



AUDIO CONFERENCING SERVICES

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1. GENERAL

- 1.1 **Service Definition.** Audio Conferencing provides a multipoint long distance telecommunications service between a single calling station and two or more called stations. Audio Conferencing requires a teleconferencing bridge port for each called station. A Verizon Conference Center provides the necessary bridge ports. This service is available on a limited basis and is not available for collect calling.
- 1.2 **Platforms.** These terms apply to non-optimized Audio Conferencing Services only.
- 1.3 **Standard Service Features**
 - 1.3.1 **Access Methods**
 - 1.3.1.1 **Toll Meet Me Access.** This access method allows the Customer to reserve a direct distance dial number for a pre-arranged date and time. Each call to the bridge is initiated separately by each Participant. Each Participant will be responsible for his/her transport charges incurred in connection with the conference call.
 - 1.3.1.2 **Dial-Out Access.** This access method requires a Verizon Conference Coordinator or the Leader to establish the conference call. For Instant Meeting service, the Leader performs the dial-out to Participants via the online call management tool called Web Moderator. Otherwise, Customer must arrange for the Participants to be called by the Verizon Conference Coordinator at the pre-arranged date and time. Dial-Out Access charges include an allocation for transport charges only unless otherwise noted.
 - 1.3.1.3 **Toll Free Access.** This access method allows Participants to access a call via a number that is toll free in the United States and parts of Canada.
 - 1.3.2 **Global Access**
 - 1.3.2.1 **Global Access Local Toll Access.** Global Access Local Toll Access allows Participants to access a call via a non-U.S. local exchange number.
 - 1.3.2.2 **Global Access Local Free phone Access.** Global Access Local Freephone Access allows Participants not located in the United States to access a call via a Local Toll Free. An in-country



Local Toll Free number and corresponding passcode allows direct dial access to the conference call.

- 1.3.3 **Service Levels.** Customers may designate service levels on a conference call-by-conference call basis. Peak and Off-Peak rates apply.
 - 1.3.3.1 **Premier.** Provides for a Verizon Conference Coordinator to greet and announce each Participant into the conference call if requested by the Leader, take roll call, and monitor the conference call to the conference call's conclusion.
 - 1.3.3.2 **Standard.** Provides for a Verizon Conference Coordinator to greet and announce each Participant into the conference call if requested by the Leader. The Verizon Conference Coordinator will leave from the conference call after the conference call begins, but will monitor the conference call. Participants can recall the Verizon Conferencing Coordinator at any time during the conference call by entering a pre-assigned code (e.g., #1) via touch-tone keypad.
 - 1.3.3.3 **Unattended.** Provides for a Verizon Conference Coordinator for technical assistance only. Participants enter the conference call by entering a pre-assigned passcode via touch-tone keypad.
 - 1.3.3.4 **Instant.** Instant Meeting Service provides seven-day, 24-hour conference calling availability supported by pre-assigned bridge ports. Verizon will issue two passcodes to the Customer for use with Instant Meeting Service at the time the Customer initially enrolls for the service via a subscription. One passcode is assigned for the Customer's use to activate the subscribed ports for a conference call. A second passcode is provided to the Customer to be made available to the participants on any Instant Meeting conference call that the Customer initiates. Instant Meeting Service provides for a Conference Coordinator for technical assistance only. Verizon will terminate a Customer's Instant Meeting Service subscription at the 1-20 port level if the Customer fails to use Instant Meeting Service in any period of 180 consecutive days. Verizon will terminate Customer's Instant Meeting Service subscription at port levels of 21 to 100 ports if: i) the MRC is waived under Customer's signed agreement, and ii) Customer fails to use Instant Meeting Service for 365 consecutive days.
- 1.3.4 **Net Conferencing.** Net Conferencing enables Customer to conduct a conference call allowing text, documents, data or images (collectively, Data) to be transmitted via the Internet either with a reserved session or without a reserved session (on demand). Net Conferencing may be used to provide Data on a one-way, one-to-many, view-only basis or on a multipoint, many-to-many, collaborative basis. To initiate a session, a Net Conferencing Leader and Participants must have browser access to the Internet. The Leader and Participants may also access an accompanying Audio Conferencing call. Verizon allots each participant an individual server connection (or seat) on the Net Conferencing server. Usage is calculated and billed on a per-minute per-participant basis. Net Conferencing is available in one of three options:
 - 1.3.4.1 Instant Net Conference allows Leaders to create net conferences on demand for up to 250 participants. Each Instant Net Conference provides a personal meeting ID and Leader-identified password.
 - 1.3.4.2 Advanced Net Conference provides Leaders a portal for scheduling and managing Net Conferences. This service integrates with Verizon's Instant Meeting Audio Conferencing services and other popular third party applications. Advanced Net Conference can support up to 500 participants.
 - 1.3.4.3 Reserved Net Conference with Cisco WebEx Event Center enables Customer to schedule a Net Conferencing session for a specified date, time, and up to 3,000 Participants, conducted with a



