	Y	Y	Y
Listen Only (self-mute)	Any individual line can be muted by a Participant using * help *06 or by the BT Event Manager (e.g. to eliminate background noise) after using	N	Y	Y	Y
Music on Hold	Prior to the start of the audio conference, the Participants can hear music until the Chairperson decides to begin	N	Y	Y	Y
Password	The Chairperson can provide BT with a security	Y	Y	Y	



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(UK only)	password, which Participants will have to quote accurately in order to gain access to the audio conference call				Y
Pre-Registration set up	This feature collects advance information about all potential Participants and allows the Chairperson to accurately predict the number of people who will attend	Y	N	Y	N
Roll Call (UK only)	The BT Event Manager can list the name of each Participant into the Managed Event allowing all Participants to be aware of who else is present.	Y	N	N	Y
Participant count	The Event Manager can advise how many Participants are on the call	N	Y	Y	Y
Sub Conference	Before the start of a conference the speaker can dial into the conference and be put into a sub conference with the Event Manager and other speakers and then joins the main conference at the start time. This is also available at the end of the Conference if requested before meeting starts	N	Y	Y	Y

2.6 Additional Features (Chargeable) – All to be booked in advance

Additional Features	Description	Automated or Premium Instant	Automated with Pre-registration or Pre-registration	Attended or Premium Meet & Greet
BT VantagePoint	A web-based interface that allows the Chairperson to visually monitor the audio conference and enables the Chairperson to communicate with the BT Event Manager during the conference and prioritise the order of the Q&A	N	Y	Y
CD Postage (Overnight only in US)	Postage of CD overnight delivery	Y	Y	Y
CD Postage (Standard)	Postage of CD using standard delivery. (APAC 48 hours)	Y	Y	Y
Communication Link	The Event Manager can call the Chairperson or speaker on a separate line to provide support and information about the call throughout the Managed Event	Y	Y	Y
Conference Monitor	The Event Manager can provide monitoring of the audio conference for sound quality during the call, (only calls booked as lecture can be monitored i.e. not “interactive”)	Y	Y	Y
Each additional copy of CD recording	Extra copies of CD	Y	Y	Y
Interpretation	An interpreter can be made available for all or part of the audio	Y	Y	Y



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	conference. A list of languages can be provided on request or requests confirmed with the agency			
LiveMeeting/WebEx Recording	The Event Manager can record the web conference and email to the person who booked the conference	Y	Y	Y
LiveMeeting/WebEx Support Work)	The Event Manager can provide support advice to Customer, load slides (LM only) to pre-conference and assist during the calls	Y	Y	Y
Participant List	The name of Participant dialling in and additional pieces of information are collected. This can be done using pre-registration or with "meet and greet") This information is provided after the call to the Customer	N	Y	Y
Playback	Recordings supplied in advance by the Customer can be played at any point during the Managed Event.	Y	Y	Y
Polling/Voting	The Chairperson provides multiple-choice questions and then Participants key in the appropriate digits to signal their answer to each question. The results will be collated and supplied to the Customer	N	Y	Y
Q & A Sessions	Typically used after a lecture or a presentation, Participants can use their telephone keypad to signal that they wish to ask a question. The questioner's identity is displayed to the BT Event Manager who allows questions to be asked.	Y	Y	Y
Recording set up and first copy (email or CD) of recording	The Managed Event will be recorded and sent or made available to the Chairperson. Further copies can also be supplied for an additional charge. All Participants will be advised at the start of the Managed Event that it is being recorded. (Note: the Managed Event can be recorded in .wav, MP3 or Windows Media file formats and supplied via email if size permits	Y	Y	Y
Replay access	Toll or toll free	Y	Y	Y
Replay name List (Available in the US only)	At the time the Chairperson requests Replay they may also request a list of those Participants that dial into listen to the Replay	Y	Y	Y
Replay Plus access (Available in the UK only)	The recording will be stored	Y	Y	Y
Replay Plus Recording (Available in the UK only)	In addition to the standard Replay feature, Participants can also be asked to record their names, company name or other information before listening to the recording,	Y	Y	Y



