

# MASTER SERVICES AGREEMENT

## SERVICE DESCRIPTION



### SERVICE DESCRIPTION: CONFERLINK

#### PART A – SERVICE & SITE DETAILS

##### 1. INTRODUCTION

- 1.1 ConferLink is our audio conferencing solution that provides 24 hours a day, 7 days a week reservation less audio conferencing.

##### 2. SERVICE OFFERING

- 2.1 ConferLink calls are billed from the time the conference is initiated when the Host dials in until the last caller hangs up. Bridging charges for each individual participant cease when they disconnect from the conference.
- (a) Each conference is billed per minute per participant in the conference. All conference costs are billed to the One New Zealand account the ConferLink conference is assigned to.
  - (b) Calls are charged on a minute plus minute basis. There is a one minute minimum charge for each call. The charge for each call is rounded to the nearest cent.
  - (c) Each ConferLink Conference requires a One New Zealand account number. Only one ConferLink conference number can be attached to an account number.
  - (d) One New Zealand ConferLink provides a tollfree number for national calls within New Zealand, and international tollfree numbers for calls from nine countries outside New Zealand. The conference owner pays for bridging callers into the conference. Callers do not pay for calling into the ConferLink TollFree service.
  - (e) A metered access number is available where customers are unable to dial a TollFree number or are calling from a mobile phone. Participants dialling the metered access number will incur their normal network calling charges for as long as they are connected to the conference.
  - (f) A list of all ConferLink tollfree and metered access numbers is set out below:

New Zealand TollFree	0508 55 22 11
Australian TollFree	1800 150 421
Metered access*	+64 9 977 2493 (for calls from overseas and mobile phones)
Hong Kong TollFree	800 965 217
USA TollFree	1 866 853 8556
Japan TollFree	0034 800 400 451
UK TollFree	0800 917 6086
Taiwan TollFree	00801 61 1431
Singapore TollFree	800 6161 895
Canada TollFree	1866 212 6865
Malaysia TollFree	1800 807 454

\*Participants calling the metered access number +6499772493 pay direct dial calling rates, and the host pays for the bridging component of the call.

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2. 2 ConferLink provides a standard 20 ports per conference; this can be increased to a maximum of 30 ports per conference.
2. 3 ConferLink conference calls terminate at Telstra's conference bridges in Sydney and Melbourne, Australia.

### 3. ADDITIONAL FEATURES

3. 1 The following User Features are available with ConferLink at an additional cost:
  - (a) Ring Back – The host can request a ring back advising the cost of a recent ConferLink conference call; and
  - (b) Summary Report – The host can request a report that summarises the ConferLink conference calls for the preceding period.

**Site Details** – refer to the Pricing Schedule.

## PART B – PRICING

You agree to pay the Charges set out in the Pricing Schedule.

## PART C – SPECIFIC TERMS

### 4. SPECIFIC TERMS

4. 1 Your use of the ConferLink Service is your responsibility and at your own risk. You are responsible for keeping confidential any PINs issued by us as part of the Service. We cannot provide you with the originating number for any participants who dial in to a ConferLink conference. We are not liable for loss or damage that you or anyone else suffers as a result of you disclosing your account number and/or PIN(s).
4. 2 We do not guarantee the privacy or confidentiality of any content, which you post or make available through use of the Service ("Content"). We exclude all liability for any loss or damage you suffer as a result of unauthorised third parties accessing any Content. You hereby release us from any and all liability for claims related to Content as well as claims related to the security or level of privacy provided by ConferLink Phone. We are not responsible for any of your Content.
4. 3 You agree to indemnify and hold us harmless from and against any and all claims, damages, loss, liability or expenses arising out of or in connection with any communications generated by you or Content posted by you using the Service.
4. 4 You acknowledge and agree that we, and third parties involved in providing the Service, may monitor usage of the Service for system performance and customer satisfaction purposes.