concurrent attended Audio Conferencing conference call. A cancellation charge applies if a scheduled Net Conference session is cancelled within 30 minutes of the scheduled session time.

1.3.5 Net Conferencing Features

1.3.5.1 Reserved Net Replay Set-up and Storage. Participants are directed to a website provided by Verizon for a Customer-defined period in increments of 30 days not to exceed a total of 360 days following the Net Conferencing session. Notwithstanding the above, Verizon reserves the right to limit the storage period to no more than 30 days in order to enable a Net Conferencing infrastructure change.

1.3.5.2 Replay Storage for Advanced and Customized Net Conference with Microsoft Office Live Meeting (a non-chargeable feature). Storage for self-serve replay and maintenance of presentations within Microsoft Office Live Meeting Professional is available. Presenters can start the recording of the net conference and select either to store the recording or not. Such recording may be stored on the Microsoft Live Meeting site designated by Verizon, to which site participants will be directed by the Conferencing leader to view the Net Replay. Net Replays described in this Section may be stored for a maximum of 365 days. Notwithstanding the above, Verizon reserves the right to limit the storage period to no more than 30 days in order to enable a Net Conferencing infrastructure change.

1.4 Feature Availability Table. For purposes of this section, the following definitions apply:

x= Available chargeable feature

y= Available chargeable feature if using Web Moderator interface

z= Available at no charge

n/a= Not Available

Features Section Number	Feature	Premier Service	Standard Service	Unattended Service	Instant Service
1	Platinum Premier Service	x	n/a	n/a	n/a
2	Billing Report	x	x	x	n/a
3	Communications Line	x	x	n/a	n/a
4	Conference Recording	x	x	n/a	n/a
5	Conference Transcription	x	x	n/a	n/a
6	Coordinator Request	z	z	x	n/a
7	Duplicate Billing	x	x	x	n/a
8	Operational Reports	x	x	x	n/a
9	Participant List	x	x	x	n/a
10	Pre-Notification	x	x	x	n/a
11	Dial-Out Initiation (Leader)	n/a	n/a	n/a	y
12	Dial-Out Initiation (Participants)	n/a	n/a	n/a	y
13	Increase Conference Size	n/a	n/a	n/a	x
14	Instant Meeting Replay Service Option	n/a	n/a	n/a	x



15	Instant Replay Plus Service Option	n/a	n/a	n/a	x
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1.5 Descriptions of Features and Feature Packages

