CONFERENCE CALLING

1.0   Description of Conference Calling Services

The Conference Calling Services (the "Services") allow users to conduct audio with a few or up to hundreds of participants from locations served by the Company within the United States, Canada, or other international sites. Conferences with more than fifty (50) participants will require 72-hour advance notification to VTX to ensure adequate capacity allocation. The service is available for use by Customers twenty-four (24) hours a day, seven (7) days a week.

VTX Conference Calling is enabled by assigning a virtual Conference Room to the user. A dedicated Toll-Free number is assigned to each Conference Room as the Conferencing Bridge.

1.1.   The following Service features are furnished at no additional charge either as a part of the Service or upon the request by Customer:

WEB CONSOLE PER CONFERENCE ROOM

CONFERENCE ROOM SETTING:
Leader Wait: Participants need to wait for host to arrive the conference in order to talk to other participants.
Quiet Mode: No name announcements upon participant arrival.
User Count: System to announce number of participants already in conference while joining the room.
User Join/Leave: System to announce party's name when joining or leaving the room.
Music on Hold: System plays music while participants are on hold.
Allow Menu: Allow the host to use the "*" feature menu via IVR.
Record Conference: Record and archive the whole teleconference and available to download in .wav format.
Blacklist Editor: Attempts to access this conference room from a blacklisted phone number will be denied.

CONFERENCE IN-PROGRESS MANAGEMENT:
Administrator could view the list of participants of the conference in-progress at the homepage and manage participants as follows:
• Mute the selected participant
• Unmute the selected participant
• Kick out the selected participant
• Hang up the selected participant
• Blacklist the selected participant

IVR (Interactive Voice Response) SERVICE FEATURES (press " * " for function key index):
"1" self mute/unmute
"2" lock/unlock this conference (if locked then no new callers can join the conference)
"3" reject last user (if the host doesn't recognize the participant's name announcement, host could reject the participant)
"4" decrease conference volume
"6" increase conference volume
"7" decrease your volume
"9" increase your volume
"8" exit

1.2.   Service features with additional charges:

Invite: request VTX system to dial out and invite a participant to the teleconference from the Web Console.
International Access: Access number from outside of U.S.

1.3.   Calculation of Chargeable Time: Billing criteria applicable to conference calling are as follows,

1.3.1   Chargeable time will begin when each conference call connection is established between a participant location and the conference connection point.

1.3.2   Chargeable time will end when a conference call connection established between a participant location and the conference connection point is terminated.

1.3.3   Chargeable time will not include any time lost due to a faulty or defective connection.

1.3.4   The duration of a call for billing purposes will be rounded to the next higher increment. Fractional cents will be rounded to the next higher cent.

1.3.5   The minimum for a conference call is sixty (60) seconds and, thereafter, the call will be billed in sixty (60) second increments.

1.4.   Calculation of Monthly Charges:

1.4.1   Charges for the Services are exclusive of all taxes, surcharges, and Universal Service fund contribution.

1.4.2   Monthly Charges for the Services include usage charges, but do not include non-recurring charges, taxes, surcharges, and Universal Service fund contribution.

2.0   Security

Customer shall be responsible for the security and proper use of all Web Console User Name and Password, and conference room access pass codes allocated by VTX to allow Customer to use the Services ("Admin-PIN, User-PINs") and must take all necessary steps to ensure that Admin/User PINs are kept in confidential, secured, properly used and not disclosed to any unauthorized people. Customer shall inform VTX, if by any reason to believe, that a PIN has or is likely to become known to someone not authorized to use it or is being or is likely to be used in an unauthorized way. Via the Web Console, Customer may change pass codes as needed. If Customer forgets or loses a User Name, Customer shall thereupon inform VTX and satisfy such security checks as VTX may operate. VTX reserves the right to suspend User Name and PIN access to the Services, upon notice (to the extent practicable) to Customer, if at any time VTX considers that there is or is likely to be a breach of security. VTX also reserves the right to require Customer to change any or all of the pass codes used by Customer in connection with the Services. Customer shall promptly inform VTX of any changes to the information the End User supplied when registering for the Services.