

**SCHEDULE E: SERVICE DEFINITION: AUDIO CONFERENCING SERVICE**

**1. Audio Conferencing Service Description**

The Audio Conferencing Service enables users to create an audio conference that can be accessed by any telephone using a conference access number and user specific Moderator and Participant conference access codes. One DDI number is allocated as the conference access number. Each instance of an audio conference will have a unique Moderator conference access code and Participant conference access code.

**2. Audio Conferencing Service Variants**

The Audio Conferencing Service is available in a number of variants as follows

**Customers who have purchased Hosted PBX Service or the SIP Trunking Service**

Variant Name	Maximum number of Participants
Small	10
Medium	25
Large	50
Extra Large	250

**Customers who have not purchased Hosted PBX Service or the SIP Trunking Service**

Variant Name	Maximum number of Participants
Large	50
Extra Large	250

**3. Target Service Commencement Date**

Audio Conferencing Service 30 Working Days\*

\* From order acceptance if provisioned over an existing Exponential-e Ethernet access circuit / from date of provision of any new Smart Wires Service required.

**4. Audio Conferencing Service Level Agreement**

The Audio Conferencing Service availability is defined, for each particular Customer Site, as the ability to connect to the Audio Conferencing Service from a phone.

**Target Availability**

	Target Availability
Audio Conferencing Service	99.99%

**Service Credits**

	Measure	Service Credit*
Availability	>0.1 Below Target	5%
	>0.5 Below Target	10%

\* The service credit is applied as a percentage of the fixed Monthly Charge for the Audio Conferencing Service for the affected Customer Site only