



BT Managed Streaming Service Schedule

1 DEFINITIONS

In addition to the definitions set out in the Conditions for BT Conferencing Services, the following definitions will apply:

“Charges”	means the fees payable for Service under the Contract.
“Connection Address”	means the address indicated by BT to the Customer in accordance with paragraph 3.1 below, to which the Customer will provide the audio and/or video data for BT to stream;
“Custom Production”	means a customised form of the Streaming Service as described in paragraph 3.5 below;
“Endpoint”	refers to an H.320 or H.323 compliant codec or the video conferencing system, unless otherwise agreed;
“Live Stream”	means a Stream of an event which is simultaneously made available to Users at a specific URL;
“On-Demand Stream”	means a Stream of an event which is recorded, encoded and stored for 90 days, for future viewing by Users by accessing a specific URL;
“Order”	means a BT Order Form, which has been filled out with all necessary information required by BT and signed by both Parties.
“Streaming Service”	means the BT Streaming service as set out in this Service Schedule.
“Streaming Service User”	means anyone the Customer allows to use or access the Streaming Service as a viewer or listener who has a single streaming connection greater than thirty (30) seconds;
“Stream or Streaming”	means transmitting audio and or video over the internet;
“URL”	means Uniform Resource Locator which is a web address;

2 SERVICE OVERVIEW

The Service allows the Customer to Stream high-impact, rich-media messages to Users with a compatible pc and a web browser. The Service transmits the Customer’s audio and video content efficiently over the internet either as a Live Stream or an On-Demand Stream, so that Users are not required to wait to download large files before seeing video or hearing sound. BT provides 3 options for the Streaming Service. These are:

- Live Stream
- On-Demand
- Custom Production.

The Streaming Service is for Customer’s internal use and not for resale or other distribution.



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3 PROVISION OF SERVICE

3.1 Reservations

To schedule a Stream (including a Custom Production) the Customer must call the BT reservations team and confirm the following requirements:

- (a) whether a Live Stream or an On-Demand Stream is required;
- (b) whether the Stream will be video or audio only;
- (c) which of the optional features set out in paragraph 3.4. below is required by the Customer for the Stream;
- (d) in the case of a Live Stream, the date and time of that Live Stream;
- (e) in the case of an On-Demand Stream, the date from which the On-Demand Stream is to be made available to Users; and
- (f) in the case of a Custom Production, any other Customer requirements for the Streaming Service.

BT will send an email confirmation of the above, to the address indicated by the Customer.

Following BT's email confirmation, the Parties will work together to define the precise requirements for the Stream including details of the Connection Address and any reports that may be required.

3.2 Live Stream

3.2.1 Prior to the date and time agreed to in paragraph 3.1 (d) above:

- (a) the Customer will be responsible for establishing a connection from its Endpoint to the Connection Address, usually via its ISDN, IP, fibre or satellite connection, and for making the audio or video content to be streamed available to BT over this connection.
- (b) BT will be responsible for informing the Customer of the URL at which the Live Stream will be streamed.
- (c) BT will acquire a video and/or audio feed from the Customer's connection to the Connection Address.

3.2.2 Following the acquisition of the video and/or audio feed and unless otherwise agreed, BT will Stream audio or video provided by the Customer to the URL indicated in accordance with paragraph 3.2.1 (b) above at the time and on the date agreed to in paragraph 3.1 (d) above.

3.3 On-Demand Stream

3.3.1 Prior to the date and time agreed to in paragraph 3.1 (e) above:

- (a) the Customer will be responsible for establishing a connection from its Endpoint to the Connection Address, usually via its ISDN, IP, fibre or satellite connection, and for making the audio or video content to be streamed available to BT over this connection. The Customer may alternatively decide to provide pre-recorded content for subsequent encoding.
- (b) BT will also be responsible for advising the Customer of the URL at which the On-Demand Stream will be streamed;
- (c) BT will acquire a video and/or audio feed from the Customer's connection to the Connection Address.

3.3.2 Following the acquisition of the video and/or audio feed and unless otherwise agreed, BT will encode the audio or video content provided by the Customer and will make the recording available to Users at the URL indicated in accordance with paragraph 3.3.1 (b) above, from the time and on the date indicated in paragraph 3.1 (e) above.



