



# BT Meetme with Dolby Voice Service Schedule

BT Contract Reference:

Customer Contract Reference (optional):

<b>PARTIES:</b>	The Customer	BT Spain
<b>Name or Corporate name</b>	XXXXXXXXXXXX (hereinafter referred to as "The Customer")	<b>BT GLOBAL ICT BUSINESS SPAIN, S.L.U.</b> (hereinafter referred to as "The Provider", "Supplier" or "BT" )
<b>Fiscal Address</b>	XXXXXXXXXXXX	C/ María de Tubau 3, 28050 Madrid
<b>Tax ID/VAT</b>	XXXXXXXXXXXX	B- 88625496
<b>Company Representative</b>	XXXXXXXXXXXX NIF of representative (ID Number) XXXXXXXXXXXX Title: XXXXXXXXXXXX	Paul Rhodes NIF of representative (ID Number): X0.688.132-H Title: Legal representative

## 1 Definitions and Abbreviations

The following definitions shall apply, in addition to those in the General Terms and Conditions of the Agreement.

**"Account"** means the identifier BT assigns the Customer and its Chairpersons, under which all Charges are invoiced and payments made;

**"BT Help Desk"** means the BT support desk that provides reservation assistance as well as general User inquiry assistance for BT MeetMe with Dolby Voice issues;

**"BT Conferencing Co-ordinator"** means the individual who will assist during the audio conference;

**"BT MeetMe Outlook Add-in"** means the add-in application that enables scheduling and launch of audio conferences from within Microsoft Outlook;

**"BT MeetMe with Dolby Voice"** means the on-demand audio conferencing service with Dolby Voice Feature Enhancement and Dolby Voice Call Control Feature described below;

**"Chairperson"** means the User who is running or managing the audio conference;

**"Dolby Desktop Client"** means the browser accessed application that enables access to the BT MeetMe with Dolby Voice Feature Enhancement and Dolby Voice Call Control Service;

**"Dolby Mobile Application"** means the smart device accessed application that enables access to the BT MeetMe with Dolby Voice Feature Enhancement and Dolby Voice Call Control Service;

**"Dolby Voice Feature Enhancement"** means the browser accessed application that enables access to the BT MeetMe with Dolby Voice Feature Enhancement and Dolby Voice Call Control Service;

**"Dolby Voice Call Control Feature"** means the call control features available when accessing a call via the Dolby Desktop Client or the Dolby Mobile Application;

**"End User"** or **"User"** means both the Chairperson and the Participant;

**"Participant"** means a person other than the Chairperson who Customer allows to take part in a BT MeetMe with Dolby Voice conference;

**"Passcodes"** means the separate numeric codes that must be entered by Chairperson and Participant in order to gain access to a BT MeetMe with Dolby Voice conference.

## 2 Service Overview

2.1 BT MeetMe with Dolby Voice is a reservationless conferencing service which allows groups of up to 125 Users to have on-demand audio conferences controlled by a Chairperson which will provide Users with additional functionality that differs depending upon access method. Users accessing the Dolby Desktop Client via IP and a compatible stereo headset or via the Dolby Mobile Application via IP will receive the Dolby Voice Feature Enhancement and the Dolby Voice Call Control Feature.

Generally BT MeetMe with Dolby Voice can be provided from (3) regional locations:

- BT's US conference bridges will provide the Service to Customer's Chairpersons located in Canada, North America and the Caribbean.
- BT's Europe conference bridges located in the UK will provide the service to Customer's Chairpersons located in Europe, Latin America and Africa.
- BT's Asia conference bridge located in Hong Kong will provide the service to Customer's Chairpersons located in Asia Pacific and the Middle East.

Customers must notify BT of Users who are eligible for an Account. Customer's Users who wish to become Chairpersons must register for a BT MeetMe and Dolby Voice Account and will receive two Passcodes, one each for Chairperson and Participant, which are required for BT MeetMe access.



### 2.2 Dolby Voice Feature Enhancements

The following features are automatically available to the Customer as part of the BT MeetMe with Dolby Voice service with no additional charges above the established per minute rate as set out in the Order, provided the bridge is accessed via IP through the Dolby desktop Client or the Dolby Mobile Application.

