



MyConference Video Hosted Services

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Booking Terms and Conditions - MyConference Video

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- Minimum Public Room Hire period is 60 minutes. Minimum Videobridge Port Hire is 60 minutes. Both room hire services and Port / ISDN Multisite charges are incurred 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 and any applicable port fees for the full period will apply.
- ISDN Transmission charges for all services are as per line connection time, rounded up to the next 15-minute increment.
- The client is liable for any charges incurred once the booking request is submitted. Written confirmation is not required for this liability to apply.
- Telstra iVision accepts Short notice bookings (less than 4 hours for a Multisite Bridge / less than 24 hours for domestic room hire / less than 48 hours for international Room Hire bookings.) All booking requests within these timeframes are considered "Short Notice Bookings", with applicable fees to be applied. Possible variations or restriction to standard booking and testing processes may be necessary in these circumstances – please see the 'Pre-Conference Testing' notes below for more information. Short notice bookings may not enable the completion of pre-conference testing to be completed. Should the conference fail due to this Telstra iVision will not be responsible for this failure, and Full Charges will be applicable.
- If a booking request is made with less than 2 hours notice from required start time, Telstra iVision reserves the right to not provide the requested services
- Complaints or fault reporting for all conferences must be lodged within 24 hours of conference completion. If this timeframe for feedback is not met invoicing proceeds as normal with full charges to apply.
 - *Telstra iVision 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.*
 - *Telstra iVision 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 Telstra iVision's current information at time of printing and are subject to change from time to time. Please contact us before making any significant decisions based on this information.

Your privacy is important to us. Telstra iVision 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.

Payment Methods

The method of payment for each conference must be confirmed in advance. Telstra iVision cannot confirm your booking until payment details are received and/or account confirmed. Payment methods are;

- Non account holders can pay by Credit Card* by advising iVision 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. *We accept Visa, MasterCard, Diners Club and American Express.
- Account Holders: By signing the Booking Confirmation you are giving Telstra iVision 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.

Pre-Conference Testing

- Telstra iVision offers a 5, 15 or 30 minute pre dial per conference. A pre dial of over 15 minutes will incur ISDN charges only.

Amendments and Cancellations

Amendments:

Any alterations made to a confirmed Videoconference Booking will attract an amendment fee. All amendment requests must be made in writing.

Any amendments to the date / time / duration / or public rooms required, less than 2 Business Days / 48 hours (not including weekends or Public Holidays) prior to the commencement of a confirmed Booking will attract an Amendment Fee, plus 100% of any applicable Public Room Hire charge or any other charges incurred by Telstra iVision on the clients behalf in making this amendment.

Cancellations:

Written notification of cancellation is required prior to scheduled conference time and date. Cancellations attract the following charges and any additional charges incurred by on the client's behalf;

Public Rooms

- Greater than 48 hours* notice = Booking Fee / Cancellation 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

- Cancellation Fee.

Combination Services

- Greater than 48 hours* notice = Applicable Booking Fee / Cancellation Fee (Higher of the two fees which may apply)
- Less than 48hrs notice ** = Applicable Booking Fee / Cancellation 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.*

International Bookings

- International bookings are subject to the 3rd party international room provider's terms and conditions. Any costs incurred by Telstra iVision from its International suppliers, based on their terms and conditions, will be passed onto Telstra iVision customers. Every effort will be made by Telstra iVision to make you aware of these terms and conditions.
- Notification of amendments and cancellations of international facilities will be received by the international room provider during business hours only. Therefore the international time difference must be considered. For example; A UK room will be cancelled at 9am UK time, even if you requested Telstra iVision cancel your booking at 9am Sydney time.