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	and/or comments, feedback etc. after listening			
Replay Plus storage (Available in the UK only)	The recording will be stored	Y	Y	Y
Replay Recording	The audio conference can be digitally recorded and then made available at a later date	Y	Y	Y
Replay Storage	The recording will be stored	Y	Y	Y
Restricted List	The Chairperson may provide a list of Participants who may be permitted into the conference so only those on the list can join the call. To note: This is only available for calls for 50 Participants and less	N	N	Y
Transcription	The audio conference can be recorded and a typed transcript delivered to the Chairperson by post or e-mail	Y	Y	Y
Translation	The transcription can be translated from English into another language	Y	Y	Y
Web Streaming	Provides an internet based live audio, video and web presentation. Ideal for larger more diverse audiences. The Participant would log onto a website rather than dial into the Managed Event	Y	Y	Y
Web conference Facilities	BT can provide web conference service which can be used by Customers to enhance their audio conference	Y	Y	Y

3. SYSTEM REQUIREMENTS

Participants may require access to a tone dialling telephone which is the type of telephone where a low steady tone is heard in the receiver.

Web Conferencing with BT Managed Event Services. Participants require a PC, connection to the Internet and an installed web browser of Internet Explorer 7 or above. Firefox 3.x,4; Chrome 9,10 and Safari 4/5

BT reserves the right to change the system requirements but will give as much notice as possible before doing so.

4. REGISTRATION

The Customer must register for an Account in order to apply for Service. The Customer may hold more than one Account. BT Conferencing will forward an Welcome Email once the Account has been opened.

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

- BT will set up an EB Account enabling the Customer to use the Service.
- This EB 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 EB Account number after signing the contract.
- After receiving the EB Account number, the Customer may set up individual User Accounts for its employees.

BT may deactivate an Account if the account has not been used for a consecutive period of 6 months. BT will notify the Customer of this deactivation 30 days in advance.



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5. ASSISTANCE

A BT Event Manager will provide a single point of contact for support and assistance during the audio conference and a Help Desk will be available at other times.

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. 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
- Conference call quality issues
- Conference call reservations
- Technical Help Desk

6. ACCESS

6.1 The 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

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. In some countries there is also restrictions calling from one landline carrier to another provider and issues calling from hotels.

6.2 Toll Inbound Access

With toll access, a Participant is required to dial a geographic telephone number, for example in Germany (Frankfurt) (069) XXXXXXXX. The Participant pays the cost from his calling location to the geographic number.

This access method applies for both domestic (relative to the bridge location) and internationally based participants.

6.3 Domestic and International Toll Free Inbound Access

With Toll Free Access, a Participant is required to dial a Domestic Toll Free Number ("DTFN") or an International Toll Free Number ("ITFN") serving the country where the Participant is located. An additional transport charge is added to the, per port, bridge rate and a bundled rate is billed to Customer.

Toll-Free Direct is used in some countries where BT is prohibited by local regulation or service availability from obtaining regular International Toll or Toll-Free services.

Toll-Free Direct Access requires two stage dialling:

Stage 1 - the Participant dials the in-country Toll Free Direct access number and is routed to a "redial service" - e.g. when being located in the US he is routed to a redial service in the US.

A list of these in-country numbers is available through the following 3rd party URL:

<http://www.business.att.com/bt/access.jsp>.

Stage 2 - the Participant is prompted by the redial service to enter the global access number, and on connection to the Service, the Chairperson or Participant PIN.

In most cases the Stage 2 redial service will prompt with an automated tone, however in some cases it may be a human operator, depending e. g. upon the regulatory situation. The stage 2 destination number will be e.g. a US Toll Free number, if the Participant is located in the US. Generally the Toll Free number depends upon the access used. This stage 2 destination number connects the caller via BT's Global Managed Voice Network (GMV) to the bridges in any one of BT's sites in the US, UK or Asia Pac.