Dolby Desktop Client access plus VoIP or Dolby Mobile Application access plus VoIP provides the User with high quality sound via a software enabled feature that identifies and reduces background noise as well as enabling high definition audio quality for Users. Voice separation creates a spatial audio scene where Users' voices are allocated in a unique position so that they appear to come from different directions. The voice separation feature becomes more prominent on calls with greater than 4 Users. For calls with 3 Users or less, the voice separation will be less discernible to the User.

IP Access via the Dolby Desktop Client requires the use of a Participant provided stereo and not a mono headset to benefit from the high quality sound and the voice separation provided by the Dolby Voice Enhancement Feature.

The Dolby Desktop Client allows the Chairperson to view and control his MeetMe conference call online in real time.

The Chairperson can enter Dolby Desktop Client in a number of different ways:

- Entry via URL
- Entry via BT MeetMe Outlook Add-in – The Chairperson must download and install the BT MeetMe Outlook Add-in first, subject to the terms and conditions of the End User Licence Agreement ("EULA") presented upon installation.

### 2.3 Dolby Voice Call Control features

Additional Dolby Voice Call Control Features available for Users who either:

Launch the Dolby Desktop Client from their browser and then select the option to:

- Access the meeting through VOIP through the Dolby Desktop Client.
- Dial in via PSTN and also launch the Call Control features.
- Dial out via PSTN and also launch the Call Control features

or

Launch the Dolby Mobile Application and then select the option to:

- Access the meeting through VOIP through the Dolby Mobile Application.

Dolby Voice Call Control features are listed via <https://www.btconferencing.com/meetme-with-dolby-voice/guide/>.

### 2.4 Standard Service Features

The following features are automatically available to the Customer as part of the BT MeetMe with Dolby Voice service with no additional charges above the established per minute rate as set out in the Order.

The Service provides the following BT MeetMe Service features and touch-tone for controlling the conference via the keypad of the telephone:

Commands for Chairperson & Participants	
*0	<b>Assistance from the BT Conferencing Coordinator:</b> This feature establishes a connection to the BT Conferencing Coordinator of the BT Helpdesk.
#0	<b>Conference help menu:</b> This feature lists all touch-tone commands available to the Chairperson and the Participants.
*4	<b>Adjust Line Volume:</b> This feature provides for the volume of all lines used for the conference being automatically adjusted and set to a uniform level.
*6	<b>Mute On/Off:</b> This feature reduces the background noise in a noisy environment. To deactivate muting, press *6 again.
Commands available to the Chairperson only	
#1	<b>Play Roll Call:</b> This feature plays back the recorded names of the Participants in the conference.
#2	<b>Number of Participants:</b> This feature captures the Participants in the conference.
*2	<b>Stop Message:</b> This feature interrupts all voice prompts or recorded announcements.
#3	<b>Initiate Dial Out facility:</b> This feature is only available if enabled on your account. Additional charges are subject to the terms and conditions.
#4	<b>Rejoin conference with new participant.</b>
#5	<b>Rejoin conference alone.</b>
*5	<b>Mute All Participants/Deactivate Muting:</b> This feature enables the Chairperson to mute the lines of all participants. The use of this option is particularly advisable during presentations. To deactivate muting for all lines, press *5 again.
*7	<b>Lock/Unlock Conference:</b> This feature enables the Chairperson to prevent any further participant from gaining access to the audio conference by locking the conference. To unlock the conference, press *7 again.



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*8	<b>Recording On/Off*</b> : The audio conference may be directly recorded; after the end of the conference, the recorded file may be downloaded for archiving or storage. This recording option is a Service feature subject to additional Charges.
#9	<b>Continue Conference</b> : Participants may continue the conference, even if the Chairperson has left the call.
##	<b>End Conference</b> : By using the ## command before ending the call, the Chairperson can arrange that the conference ends at the same time.

### 2.5 Service Features Subject to Additional Charges

The following BT MeetMe with Dolby Voice Service features are available for additional Charges as set forth in the Order.

