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. Audio Conferencing is available to be self-provisioned.

Audio Conferencing Service Variants

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

Partner / End Users who have purchased Hosted PBX Service or the SIP Trunking Service but Are Not Self-Provisioning Audio-Conferencing	
Variant Name	Maximum number of Participants
Small	10
Medium	25
Large	50
Extra Large	250

Partner / End Users who have not purchased Hosted PBX Service or the SIP Trunking Service	
Variant Name	Maximum number of Participants
Large	50
Extra Large	250

For Partners who self-provision the Audio Conference Service, individual audio-conferencing ports can be self-provisioned, which are temporarily consumed when a caller dials into a conference and released again when the conference ends.

2. 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.

3. Audio Conferencing Service Level Agreement

Audio Conferencing Availability

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

	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 Partner / End User Site only.