



Service Schedule for Managed Event

1. INTERPRETATION

“**Account**” means the 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**” means the business unit of BT that provides conferencing services.

“**BT Event Manager**” means the individual who will assist during the Managed Event.

“**Chairperson**” means the Participant who is running or managing the 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 Managed Event.

“**Managed Event**” means the pre-booked event service provided under this Contract.

“**Participant**” means a person who is attending the Managed Event.

“**Welcome Pack**” means the information about the Service that is distributed to the Customer after a new Account is opened.

2. SERVICE DESCRIPTION

2.1 Managed Event is a premium conferencing service available for an unlimited number of connections (subject to availability).

To use Managed Event, Customers are required to book the time slot required for their Managed Event no less than 12 hours before the start of the conference. If a Customer wishes to use Global Access for the audio conference this will need to be requested at the time of booking.

A booking for an audio conference can be made by calling:

UK: 0800 778877
0207 2984055

USA: 866 766.8777
617 801.6700

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 Additional features described below are available to enhance the audio conference.

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 audio conference.

Communication Link.** A BT Event Manager can call the Chairperson or speaker on a separate line to provide support and information about the call throughout the Managed Event .

Conference Monitoring. Monitoring of the audio conference for sound quality is provided by the BT Event Manager during the audio conference.

Conference Recording.**

The Managed Event will be recorded and sent or made available to the Chairperson. Additional copies can also be supplied at an additional cost. All Participants will be advised by the BT Event Manager 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 file size permits)

Conference Roll Call and Participant Count*

A 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. Alternatively, a BT Event Manager can advise how many Participants are on the Managed Event.

Help Participants can get help from a BT Event Manager during the Managed Event by pressing “*0.”

Interpretation.** An interpreter can be brought into the Managed Event. Available languages can be provided on request.

Listen Only (Self Mute). Any individual line can be muted by a Participant or by the BT Event Manager (e.g. to eliminate background noise).

Service Schedule for Managed Event

On Site Support** The BT Event Manager can provide the Customer with up to 2 days of on Site support in mainland UK, as further described in Appendix 1;

Operator Dial-out.** The Chairperson can at any time during the audio conference request that a BT Event Manager dial out to another party and bring them into the audio conference.

Playback.** Recordings supplied in advance by the Customer can be played at any point during the Managed Event.

Pre-Registration*

This feature collects advance information about all potential Participants and allows the Chairperson to accurately predict the number of people who will attend.

Question and Answer 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.

Replay.** The audio conference can be digitally recorded and then made available at a later date.

Replay Plus.** In addition to the standard Replay feature, Participants can also be asked to record their names, company names or other information before listening to the recording, and/or comments, feedback etc. after listening to it. Advance notice is required to book this feature.

Transcription.** The audio conference can be recorded and a typed transcript delivered to the Chairperson by post or e-mail.

Translation.** The transcription can be translated from English into another language.

Voting/Polling.** 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.

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.

This feature must be requested at the time of booking.

Web Conferencing Facilities.**

BT provides a set of web-based services which can be used by Customers to enhance their audio conference.

* This feature must be requested at time of booking.

** This feature must be requested at time of booking and additional charges may apply for this BT Managed Event.

2.3 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 enhanced access to BT Managed Event is available. Participants require a PC, connection to the Internet and an installed web browser of Netscape 8.1 or Internet Explorer 6 or above.

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

3. REGISTRATION

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

4. 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.

5. PRICING

Details of the Managed Event audio conference charges are set out in the Charges Schedule.

6. CONDITIONS

6.1 The Customer agrees to promote the Service within the Customer's organisation.

6.2 BT Conferencing reserves the right to terminate an Account in accordance with paragraph 16 of

Service Schedule for Managed Event

the Conditions where such an Account has not been used during any period of 6 months.

- 6.3 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).

Service Schedule for Managed Event

Appendix 1 On Site Support

Schedule

1. On-Site Support Service Description

1.1 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.

1.2 On-Site Support will not include the creation by BT of content and/or slideware for use during the BT Managed Event. The production of such content and / or slideware will remain the Customer's responsibility.

1.3 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.

1.4 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.

1.5 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.

2. Booking of On-Site Support

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.

3. Cancellation of the Service

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 paragraph 1.3 above.

Service Schedule for Managed Event

4. Charges

- 4.1 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 Charges Schedule.
- 4.2 BT reserves the right to charge for any additional work at the hourly rate specified in the Charges Schedule.

5. Travel and Subsistence

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