Both options below can be accessed through the Dolby Voice Call Control features.

<b>Dial-Out Option #3</b>	The Chairperson may dial out to a new Participant during the running conference.
<b>Recording Option *8</b>	The recording may be both started and ended via the touch-tone command *8 or by enabling through the Dolby Voice Call Control features. After the recording has been ended, the Chairperson will be sent an email containing a link for download. The recorded file may be stored locally in WAV format. The recorded file will be available for download for a period of 30 days.

2.6 Dial-Out and International Access (DDI and ITFN) - Please refer to the Access section below for a description of these features.

## 3 Access

The Service can be accessed as set forth below. The Dolby Voice Feature Enhancements are only available when the bridge is accessed via IP through the Dolby Desktop Client or the Dolby Mobile Application.

Access route compatibility with service features	Standard Service features	Dolby Voice feature enhancements
<b>Dolby Desktop Client</b>	Yes	Yes
<b>Dolby Mobile Application</b>	Yes	Yes
<b>Toll Inbound Access</b>	Yes	Not applicable
<b>Domestic &amp; International Toll Free Inbound</b>	Yes	Not applicable
<b>International Direct Dial Inbound</b>	Yes	Not applicable
<b>Dial-Out</b>	Yes	Not applicable
<b>IP Private Circuit (optional)</b>	Yes	Not applicable
<b>On-Net Direct (optional)</b>	Yes	Not applicable
<b>On-Net VPN (optional)</b>	Yes	Not applicable

The Customer should be aware that mobile access to Toll-Free services can be limited or barred in some countries (Customers should therefore check the global access list of numbers provided to them by BT). This is subject to change without notice and is outside the control of BT.

The countries where the Service can be accessed through the Dolby Desktop Client over IP or the Dolby Mobile Application over IP are restricted to the countries identified via the following link. This link of countries is subject to change: <http://www.btconferencing.com/downloads-library/apps/dolby-voice/>.

Where dial out features of the Service are prohibited under local legislation and regulation these features will not be available to Participants. Local country legislation and regulation may change during contract duration.

The Customer should be aware that BT may deactivate individual User Accounts, if these accounts have not been used for a consecutive period of six (6) months. BT will notify the Customer of this deactivation thirty (30) days in advance. In the event the Customer requires to reactivate these accounts, a reactivation Charges may apply as agreed by an Order.

The list of compatible applications, browsers and headsets is found:

<http://www.btconferencing.com/downloads-library/apps/dolby-voice/>

The following access types will be provided:

### 3.1 Dolby Desktop Client Access

Dolby Desktop Client access requires a User provided personal computer, internet connection and download of the Dolby Desktop Client. BT expects to provide upgrades to the Dolby Desktop Client two (2) to three (3) times per year subject to sixty (60) days' notice. Customers must install a minimum of two (2) upgrades per year. Where there are priority updates required; BT updates the Dolby Desktop Client giving reasonable notice where possible.

### 3.2 Dolby Mobile Application

Mobile application access requires a User provided device running compatible Operating System, internet connection (Wi-Fi or Mobile Data) and download of the Dolby Mobile Application.



#### 3.3 Toll Inbound Access

With toll access, a User is required to dial a geographic telephone number using a User provided telephone, for example in Germany (Frankfurt) (069) XXXXXXXX. The User pays the cost from his or her calling location to the geographic number.

This access method applies for both domestic (relative to the bridge location) and internationally based Users.

#### 3.4 Domestic and International Toll Free Inbound Access

With Toll Free Access, a User is required to dial a Domestic Toll Free Number (DTFN) or an International Toll Free Number (ITFN) serving the country where the Participant is located using a User provided telephone. An additional transport charge is added to the, per port, bridge rate and a bundled rate is billed to Customer.

Toll-Free Direct is used in some countries where BT is prohibited by local regulation or service availability from obtaining regular International Toll or Toll-Free services.

Toll-Free Direct Access requires two stage dialling:

**Stage 1** - the User dials the in-country Toll Free Direct access number and is routed to a "**redial service**" - e.g. when being located in the US he is routed to a redial service in the US.