- 1.5.1 **Platinum Premier Service.** The Platinum Premier Service provides all the required conferencing operator functionality contained within the Premier Service offering with the addition of a dedicated Platinum conferencing specialist being assigned to moderate the entire conferencing event.
- 1.5.2 **Billing Report.** Billing Reports provides Audio Conferencing invoice detail reports to a Customer-designated address. Customer may request a Billing Report on either a one-time or a monthly recurring basis. Standard Reporting provides invoice detail sorted by Customer Reference Codes and leader last name. Global Reporting provides invoice detail sorted by Customer Reference Codes and leader last name and consolidates invoices from one or more regions into one Billing Report.
- 1.5.3 **Communications Line.** Conference Leader communicates with Verizon Operator and/or additional personnel outside of the main conference in a separate communications line.
- 1.5.4 **Conference Recording.** The Customer may request Verizon to make a digital recording of a conference call. Upon Customer request, Verizon will provide digital recordings as either i) a .wav file on CD-ROM or ii) a .wav or an mp3 file (mp3 file is only available with Premier or Standard service), as designated by the Customer, containing up to the first 20 MB per hour per call, posted on a Verizon-designated Internet site. Verizon will send CD-ROM recordings to the conference host within 24 hours of the conclusion of the call. Verizon will post recordings to the Internet within two hours of the conclusion of the call.
- 1.5.5 **Conference Transcription.** The Customer may request to have a conference call transcribed on a diskette or to obtain a printed version.
- 1.5.6 **Coordinator Request.** The Verizon Conference Coordinator is available to fulfill special requests during a conference call.
- 1.5.7 **Duplicate Billing.** The Customer may have duplicate invoices produced and sent to a Customer designated address. The request may be a one-time request, or occur on a monthly recurring basis.
- 1.5.8 **Operational Reports.** Operational Reports provides Audio Conferencing, invoice detail reports for Customers whose Audio Conferencing usage exceeds \$50,000 per monthly period. Customer may request Operational Reports on either a one-time or a monthly recurring basis. Standard Reporting provides customized conference call detail information. Global Reporting consolidates Standard Reporting for two or more region.
- 1.5.9 **Participant List.** For all Service Levels (Unattended, Premier, and Standard), a participant list will be e-mailed to the Leader at the Leader's request and will bear a charge of \$40. Customer acknowledges and agrees that such a request by Customer or a Leader shall constitute Customer's and the Leader's request for delivery of Verizon service information to Customer and the Leader, including Customer Proprietary Network Information (CPNI), using unencrypted e-mail conveyed over the public Internet. Customer further acknowledges and understands that unencrypted information transmitted over the public Internet is subject to being intercepted and viewed by third parties.
- 1.5.10 **Pre-Notification.** Allows a Verizon Conference Coordinator to notify all participating callers of the date and time of a scheduled conference call provided that Verizon has at least 48 hours' advance notice by the Customer.



- 1.5.11 **Dial-Out Initiation (Leader).** Permits the leader to set up Web Moderator to initiate the dial out to the leader.
- 1.5.12 **Dial-Out Initiation (Participants).** Permits the leader to set up Web Moderator to dial out to conference participants one at a time.
- 1.5.13 **Increase Conference Size.** Permits the leader to utilize the Web Moderator to temporarily increase the number of ports available for their Instant Meeting subscription by 20 ports before or during an Instant Meeting conference call. The Instant Meeting subscription will revert to the number of subscribed ports at the conclusion of the conference call. This feature must be enabled at the Customer account level.
- 1.5.14 **Instant Meeting Replay Service Option.** Allows a conference leader to initiate a digital recording of a conference call, without reservation or Conference Coordinator, by accessing a Verizon-designated Internet site, at any time prior to or during an Instant Meeting Service conference call and allows participating callers with a Customer-issued passcode to access an Instant Meeting Replay recording via a Verizon-issued toll free number or direct distance dial number. The conference leader may order a recording at the Verizon-designated Internet site in the following formats:
- CD-ROM (up to 80 minutes of recording time)
 - .wav file on CD-ROM (playable only in PC and Mac systems)
 - .wav file for Internet download (available via the web within two hours of the order placed)
- 1.5.15 **Instant Replay Plus Service Option.** Allows callers to access a digital replay of a previously held Conferencing Calling call or other recorded audio announcement via a toll free or toll number (standard telephone number) 24 hours per day, seven days per week. The following Instant Replay Plus Service features are available:
- 1.5.15.1 **PIN or Passcode.** Assigns and optional PIN or Passcode to the Customer's replay to ensure privacy. Individual PIN code assignment allows tracking of caller responses. A database of eligible callers must be received from the Customer to enable assignment and tracking of individual PIN codes.
- 1.5.15.2 **Survey.** Permits callers to be asked up to 20 closed-end questions (10 per segment). Callers may be polled before and/or after a recorded segment. Callers respond to questions using their telephone keypad. A survey report will be provided to the Customer.
- 1.5.15.3 **Voice Response.** Permits the Customer to define up to five caller identification voice prompts (e.g., name, phone number, e-mail address, department number, and location), or to define additional voice prompts for callers to leave messages or comments before and/or after the recorded program. Voice responses are transcribed and e-mailed to the Customer. The Customer may choose to have caller identification, messaging and commentary transcriptions placed on an audiocassette for an additional one-time charge per cassette.