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3.4 Optional features

The Customer may elect to take the following optional features with a Live Stream or an On-Demand Stream, subject to the Charges set out in the Charges Schedule:

- (a) Registration Page – a registration page allows the Customer to collect valuable information from audience members before they access the Customer's content at the URL provided by BT.
- (b) Presentation package - the Customer can produce and present their Streaming session with a variety of tools, show slides, display questions and answers and poll its audience to gauge understanding. This package also provides the Customer with additional reports to those stated in paragraph 3.7 below.
- (c) Indexing - BT can create an index of the Customer's archived presentation for fast, easy navigation.
- (d) Uploading and control of Presentation - BT's control software allows for the quick uploading and control of the Customer's PowerPoint™ presentation;
- (e) CD Copy - All events, either audio or video, can be converted to a stand-alone (offline), self-contained, CD-ROM. The CD-ROM will contain audio or video only (no slides or other features). This can be made available for download to the Customer for them to burn their own CD-ROMs;
- (f) FTP of content archive - FTP of the archive is the same content as contained on the CD but instead of the customer getting a hard copy, the content is uploaded to an FTP server for downloading if that option is selected by the Customer.
- g) Additional encoding speeds – The basic Streaming Service offers encoding speeds of 100kbps, 300kbps and a 100-300kbps multi rate selection. Alternative speeds may be requested by the Customer at the time of booking if they have previously run events. Alternatively this will be discussed during a consultation period.
- (h) Stream consultation - A chargeable Stream consultation Streaming Service is normally provided to the Customer following a request for the Streaming Service where on site production crews or equipment (for example) may be required.
- (i) Post event slide timing adjustment – Customer may request that the On-Demand Stream recording of the live event be altered slightly. This is a chargeable option than can be used to remove an unwanted comment from the video which will then require an adjustment to be made to the slide timings for synchronising to the video.

3.5 Custom Production

3.5.1 BT can customise the Streaming Service to provide the Customer with a Custom Production. Such customisation includes but is not limited to:

- Streams for 2,000 or more Users;
- applying the Customer's branding to the URL provided by BT; and
- placing production crews on Site.

3.5.2 The charges, precise scope and any additional applicable terms to each Custom Production will be agreed with the Customer following the Customer's call to the BT reservations team to reserve a Stream. Custom Productions usually require a Stream consultation.

3.6 Monitoring

3.6.1 For the duration of Live Stream BT will monitor the Stream for quality purposes.

3.6.2 Following the Live Stream, BT will make available the On-Demand Stream (if requested) which can be accessed by Users via the same URL as the Live Stream for a period of 90 days.



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3.6.3 During a Live Stream, Users will be able to request help by dialling any of the following phone numbers:

United States:
US : + 1 866 766 8777

United Kingdom:
UK Freephone: +44 (0)800 77 88 77
International: +44 (0)20 7298 4055
Optional Dedicated Support Number(s)

3.6.4 For each Live Stream, BT will provide a streaming event technician who is able to establish a connection to allow Streaming from the Connection Address to the URL indicated by BT, as well as to operate and troubleshoot the Streaming Service.

3.6.5 For each Live Stream the Customer will provide, where required, a network engineer or Site contact with sufficient technical knowledge to operate and resolve any faults on any of the Customer's video equipment which is required for this Stream. This network engineer or Site contact must also be able to operate basic computer functions.

3.7 Reports

For each Stream, BT will provide the standard reports which have been agreed to by the Parties in accordance with paragraph 3.1 above. These reports may include but are not limited to:

- Number of viewers for the event
- Registration details if requested for the event
- Length of each viewing
- Additional reporting information depending upon event options.

4 CUSTOMER RESPONSIBILITIES

4.1 System Requirements:

To view a Stream Users will need:

- (a) A Personal computer with either Microsoft Windows 2000/XP/Vista, Windows 7, (or) Apple Mac OS X 10.3 and an operating system of:
- 256 MHz or faster
 - 64 MB RAM minimum/128 MB recommended
 - 16 bit sound card
 - 65,000 (16 bit) colour video display card
 - Speakers.

User of the Streaming Service who are running one of the following operating systems: Unix or Mac, should use flash streaming or you may experience issues viewing and/or listening to the Stream.

- (b) An Internet connection.

4.1.1 Users with Windows operating systems, must have either Microsoft Internet Explorer 6 or later or Firefox 3 or later. For the Mac operating systems, Users must have Mozilla Firefox 3 or later.

