

Telstra International Audio Conferencing (“TIAC”) Service Schedule

Service Terms

1 TIAC Service Description

- 1.1 The **TIAC** service is a subscription-based audio conference service. This service provides an **On-Demand**, shared-port, reservation-less/automated audio conferencing calls. Permanent access number(s) and pass-codes are provided to facilitate conference calls without operator involvement. Appendix A sets forth the features of the service, the use of some of which will result in additional charges.
- 1.2 The TIAC Service is provided on an AS-IS basis, no performance standards shall apply and Telstra shall have no liability whatsoever arising from its performance or non-performance.

2 Pricing

- 2.1 Customer will be required to pay the following charges for use of the TIAC Services:
- (a) Audio Conferencing (TIAC):
 - (i) **TIAC Bridging:** The initial rates will be set forth in the Order Form, but may be changed by Telstra at any time and from time to time upon ten days’ notice to the Customer. This rate is **a** per minute, per line usage rate and includes bridging charges for each conferencing line.
 - (ii) **Dial-In Rate:** The initial rates will be set forth in the Order Form, but may be changed by Telstra at any time and from time to time upon five days’ notice to the Customer. The rate is determined based upon the location of origin. This rate is a per minute, per line usage rate that applies to each dial-in conferencing line.
 - (iii) **Dial-out Rate:** The initial rate will be set forth in the Order Form, but may be changed by Telstra at any time and from time to time upon five days’ notice to the Customer. The rate is determined based upon the location of termination. This rate is a per minute, per line usage rate that applies to each conference call line terminating from the conferencing bridge.
 - (iv) **Global Toll-Free Rate:** Applicable to all **toll-free inbound** calls from locations covered under Telstra’s Global Toll-Free Conferencing (GTFC) service. The initial rates and locations will be set forth in the Order Form, but may be changed by Telstra at any time and from time to time upon five days’ notice to the Customer. This rate is a per minute, per line usage rate and includes all dial-in usage charges for each of the applicable toll-free dial-in participants.
 - (b) Web Conferencing: Per conference call line, per minute usage based additional charges. The initial rate will be set forth in the Order Form, but may be changed by Telstra at any time and from time to time upon ten days’ notice to the Customer
 - (c) Recording: Setup fee, and additional daily file hosting charges apply. The initial rates will be set forth in “Exhibit A: Conferencing Rates”, but may be changed by Telstra at any time and from time to time upon ten days’ notice to the Customer
 - (d) Additional Features as may be offered from time to time may be subject to additional charges

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- 2.2 All usage charges are measured in one (1) minute increments, rounding up to the nearest full minute, and measured from when a conference call line is connected to a Bridge for a conference until the time that conference participant is disconnected from that Bridge.

3 Definitions

As used in these terms and conditions, the following terms shall have the meanings ascribed to them in this section:

- 3.1 Bridge: Equipment installed at TIAC Services' location(s), including software, necessary cabling and modem equipment, with capabilities to link multiple telephone callers into a single conference and conduct multiple simultaneous conferences.
- 3.2 Bridging: Customer access, connection to, and use of the TIAC platform or Customer conference call.
- 3.3 Chairperson/Subscriber: End-user customer who acts as the moderator for a conference call.
- 3.4 'Dial-In' Conference (Meet-Me): Process whereby Chairperson notifies conference participants of scheduled time of conference call and participants initiate calls into the conference calls at the scheduled time via pre-defined access telephone number.
- 3.5 'Dial-Out' Conference: Process whereby the Chairperson notifies conference call participants of the scheduled time of a conference call and the Chairperson/Subscriber dials participants and connects them to the scheduled conference call.

Appendix – A: TIAC Basic Feature Summary

Feature	Notes
Call Size	8, 6, 24, 35, 50, 60, 75 or 95 lines
Operator Availability	Technical Assistance Only
Access with a Passcode	With all Customer account
Toll Number Access	
Toll Free Number Access	(1) Domestic US; and (2) GTFC subscribers
Dial-Out	Chairperson
Roll Call	Automated
Security Screening	Automated
Web Conferencing	Customer can manage its meeting(s) online, change account options, hold a web conference to share presentations and applications with participants, record visual applications synchronized with the audio conference, and store files online. This service is provided at an additional charge. Additional charges apply.
Conferencing Scheduler <i>for Microsoft Outlook® Calendar</i>	The Chairperson can create invitations in Outlook that automatically include dial numbers and instructions for joining the audio conference and direct links for participants to join a Web conference and check their browser configuration prior to the meeting. Scheduler also includes a Web Meeting button on the Chairperson's desktop that automatically logs them into the Web Meeting. No additional charge applies
Recording	Available via Web Conferencing. The Chairperson can start and stop the recording using telephone touch tone commands or selecting a button on the Web Meeting screen. Recordings are automatically synchronized with visual information presented in a Web conference and are stored online in an Archive management system. Additional charges apply.