A list of these in-country numbers is available through the following 3rd party URL:

<http://www.business.att.com/bt/access.jsp>.

**Stage 2** - the User is prompted by the redial service to enter the global access number, and on connection to the Service, the MeetMe Chairperson or Participant PIN.

In most cases the Stage 2 redial service will prompt with an automated tone, however in some cases it may be a human operator, depending e. g. upon the regulatory situation. The stage 2 destination number will be e.g. a US Toll Free number, if the User is located in the US. Generally the Toll Free number depends upon the access used. This stage 2 destination number connects the caller via BT's Global Managed Voice Network (GMV) to the MeetMe bridges in any one of BT's sites in the US, UK or Asia Pac. The User must enter their BT MeetMe Chairperson or Participant PIN on hearing the BT MeetMe welcome prompt.

Toll-Free Direct is an access method where BT has only limited control over fault recovery, service availability and quality assurance. End-to-end Toll-Free Direct performance is also dependant on the quality of the in-country network connection to the BT network and the technology used to link the two stages of the call.

The Customer is charged a per-minute to cover the full international Toll-Free Direct connection to the bridge location. This Charge is in addition to the regular per-minute bridge Charge and varies by country as set out in the Order.

#### 3.5 International Direct Dial Inbound Access

Direct dial in (DDI) provides a User access to BT's audio conferencing bridges via BT's global network.

The User dials an in-country number from a user provided telephone. The call is routed through DDI to the closest in-country BT switch. BT then routes the call over its network to BT's audio bridges that are applicable to Customer (US, UK and Asia Pac). The Participant only pays for the portion of the call that connects to the BT in-country switch. Using DDI access, Customer can provide Participants with an "**in-country**" number, even though the call terminates abroad. The Customer is charged a per minute fee to cover the international connection to the bridge location. This Charge is in addition to the regular per minute bridge Charge and varies by country as set out in the Order.

#### 3.6 Dial-Out Access

Dial-Out is available as an optional feature of the BT MeetMe service. Available to the Chairperson only, this is initiated by a DTMF command on the Chairperson provided telephone keypad once in the conference call. The Chairperson validates his dial-out request by providing the Participant Passcode before being prompted to enter the number to be dialled. The Chairperson is then returned to the audio conference and the new Participant will be joined to the audio conference if he accepts the invitation. Additional Charges will apply to this feature as described in the Order.

#### 3.7 IP Private Circuit Access

BT provides connection facilities to allow the Customer to connect its network to BT's conferencing bridges as an alternative access method. The cost of the circuit provision, installation and ongoing rental to extend Customer's network to BT's facilities and conferencing bridges is not part of the Service and must be provided by the Customer. The Chairperson utilising IP private Circuit Access will pay access where relevant to cover connection to BT's audio conferencing bridge as specified in the Order.

#### 3.8 On-Net Direct Access

BT can provide a dedicated connection from the Customers Private Voice Network to BT MeetMe. This On-Net access is subject to an assessment by BT of the customer's minutes volume, IP-PBX infrastructure and the



economic geographic reach of a BT node relative to the customer site. Customer may connect in more than one location.

Customer utilising the On-Net Direct will pay for access where relevant to cover connection to BT MeetMe as specified in the then applicable Order.

The Customer will be subject to the additional terms and conditions contained in separate service schedules.

### 3.9 On-Net VPN Access

A connection between the BT VPN service and BT Conferencing allows the calls to route directly to BT's bridges. Callers using the VPN to access the BT MeetMe service will not normally need to use the public switched telephone network ("PSTN").

On-net VPN service can provide access through one of the following BT services: BT One Voice, One Cloud Cisco or IP Connect. These services will be subject to additional terms and conditions contained in separate service schedules.

