



**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;
- “BT Conferencing Co-ordinator”** means the individual who will assist during the audio conference;
- “BT Express” and “Scheduled Automated”** means the booked automated dial in audio conference service provided under this contract;
- “Chairperson”** means the Participant who is running or managing the Self-Managed Event;
- “Global Access”** means Participants dial into the audio conference call, regardless of their location, through a standard local or toll-free number;
- “Help Desk”** means the Help Desk available for the Self-Managed Event;
- “Participant”** means a person who is attending the Self-Managed Event;
- “Service”** means the Self-Managed Event Service as described in the Schedule, previously referred to as “BT Express” in UK and APAC and “Scheduled Automated” in the US;
- “Welcome Email”** means the information about the Service that is distributed to the Customer after a new Account is opened.

**2. SERVICE DESCRIPTION**

The Service is an automated audio conferencing service available for up to twenty simultaneous connections (the number of connections may vary in different regions). The Self-Managed Event service is known in the UK and APAC as BT Express Service and in the US as BT Scheduled Automated Service. The standard features are offered differently in the US compared to UK and APAC and shown in section 2.1

To use the Service the Customer is required to book the time slot required for their audio conference no less than 24 hours before the start of the conference. If the Customer wishes to use Global Access for the audio conference this will need to be requested at the time of booking.

The Service Booking details

The BT Reservations team will discuss details of the Customer’s Self-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/or Web conferencing
Call Entry Method	Automated



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Features	Standard
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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/>

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

A confirmation email and pre-conference confirmation email sent. This includes participant invite and speaker invite attachments

For Scheduled automated Calls in US only an e-mail sent with details of the call recording if requested.

### 2.1 Standard Features described below are available to enhance the audio conference;

These are activated by the Chairperson or Participant. Some will need to be requested at the time of booking.

Standard Features	Book in advance	Chair or Participant	DTMF	Description
Conference lock and unlock <i>(US only)</i>	N	Chair	*7	Prevents anyone including the BT Conference Co-ordinator from gaining access to the audio conference
Help	N	Chair and Participant	*0	Participants can get help from a BT Conference Co-ordinator by selecting *O on the telephone keypad
Lecture	Y	Chair	*5 <i>(US only)</i>	The Chairperson can request that all lines be muted except those for Participants who are designated by the Chairperson to be speakers. This feature must be requested at time of booking.
Listen only (self mute)	N	Chair and Participant	*6	Any individual line can be muted by a Participant (e.g. to eliminate background noise introduced by mobile phones)
Participant count <i>(US only)</i>	N	Chair	#2	The total number of Participants on the call can be played
Roll Call <i>(US only)</i>	N	Chair	#1	The names of participants can be played
Secure dial out <i>(US only)</i> Additional dial out charges apply	Y	Chair	#3	At any time the Chairperson can, using their telephone keypad, add the additional Participant to the audio conference.



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### 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.

A Web Conferencing Service is available but will be subject to separate terms conditions and Charges. Participants require a PC, connection to the Internet and an installed web browser of Internet Explorer 6 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.

### 2. REGISTRATION

The Customer must register for an Account in order to apply for Service. The Customer may hold more than one Account. BT will forward a 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.

### 4. 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. 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

### 5 ACCESS

5.1 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.

#### 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.

#### 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.



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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.

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.

### 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 Charge 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.

## 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 the Service, or use the Service under a contract with a reseller or agent of BT or other third party.
- 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.



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- 6.7 The Customer shall immediately inform BT of any changes to the information the Customer supplied when registering for the Service.
- 6.8 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.
- 6.9 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.
- 6.10 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.
- 6.11 The Customer acknowledges that any personal data used on the BT Self-Managed Event service may be held by BT and its suppliers in order to allow the Customer to use BT Self-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).

### 7. CHARGES AND PAYMENT TERMS

- 7.1 Charging will be in accordance with the PSA.
- 7.2 Charges for the Service are based on the following components
- Conference Bridge Charges
  - Call Charges - Dial In and Dial Out (only for US Scheduled Automated calls)
- 7.3 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.
- 7.4 BT reserves the right to charge for any additional work at the hourly rate specified in the Order Form.
- 7.5 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. CANCELLATION CHARGES

- 8.1 Provided a booked phone conference is cancelled 24 hours before the scheduled start time, there is no cancellation charge. Phone conferences which are cancelled between 1 and 24 hours before the scheduled start time will incur a charge of 50% of the value the full booked value of the Conference Charges (number of lines booked multiplied by the booked conference duration) plus relevant\* chargeable Feature Charges associated with the booking. Phone conferences that are cancelled less than 1 hour before the scheduled start time will incur a charge of the full booked value of the Conference Charges (number of lines booked multiplied by the booked conference duration) plus relevant\* chargeable Feature Charges associated with the booking.



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

BT Self-Managed Event calls (Also known as Scheduled Automated calls in US and BT Express calls in UK and APAC) will carry a minimum charge per call, or 75% of the value of the booked call, whichever is the greater.

8.3 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.