4.1.2 Users must also ensure that Browser security settings have ActiveX and Plug-ins enabled.



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4.1.3 Users must have a streaming media player installed on their personal computer:

- Adobe® Flash® 10.1 or later
- Microsoft Silverlight® 2 or later
- Microsoft Windows Media® Player 9 or later

4.2 Using/viewing advanced features of a Stream:

- 4.2.1 Users will need to have JavaScript enabled to use the advanced features of a Stream, which will depend on the overall Streaming package chosen by the Customer. Users should consult their browser documentation on how to enable JavaScript or consult their network administrator.
- 4.2.2 Users will need to have cookies enabled. Users should consult their browser documentation on how to enable cookies or consult their network administrator.
- 4.2.3 Customers will need to ensure that their popup blocking software is set to accept popup windows from the URL as the Stream makes use of popup windows for advanced features such as URL pushes and exit surveys.
- 4.2.4 Customers will need to ensure that ports 554 and 1755 are open for the Stream. If Users' media player is configured for port 80 they may still receive the Stream. Users who are unable to receive the Streaming media should contact their network administrator.

5 TERM AND ORDERING

- 5.1 This Service Schedule shall continue in full force and effect until terminated by either Party, in accordance with the Conditions for BT Conferencing Services.
- 5.2 Customer may purchase the Service by submitting an Order to BT. All Orders are subject to written confirmation of acceptance by BT. No contingency contained on any Order shall be binding upon BT.

6 CHARGES AND PAYMENT TERMS

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

<u>Live Streaming Services</u>	<u>Options</u>	<u>Charge</u>	<u>Payment</u>
Video Live/ Audio Live			
Included Users for the Event	100 Users 500 Users 1,000 Users 2,000+ Users	✓ ✓ ✓ Custom Quote	Based on number of Users
Presentation Package	✓	✓	Per Presentation Package
Additional Content	Per Hour	✓	Per Hour
Archive (90 days)	100 Users 500 Users 1,000 Users	✓ ✓ ✓	Per Group of Users
Additional User (for both live event and	✓	✓	Per User



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archiving)			
Additional Month of Archiving	✓	✓	Per Month
Video On-Demand/ Audio On-Demand			
Included Users for 90 Day Archive/On-Demand Event	100 Users 500 Users 1,000 Users 2,000+ Users	✓ ✓ ✓ Custom Quote	Based on number of Users
Presentation Package	✓	✓	Per Presentation Package
Additional Content	Per Hour	✓	Per Hour
Additional Viewer/Listener	✓	✓	Per User
Additional Month of Archiving	✓	✓	Per Month

<u>Visual Conference</u>	<u>Number of Participants</u>	<u>Charge</u>	<u>Payment</u>
Visual Conference (Live Slides for phone participants (phone charges not included) - in addition to the live stream)			
Participants (Listening via Phone)	Up to 100 Up to 500	✓ ✓	Per 2 Hour Conference
Additional Participant	✓	✓	Per Participant

<u>Additional Features</u>	<u>Charge</u>	<u>Payment</u>
Optional Additional Features		
CD Archive Without Presentation Package	✓	Per CD + S&H
CD Archive With Presentation Package	✓	Per CD + S&H
Copy of CDs	✓	Per CD
FTP of content archive	✓	Per Conference
Additional Encoding Speeds (Video Only)	✓	Per Hour-Additional Speed
Professional Services: Stream Consultation	✓	Per Hour
Custom Registration Fields	✓	Per Conference
Custom HTML Work (changes to the launch/listen page)	✓	Per hour
Custom Web Development (changes to player page)	✓	Per Hour
Post-event Slide Timing Adjustments	✓	Per hour



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- 6.2 The Charges for the Services will be invoiced in arrears as set forth on the Order or Charges Schedule for each Service.
- 6.3 The Customer will be subject to an additional Charge if an event is booked, re-scheduled or cancelled after 4.00pm EST on the day prior to the event.

7 TERMINATION

The Customer will have access to the Service unless or until the Contract or the Service (or both) have been terminated by the Customer or BT in accordance with the Conditions for BT Conferencing Services, provided that in the event of termination by BT under clause 17 of the Conditions for BT Conferencing Services, the Customer will pay:

- an amount equal to the outstanding Charges.