Toll-Free Direct is an access method where BT has only limited control over fault recovery, service availability and quality assurance. End-to-end Toll-Free Direct performance is also dependant on the quality of the in-country network connection to the BT Global Managed Voice Network and the technology used to link the two stages of the call.



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The Customer is charged a per-minute to cover the full international Toll-Free Direct connection to the bridge location. This Charge is in addition to the regular per-minute bridge Charge and varies by country as set out in the Order.

6.4 International Direct Dial Inbound Access

Direct dial in (DDI) provides access to BT's audio conferencing bridges via BT's global network. DDI Service runs on BT's global managed voice platform, which is a robust intelligent global network that is owned and managed by BT.

With BT's Global Direct Dial Inbound Access, the Participant dials an in-country number. The call is routed through the DDI to the closest in-country BT switch. BT then routes the call over its network to BT's audio bridges that are applicable to Customer (US, UK and Asia Pac). The Participant only pays for the portion of the call that connects to the BT in-country switch. Using DDI access, Customer can provide Participants with an "in-country" number, even though the call terminates abroad. The Customer is charged a per minute fee to cover the international connection to the bridge location. This Charge is in addition to the regular per minute bridge Charge and varies by country as set out in the Order.

7. CUSTOMERS RESPONSIBILITIES

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

7.2 The Customer and its Users are solely responsible for all Content used in connection with the Service.

7.3 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.

7.4 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.

7.5 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.

7.6 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.

7.7 The Customer shall immediately inform BT of any changes to the information the Customer supplied when registering for the Service.

7.8 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.

7.9 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;
- 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.



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7.10 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.

7.11 The Customer acknowledges that any personal data used on the BT Managed Event service may be held by BT and its suppliers in order to allow the Customer to use BT Managed Event. For the purposes of the Data Protection Act 1998, the Customer grants permission for BT and its suppliers 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).

8. CHARGES AND PAYMENT TERMS

8.1 Charging will be in accordance with the PSA.

8.2 Charges for the Service are based on the following components

- Conference Bridge Charges
- Call Charges - Dial In and / or Dial Out (and a set-up fee for Dial Out)
- Features Charges (if applicable - Please see Service Descriptions to see which features are available with each of the call entry types)
- Additional Charges (if applicable)

8.3 The chargeable features of the Service are calculated in accordance with the table below:

Feature	Managed Event Features – Charging Basis				
	UK	APAC	US		
	Managed Event	Managed Event	Operator Assist	Premium A La Carte	Premium
BT VantagePoint	Per conference	Per conference	n/a	Per conference	Included in Package Fee
CD Postage (Overnight)	n/a	n/a	Per conference (up to 5)	Per conference (up to 5)	Per conference (up to 5)
CD Postage (Standard)	Per conference (up to 5)	Per conference (up to 5)	Per conference (up to 5)	Per conference (up to 5)	Per conference (up to 5)
Communication Link	Per conference	Per conference	Per conference	Per conference	Included in Package Fee
Conference Monitor	Per line per minute	Per line per minute	Per line per minute	Included in Package Fee	Included in Package Fee
Each additional copy of CD recording	Per copy	Per copy	Per copy	Per copy	Per copy
Interpretation	For each minute the interpreter is on the call	For each minute the interpreter is on the call	For each minute the interpreter is on the call	For each minute the interpreter is on the call	For each minute the interpreter is on the call
LiveMeeting/Web Recording	Included in support work	Included in support work	First hour/each additional 30 minutes	First hour/each additional 30 minutes	First hour/each additional 30 minutes
LiveMeeting/Web Support Work	Per conference	Per conference	Per conference per hour	Per conference per hour	Per conference per hour
Participant List	Name and 2 pieces of	Name and 2 pieces of	Name and 2 pieces of	Name and 2 pieces of	Name and 2 pieces of



