

Terms & Conditions

Booking Conditions

- Minimum Public Room Hire period is 60 minutes. Minimum Videobridge Port Hire is 30 minutes. Both services are charged in 15 minute increments thereafter, however the availability of facilities cannot be guaranteed if your conference exceeds the booked time. If a conference finishes earlier than the booked time, only Room Hire for the full period are still applicable.
- Transmission charges for all services are as per line connection time, rounded up to the next 15-minute increment.
- Integrated Vision will not be held responsible for delays, postponements or cancellations of any videoconference due to unforeseen circumstances; nor will we guarantee the quality or the recording outcome of taping your videoconference.
- Integrated Vision will not accept any responsibility for conference failure due to technical difficulties beyond our control; therefore charges incurred for the videoconference will not be waived. (Refer to Pre-Conference Testing section below)
- The information and statements contained in this document are based on Integrated Vision's current information at time of printing and are subject to change from time to time. Please contact Integrated Vision before making any significant decisions based on this information.
- Your privacy is important to us. Integrated Vision will not disclose your personal data to any third party (other than to our contractors or agents involved in providing you with products or services you have requested) unless you have consented to such disclosure or we are required by the relevant authorities to make such disclosure or you are in breach of our terms and conditions or acceptable use policy.
- All bookings are subject to the conditions outlined in this document and Integrated Vision's Standard Terms & Conditions, a copy of which is available upon request.
- Integrated Vision accepts and encourages emailed Bookings. When sending the Booking via email, the client has accepted these Terms & Conditions even in the absence of a written signature.
- Integrated Vision will not be held liable for any losses incurred due to the outcome of services provided to any party either directly or indirectly involved with the service.

Payment Methods

- The method of payment for each conference must be confirmed in advance. Integrated Vision cannot confirm your Booking until payment details are received and/or account confirmed. Payment methods are;
 - By phone/fax. Non account holders can pay by Credit Card* by advising Integrated Vision of your credit card details or completing the section for Credit Card Authorisation on the Booking Form. A Pre-Authority transaction will be made on your credit card prior to the conference. Your card will only be debited on completion of the conference.
 - On account. By signing the Booking Confirmation you are giving Integrated Vision authority to charge your account for the service/s provided; this option is for account holders only. To become an account holder, please contact the Customer Service Centre for an account application form.

* We accept Visa, MasterCard, Diners Club and American Express.

Cancellations & Amendments

Public Room Hire & Videobridging Services

- Written notification of cancellation is required prior to scheduled conference time and date. Cancellations attract the following charges and any additional charges incurred by Integrated Vision on the client's behalf;
 - Greater than 48 hours* notice = Booking Fee;
 - Less than 48hrs* notice * = Booking Fee plus 100% of the Public Room Hire charges;

*prior to scheduled conference date and time (excluding weekends and public holidays).
*and any additional charges that are incurred on the clients behalf

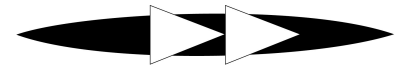
VideoBridging Services Only

- Written notification of cancellation is required. Cancellations attract the following charges and any additional charges incurred by Integrated Vision on the client's behalf;
 - Greater than 24 hours* notice = No Charge
 - Less than 24 hours* = Booking Fee

*prior to scheduled conference date and time (excluding weekends and public holidays).
*and any additional charges that are incurred on the clients behalf
- Any alterations made to a confirmed videoconference booking will attract an amendment fee of \$8.00 (exc. GST).

Pre-Conference Testing

- Any videoconference involving a Public Room and a Private Site (site you have organised) requires that the onus be on the Private Site to contact the Public Site to arrange a mutually convenient test time. All test results must be reported to Integrated Vision on completion. If all sites involved in the conference have been hired by Integrated Vision on your behalf, Integrated Vision will be responsible for organising a successful test.
- For all videoconferences involving an Integrated Vision Bridge, the onus is on each Private Site to contact the Integrated Vision Helpdesk a minimum of 48 hours prior to the conference to arrange a test. Integrated Vision will advise results of testing once completed. Should testing not be completed, Integrated Vision cannot be held responsible if your conference fails due to technical difficulties or any other unforeseen circumstance.
- A test call exceeding 10 minutes for any Integrated Vision service may incur additional charges.



Terms & Conditions

- Integrated Vision cannot be held responsible if your conference fails due to technical difficulties caused by, or as a result of changes made to a Private Site or incorrect information provided to Integrated Vision.
- Integrated Vision offers a 5, 15 or 30 minute pre dial per conference. A pre dial will incur ISDN charges only.