## 4 BT Help Desk

BT will provide a 24-hour English speaking BT Help Desk to fully support the Service. The BT Help Desk is located at a BT operations centre. Users can access the BT Help Desk either by keying \*0 during a conference call, calling the Help Desk directly or (if you have accessed the meeting through the Dolby Desktop Client or the Dolby Mobile Application) selecting the operator assistance option within the Dolby Voice Call Control Features. The BT Help Desk can also assist with the following:

- Account set-up
- Conference call quality issues
- Conference call reservations
- Technical Help Desk

## 5 Customer's Responsibilities

- 5.1 The Service is provided by BT solely for the Customer's own use and the Customer will not resell, sub-licence or otherwise distribute the Service or use the Service under a contract with a reseller or agent of BT or other third party.
- 5.2 The Customer and its Users are solely responsible for all content transmitted over the Service.
- 5.3 The Customer shall be responsible for the security and proper use of all Passcodes used by its Users and must take all necessary steps to ensure that they are kept confidential, secure, used properly and not disclosed to unauthorised people.
- 5.4 BT reserves the right to suspend Passcode access to the Service if at any time BT considers that there is or is likely to be a breach of security. BT also reserves the right (as its sole discretion) to require the Customer to change any or all of the Passcodes used by the Customer in connection with the Service.
- 5.5 The Customer shall immediately inform BT of any changes to the information the Customer supplied when registering for the Service.
- 5.6 Where call back, call me and dial out features of the Service are prohibited under local legislation and regulation these features will not be available to Participants. Local country legislation and regulation may change during contract duration.
- 5.7 Customer acknowledges, understands, accepts and will comply with the following usage restrictions on the BT MeetMe service when using IP via the Dolby Desktop Client or Dolby Mobile Application to access the Service:
  - IP access does not allow for emergency calling services - e.g. via "911" in the United States of America or similar dedicated emergency access numbers in other countries - (including but not limited to fire brigade, police, ambulance or coastguard emergency services) available on the PSTN or identifying a caller's location to emergency services and to the extent applicable law or regulation requires such features due to the configuration of Customer's overall network design and usage, Customer shall ensure that other mechanisms are in place to enable Participants to contact emergency services;
  - It is forbidden to use the IP access to make PSTN calls via the BT servers (for the avoidance of doubt and by way of example, this provision applies to so-called "toll by-pass usage" whereby a Participant located e.g. outside the US would use IP access to dial into the US and "break out" to the PSTN in the US to avoid international toll charges on the PSTN); and
  - That it is responsible for its Participants' compliance with laws applicable to the use of IP based services in the jurisdiction where such user initiates the connection to the IP network reaching the BT servers with IP access service. A list of countries where such is permitted can be found at <http://www.btconferencing.com/downloads-library/apps/dolby-voice/>.



## BT Meetme with Dolby Voice

### Service Schedule

BT Contract Reference:

Customer Contract Reference (optional):