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	information. A charge for each additional item	information. A charge for each additional item	information. A charge for each additional item	information. A charge for each additional item	information A charge for each additional item
Playback	Per conference	Per conference	n/a	Per conference	Per conference
Polling/Voting	Per line per minute	Per line per minute	n/a	Per conference	Per conference
Q & A Sessions	Per line per minute	Per line per minute	n/a	Per conference	Included in Package Fee
Recording set up and first copy (email or CD) of recording	Per conference	Per conference	Per conference	Per conference	Per conference
Replay Access	Per minute	Per minute	Per minute	Per minute	Per minute
Replay name List (Available in the US only)	n/a	n/a	Per person	Per person	Per person
Replay Plus access	Per minute	n/a	n/a	n/a	n/a
Replay Plus Recording	Per conference	n/a	n/a	n/a	n/a
Replay Plus storage	Per day/week	n/a	n/a	n/a	n/a
Replay Recording	Per conference	Per conference	Per conference	Per conference	Per conference
Replay Storage	Per day/per week	Per day/per week	Per day/per week	Per day/per week	Per day/per week
Restricted List	Per conference	Per conference	Per conference	Per conference	Per conference
Transcription	Per minute of recording	Per minute of recording	For first hour/per additional 15 minutes	For first hour/per additional 15 minutes	For first hour/per additional 15 minutes
Translation	Quotation available on request	Quotation available on request	Per 1000 foreign language words, specific languages	Per 1000 foreign language words, specific languages	Per 1000 foreign language words, specific languages
Web Streaming	Depends on service	Depends on service	Depends on service	Depends on service	Depends on service
Web conference Facilities	Per line per minute	Per line per minute	Per line per minute	Per line per minute	Per line per minute

8.4 In addition to any charges for travel and subsistence, BT will charge for the Service either as a flat rate fee or by the hour as set out in the Order Form.

8.5 BT reserves the right to charge for any additional work at the hourly rate specified in the Order Form.



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- 8.6 In addition to the charges set out above, BT will be entitled to charge for the travel & subsistence expenses which are reasonably incurred by the BT Event Manager for providing On-Site Support.
- 8.7 BT reserves the right to charge for additional costs incurred as a result of Participants failing to use the correct pre-registration automated mode of entry. Charges for incorrect use will be calculated using the relevant Premium Service rates.
- 8.8 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.

9. STANDARD ADDITIONAL CHARGES

9.1 No Show Charge

If no bridge minutes are recorded this will result in a No Show Charge being incurred for the failure to attend the booked call.

For any call classified as a No Show, a No Show Charge will be levied at the greater of:

- a) 100% of the Full Booked Value; or
- b) Minimum Commitment Charge.

9.2 Cancellation Charge

Provided a booked conference call is cancelled more than 24 hours prior to the schedule start date there will be no Cancellation Charge.

If a booked conference call is cancelled between 1 and 24 hours prior to the scheduled start time a Cancellation Charge will be levied. The Cancellation Charge will be the greater of:

- a) 50% of the Full Booked Value; or
- b) Minimum Commitment Charge.

If a booked conference call is cancelled less than 1 hour prior to the scheduled start time, the Cancellation Charge will be the greater of:

- c) 100% of the Full Booked Value; or
- d) Minimum Commitment Charge.

9.3 Under Utilisation Charge

The Under-Utilisation Charge is the difference between the Total Conference Bridge Charge and the Minimum Conference Bridge Charge and will be charged in addition to the Total Conference Bridge Charge.

If the Total Conference Bridge Charge is equal to or greater than the Minimum Conference Bridge Charge, no Under-Utilisation charges will apply.

