

SCHEDULE E: SERVICE DEFINITION: AUDIO CONFERENCING SERVICE

1. Audio Conferencing Service Description

The Audio Conferencing Service enables users to create an audio conference that can be accessed by any telephone using a conference access number and user specific Moderator and Participant conference access codes. One DDI number is allocated as the conference access number. Each instance of an audio conference will have a unique Moderator conference access code and Participant conference access code. Audio Conferencing is available to be self-provisioned.

Audio Conferencing Service Variants

The Audio Conferencing Service is available in a number of variants as follows:

Partner / End Users who have purchased Hosted PBX Service or the SIP Trunking Service but Are Not Self-Provisioning Audio-Conferencing	
Variant Name	Maximum number of Participants
Small	10
Medium	25
Large	50
Extra Large	250

Partner / End Users who have not purchased Hosted PBX Service or the SIP Trunking Service	
Variant Name	Maximum number of Participants
Large	50
Extra Large	250

For Partners who self-provision the Audio Conference Service, individual audio-conferencing ports can be self-provisioned, which are temporarily consumed when a caller dials into a conference and released again when the conference ends.

2. Target Service Commencement Date

Audio Conferencing Service 30 Working Days*

** From order acceptance if provisioned over an existing Exponential-e Ethernet access circuit / from date of provision of any new Smart Wires Service required.*

3. Audio Conferencing Service Level Agreement

Audio Conferencing Availability

The Audio Conferencing Service availability is defined, for each particular Partner / End User Site, as the ability to connect to the Audio Conferencing Service from a phone.

	Target Availability
Audio Conferencing Service	99.99%

Service Credits

	Measure	Service Credit*
Availability	>0.1 Below Target	5%
	>0.5 Below Target	10%

** The service credit is applied as a percentage of the fixed Monthly Charge for the Audio Conferencing Service for the affected Partner / End User Site only.*