2. SUPPLEMENTAL TERMS

- 2.1 **Online Password for Access to Audio Conferencing and CPNI.** At the time Audio Conferencing service is established, Verizon will provide Customer's designated billing point of contact with an authorization code (Password), which Customer and the billing point of contact may use to access Audio Conferencing and obtain information about Customer's Audio Conferencing service on line that may include CPNI. CPNI may include information about the quantity, technical configuration, type, destination, location, and amount of use of Audio Conferencing by the Customer and related billing information, to the extent such information is provided on line by Verizon as part of Audio Conferencing. Verizon will not provide the Password relying on biographical or account data of Customer or Customer personnel and will rely on Customer's designation of its billing point of contact as authentication by the



Customer of the person authorized to access Customers Audio Conferencing service and CPNI. Customer agrees that the billing point of contact is also authorized to disclose the Password, for Audio Conferencing and CPNI access, to other personnel of Customer and that such personnel are authorized by Customer to access the Audio Conferencing and CPNI. Customer will be solely responsible for use and disclosure of the Password by Customer personnel. Customer will upon reasonable request provide to Verizon the identity and contact information for the billing point of contact and such other personnel authorized by the Customer to access the Audio Conferencing and CPNI using the Password. Customer agrees to cooperate with Verizon's reasonable authentication and security procedures for access to CPNI, including, without limitation, Password resets and re-authentication of billing points of contact or such other personnel.

- 2.2 **Verizon Access.** Verizon personnel will have access to Customer conferences and recordings of Conferences to perform requested services, such as operator or technical assistance, and for service quality purposes.
- 2.3 **Maintenance Interruptions.** Verizon may interrupt Customers Audio Conferencing service for scheduled or emergency maintenance or as otherwise set forth in Customers Agreement.
- 2.4 **Protected Health Information (PHI).** In connection with Audio Conferencing, Verizon does not create, receive, maintain, or store PHI as defined in the Health Insurance Portability & Accountability Act of 1996 and the Health Information Technology for Economic and Clinical Health Act of 2009. Audio Conferencing is not equipped to store or otherwise maintain such PHI. Therefore, although it is possible for Customer to record PHI via an Audio Conferencing recording feature, Customer agrees that neither it nor its Participants will use Audio Conferencing to engage in such recording or store PHI. To the extent this prohibition is violated, Customer is fully responsible for the consequences.
- 2.5 **Conference Coordinator Information Collection.** Customer may request that the Verizon Conference Coordinator collect information from Participants before placing them into the conference, provided such information may be lawfully collected by Customer and Customer complies with the provisions at [verizon.com/business/service_guide/reg/regulated_customer_data.pdf](https://www.verizon.com/business/service_guide/reg/regulated_customer_data.pdf).
- 3. **FINANCIAL TERMS.** Customer will pay the charges for Audio Conferencing Services specified in the Agreement and at the following URLs https://www.verizon.com/business/service_guide/reg/audioconferencing-rates-charges.pdf and www.verizon.com/business/service_guide/reg/applicable_charges_toc.htm.
- 4. **DEFINITIONS.** The following definitions apply to Audio Conferencing, in addition to the definitions identified in the Agreement, and the administrative charge definitions at the following URL www.verizon.com/business/service_guide/reg/definitions_toc_2017DEC01.htm.

Term	Definition
Leader	The Customer contact requesting conference services.
Participant	Any Customer-authorized party joining the conference.