9.4 All booked phone conferences will be subject to a minimum charge:

The minimum charge will be the greater of the “**Minimum Commitment Charge**” and the “**Minimum Conference Bridge Charge**”



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9.5 Summary Table

Cancellation Charges

Cancellation Notice	**BT Managed Event Service
>24 hours	No Charge
1-24 hours	50% of FBV *
<1 hour	100% of FBV*
*FBV = Full Booked Value = Booked duration x Booked participants x Bridge charge per minute	

No Show Charges

No Show	**BT Managed Event Service
No participants join call	100% of FBV*

Underutilisation Charges

Call Attendance	**BT Managed Event Service
Total Actual Bridge Charge < Minimum Bridge Charge	***Minimum Bridge Charge
***Minimum Conference Bridge Charge = 75% of FBV	

Minimum Charge

Minimum Charge	**BT Managed Event Service
The greater of the "Minimum Commitment Charge" and the "Minimum Conference Bridge Charge"	"Minimum Commitment Charge" or "Minimum Conference Bridge Charge"
Minimum Commitment Charge. This is a fixed charge that is applied to all Conference Calls including calls that have a late cancellation charge or No Show charge.	

**BT Managed Event Service includes following Service Definitions:-

- BT Attended/Meet&Greet/Event Call (All Regions)
- BT Automated/Instant (All Regions)
- BT Automated Pre-registration (All Regions)
- BT Plus (UK Only)



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10. ON-SITE SUPPORT – UK ONLY

- 10.1 On-Site Support provides the Customer with an additional feature to the BT Managed Event. On-Site Support will provide the Customer with professional help to prepare for and deliver a Managed Event call. Such assistance will include, as required:
- Pre-BT Managed Event consultation;
 - Help in selecting the appropriate solution / additional features for the BT Managed Event;
 - Training presenters to make best use of the conferencing tools for the BT Managed Event;
 - Participation and advice in the project planning of the Customer's BT Managed Event;
 - Provide a best practice call guide including advice on the use of additional BT Managed Event features;
 - Coaching for speakers on use of conferencing tools;
 - Where required, arrange for additional Customer provided material such as a pre-recorded audio or video presentation to be inserted into the BT Managed Event; Where required, loading the presentations for the BT Managed Event;
 - On-Site presence during the Customer's BT Managed Event;
 - Troubleshooting any technical issues that arise during the BT Managed Event;
 - Assist with Question & Answer, time management and other requirements during the BT Managed Event;
 - Holding a post BT Managed Event review;
 - Provide post BT Managed Event items which are requested including transcription, replay, list of attendees
 - Post- BT Managed Event review where required;
 - Other services/support as agreed between the parties.
- 10.2 On-Site Support will not include the creation by BT of content and/or slide ware for use during the BT Managed Event. The production of such content and/or slide ware will remain the Customer's responsibility.
- 10.3 Provision of On-Site Support is subject to the availability of the BT Event Manager and will need to be booked on each occasion through the Customer's BT account manager, who will aim to confirm availability of the BT Event Manager within 48 hours.
- 10.4 From time to time situations may occur where due to unforeseen circumstances including but not limited to the illness of the BT Event Manager, BT is unable to provide On-Site Support. BT will make reasonable efforts to provide On-Site Support but the Customer accepts that it will not hold BT financially accountable for On-Site Support not being fulfilled in these circumstances and that BT will be entitled to charge the Customer for work which has been undertaken.
- 10.5 On-Site Support is available at Sites which are located within mainland United Kingdom. Provision of On-Site Support to Sites in other locations, including mainland Europe is subject to qualification by BT.
- 10.6 Provision of On-Site Support at a Site must be booked at least 5 Working Days before the BT Managed Event is scheduled to take place.

Cancellation of On-Site Support

- 10.7 The Customer must advise BT at least 48 hours in advance of the date on which On-Site Support is due to be provided if its wishes to cancel or re-arrange the date(s) on which On-Site Support is to be provided. If the cancellation or re-arrangement occurs within 48 hours of this date, BT will be entitled to charge the Customer for any travel expenses which BT has incurred or is irrevocably committed to and either:
- (i) where BT has agreed to provide On-Site Support on a flat rate fee, 50% of that flat rate fee to reflect work undertaken; or
 - (ii) where BT has agreed to provide On-Site Support subject to an hourly charge, the Customer will be charged for work undertaken. BT reserves the right to charge the Customer.

For the avoidance of doubt any re-arranged dates will be agreed subject to section 10.3 above.