- 5.8 The Customer shall only access the Service in the manner as set out in the Schedule (or otherwise agreed with BT) and shall not attempt at any time to circumvent system security or access the source software or compiled code.
- 5.9 The Customer is responsible and liable for the acts and omissions of all Users in connection with the Service and is liable for any failure by any Users to perform or observe any instructions issued by BT or any other public telecommunications operator or other competent authority, in any country where the Service is provided. In particular, the Service must not be used:
- in any way that does not comply with the terms of any legislation or any license applicable to the Customer or that is in any way fraudulent or unlawful;
  - in any way that does not comply with any instructions given by BT or any other public telecommunications Conference Coordinator or other competent authority, in any country where the Service is provided;
  - to send, knowingly receive, upload, download, use or re-use any information or material which is abusive, indecent, defamatory, obscene or menacing, or in breach of confidence, copyright, privacy or any other rights; or
  - to send or provide unsolicited advertising or promotional material, or knowingly to receive responses to any unsolicited advertising or promotional material sent or provided using the Service by any third party.
- 5.10 If the Customer or anyone else, with or without the Customer's knowledge or approval, uses the Service in contravention of the Agreement, especially of this Service Schedule or any, uses the bridge or server capacity or any software made available to it in any way which, in BT's opinion, is, or is likely to be, detrimental to the provision of the Service to the Customer or any other customer and fails to take corrective action within a reasonable period of receiving notice from BT to do so, BT may treat the contravention as a material breach of this Service Schedule and may terminate the Service in accordance with the stipulations of the Agreement. Furthermore, the Customer shall indemnify BT against any claims or legal proceedings which are brought or threatened against BT by a third party because the Service is used in breach of paragraphs 5.7, 5.8 and 5.9. BT will notify the Customer of any such claims or proceedings and keep the Customer informed as to the progress of such claims or proceedings and have due regard to the Customer's representations.
- 5.11 The Customer is responsible for supplying compatible stereo headsets, personal computers, tablets, telephones and internet access, together with any compatible applications running on those devices as required to use BT MeetMe with Dolby Voice.
- 5.12 **Third Party End User License Agreements.** The Service includes software licensed by third parties who require the Customer to accept their terms of use under a EULA presented on download and the Customer must keep to those terms. This includes the Dolby Voice Client license form Dolby Laboratories, Inc presented upon installation. The last version of this EULA can be found on: <https://my.webjoin.com/dolby/download/>.  
Furthermore, for use with mobile phones the User must download an app from a third party portal (like the Google PlayStore or the Apple Appstore).  
BT has no liability regarding such third party Software which is subject to such EULA(s) or the use of third party portals for downloading mobile applications.
- 5.13 The Customer shall install Dolby Desktop Client updates and upgrades provided by BT in accordance with paragraph 3.1. The Customer shall select the method of updating the Dolby Desktop Client in the Order.
- 5.14 The Customer shall be responsible for carrying out its BT MeetMe with Dolby Voice deployment as per the guidelines set out in the IT Administrator Guide which is available at <http://www.btconferencing.com/downloads-library/apps/dolby-voice/pdf/BT-MeetMe-with-Dolby-Voice-IT-Administrator-Guide.pdf>

## 6 Minimum Period of Service and Ordering

- 6.1 This Schedule shall continue in full force and effect until terminated by either Party, in accordance with the Agreement.
- 6.2 Customer may purchase the Service by submitting an Order to BT. All Orders are subject to written confirmation of acceptance by BT. No contingency contained on any Order shall be binding upon BT. The terms and conditions of this Schedule and the Agreement shall apply to all Service purchases regardless of any additional or conflicting terms on any purchase order or other correspondence submitted by Customer to BT, and any such additional or conflicting terms are deemed rejected by BT.
- 6.3 Unless otherwise agreed on the Order, the Minimum Period of Service is twelve (12) months. The Minimum Period of Service starts on the day when the Customer is sent the data of the Account, which is the day on which the Operational Service Date occurs. Following expiration of the Minimum Period of Service, the Service shall automatically continue unless terminated in accordance with the General Terms and Conditions.

## 7 Charges and Payment Terms



# BT Meetme with Dolby Voice

## Service Schedule

BT Contract Reference:

Customer Contract Reference (optional):

- 7.1 Charging will be in accordance with the Agreement and Order.
- 7.2 The Charges for the Service will comprise some or all of the following components, depending upon the specific Order placed by the Customer.

Component	Option	Charge	Payment Terms
<b>BT MeetMe</b>			
<b>Conference Bridge</b>		Per minute that applies when not accessing meeting via IP through the Dolby Desktop Client or Dolby Mobile Application.	Usage - Monthly in arrears
<b>Conference Bridge Dolby</b>		Per minutes that applies when accessing via IP through the Dolby Desktop Client or the Dolby Mobile Application.	Usage - Monthly in arrears
<b>Record and replay</b>	Optional	Per recording and reply	Usage - Monthly in arrears
<b>Calls</b>	Participant Dial in access	Dial in/out Charge per line per minute in additional to bridge Charges.	Usage – Monthly in arrears
	Chairperson dial out.		
<b>On-Net Direct</b>	Optional	Per minute	Usage - Monthly in arrears
<b>Global Access</b>			
<b>In country access number</b>	-	Per Participant per minute in additional to bridge charges	Usage – Monthly in arrears
<b>Toll free access number</b>	-	Per Participant per minute in additional to bridge charges	Usage – Monthly in arrears
<b>Chairperson dial out Charges</b>	-	Dial out Charge per line per minute in additional to bridge charges.	Usage – Monthly in arrears

- 7.3 Each individual connection to the service will incur only one of the following bridge rates: “**Conference Bridge for Global Access**” rate, or “**Conference Bridge Dolby**” rate. Additional feature and access charges apply when incurred.
- 7.4 BT will invoice the greater of the actual or commitment number of monthly minutes (and/or Named Hosts) outlined on the Order Form.
- 7.5 The Customer can increase (but not decrease) the commitment number of monthly minutes (and/or Named Hosts) during the Minimum Period of Service by submitting an official Change Request in writing to BT. Such Change Request would be subject to written confirmation of acceptance by BT. The reduced rates associated with such increased commitment shall become applicable beginning from the first day in the next calendar month following the written confirmation of the Change Request by BT.
- 7.6 BT reserves the right to charge the Customer for :
  - (a) investigating Customer reported incidents and BT finds no incident or that the incident is outside the Service Management Boundary;
  - (b) Restoring Service if the Service has been suspended.

## 8 Termination Charges

- 8.1 In addition to the provisions of the General Terms and Conditions, if the Customer terminates the Service or if BT terminates Service for breach by the Customer before the Minimum Period of Service has expired, then, in addition to all outstanding charges for Service rendered, the Customer will pay an early termination fee equal to:
  - (a) the termination fee as set out in the Order; or
  - (b) if a minimum volume commitment was agreed on the Order but no termination fee, 20% of the minimum volume commitment for all other remaining Months of the Minimum Period of Service; or
  - (c) if no termination fee or minimum volume commitment was agreed on the Order, 20% of the average Charges of the last three (3) months before termination for all other remaining Months of the Minimum Period of Service.
- 8.2 No early termination fees applies if the Service is terminated after the Minimum Period of Service.

## 9 Service Levels



# BT Meetme with Dolby Voice

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BT Contract Reference:

Customer Contract Reference (optional):

- 9.1 No Service Levels apply to this Service. Any target availability or response times given are indicative and given for information only.
- 9.2 Following targets apply to this Service:

Categories	Targets
BT MeetMe recording storage	30 days
Average speed of answer (*0)	95 % in <40 sec.
Platform availability	99,5%
Individual account creation and delivery of welcome email	1 business day
Pre-defined bulk account creation and delivery of welcome email	5 business days

## 10 Data Processing

- 10.1 Applicable terms. The Parties agree that it is anticipated that BT may receive or process Personal Data on behalf of the Customer as a Data Processor in connection to the Service or as a result of the provision of this Service. Any Customer Data is subject to the 'Data' clause as set out in the Agreement.
- 10.2 The nature and purpose of the Processing of Customer Personal Data. This Service provides a collaboration and conferencing platform for the Customer, its customers and third parties to also use. BT provides a managed platform that Processes basic personal information to enable the services selected by the Customer. BT also provides the Customer with access to a self-service capability and Personal Data such as user IDs and passwords are controlled by BT. Allocation of end user accounts is managed and controlled by the Customer. Due to the nature of the Service, Personal Data across all categories could be Processed, e.g.: included within collaboration session recordings but for these, the Customer is the data Controller. The Service generates call attendee reports that include users who are either the Customer contacts or third parties.
- 10.3 The types of Customer Personal Data Processed by BT or its Sub-Processors or the Customer will be:
  - website or IP address;
  - name;
  - address;
  - telephone number;
  - email address;
  - job title;
  - company name;
  - contact records;
  - usage records (call, internet or router logs);
  - identity management – user profiles; and
  - call recordings;
- 10.4 The Customer Personal Data will concern the following categories of Data Subjects:
  - Customer employees;
  - Customer customers or third parties; and
  - any Data Subject (as controlled by the Customer).
- 10.5 These lists are not exhaustive as the Customer will specify what Customer Personal Data is processed.

In witness whereof, the Parties execute this document electronically, been effective from the date of the second signatory.

Customer [Include Complete Customer name]	BT Global ICT Business Spain, S.L.U.
Signed:	Signed:
(Authorised representative)	(Authorised representative)
(Name)	Paul Rhodes
Legal representative	Legal representative