

Item	Deliverable	Service Quality	Timeframe	Notes
<b>Customer registration</b>				
New customer registration	New customers are registered	Live registration via online sign-up form	Less than 1 hour	Requires completion of online sign-up form. All new customer registrations are subject to a credit check. Upon successful completion of a credit check, an account will be available within 15 -30 minutes. Note: Credit checks are processed during business hours only.
<b>System availability and monitoring</b>				
Website availability	The website will be available for new customer sign-up and access to existing customer account details	99.5% Uptime	24 X 7	Excluding planned outages.
Conferencing service availability	Conferencing service will be available for moderators and participants	99.5% System Availability	24 X 7	Excluding planned outages.
Planned outages	Planned outages to undertake system upgrades or fault rectification	With as little impact as possible to users active on the system	95% are scheduled in a 'normal outage window, between 8pm Saturday and 8am Sunday AEST with the window being up to 8 hours.	This planned change timeslot is used on about a monthly basis.
	Advice on planned outages outside the 'normal outage window'	Notification will be posted on the Budget Conferencing website homepage	3 working days notice for 90% of planned outages outside the normal window. Same day notice for 10% of outages	

<b>Call acceptance and processing</b>				
Call answer time	Bridges can answer all conference callers	Calls are automatically answered by the bridge upon successfully entering a pre-assigned passcode.	Real Time	Participants who incorrectly enter their passcodes on 3 occasions will be disconnected from the conference. Customers can request a new passcode via the secure 'Existing Customers' section of the Budget Conferencing website, or by contacting the Customer Service team on 1800 701 106.
Maximum call participants	Conference calls can support a maximum number of users per call	Up to 75 participants on the same call	Within the conference period	Optimum call quality is obtained when there are fewer than 20 participants who have 'open' (un-muted) lines. Passive participants should be muted where possible, to prevent or reduce unwanted background noise entering the call. Tips & hints on how to run a successful conference can be found in the 'Help' section of the Budget Conferencing website.
Conference recordings	MP3 file of conference made available via FTP to a registered moderator	Moderator notified of FTP link via email	Within 72 hours of call	Provided a recording has been setup prior to, or during a conference call.
<b>Customer services helpdesk, support and training</b>				
In-conference assistance	Budget Conferencing Customer Support will respond when a participant has pressed *0 on their telephone keypad	Calls will be answered by a Budget Conferencing Customer Support Consultant	24 X 7  Within 15 seconds during office hours  Within 30 seconds after hours	Calls made to *0 are treated as a higher priority than general customer service calls
Out-of-conference assistance	Provided by Budget Conferencing Customer	Customer support includes response and support for:	Within 45 seconds during office hours of:	Customers are recommended to try the Budget Conferencing website for all

	Services team	<ul style="list-style-type: none"> <li>• Access enquiries</li> <li>• Product assistance and trouble shooting</li> </ul>	<ul style="list-style-type: none"> <li>• Monday to Friday 7am to 7pm AEST</li> <li>• Excluding Australian national public holidays</li> </ul> <p>Voicemail service after hours.</p>	access changes, call scheduling, profile settings, report requests and troubleshooting
<b>Fault management and reporting</b>				
Fault management	Customer calls will be accepted, logged, tracked and cleared through the budget conferencing fault management database	Faults will be actively worked on until completion	<p>Fault calls are accepted and managed</p> <p>During office hours of:</p> <ul style="list-style-type: none"> <li>• Monday to Friday 7am to 7pm AEST</li> <li>• Excluding Australian national public holidays</li> </ul>	<p>For any faults found after business hours, customers should email 'clientsupport@budgetconferencing.com.au', with details of:</p> <ul style="list-style-type: none"> <li>• Client ID</li> <li>• Conference date and time</li> <li>• Full details of the issue / fault</li> <li>• Contact details - email address and phone number (including area code)</li> </ul>
<b>Billing and Invoicing</b>				
Monthly billing	Budget Conferencing will provide the client with a monthly invoice (via email) and access to online billing	The invoice will include call details, moderator(s) usage, time of day etc	<p>Monthly billing is available from the fifth (5th) business day of the following calendar month.</p> <p>Usage is updated daily and available online through the budget conferencing website</p>	<p>All payments for Budget Conferencing services are via credit card. Monthly invoices are processed and payments charged to the credit card approximately 5 - 10 business days following the end of the month.</p> <p>Budget Conferencing will forward a copy of the invoice via email to a pre-determined email address each calendar month.</p> <p>We send a copy of the invoice to customers by email every month.</p>

				For billing queries, please contact us on 1800 701 106 or at <a href="mailto:billing@budgetconferencing.com.au">billing@budgetconferencing.com.au</a>
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## Service Charter Review

The Service Charter is reviewed at regular intervals. All amendments are made available through the Budget Conferencing website.

## Definitions

- **Up time** – the website is functioning and available for use.
  - **24 x 7** – Continuously around the clock including weekends and public holidays.
  - **Budget Conferencing office hours** - Monday to Friday 7am to 7pm AEST. Excluding Australian national public holidays
  - **Bridge / Network Monitoring** – Monitoring tools / systems run predetermined queries to identify potential errors, on the systems, networks and bridges. Individual conferences are not monitored / managed by live call operations staff. Managed (Fast Event) conferences have an assigned operator for the duration of the conference call.
  - **Outages**  
 Outages shall be classified as “Scheduled Outages” (planned outages) and “Service Disruption” (unplanned outages).
    - Scheduled Outage:
      - Includes planned System re-boots, planned upgrades to operations systems, including patch installations.
      - Outage start time and length of Outage will be scheduled at times, which will limit impact to clients. Times are scheduled for late evening, early morning of weekends, to minimize client impact.
    - Service Disruption:  
 Refers to outages that Budget Conferencing has no control over and which includes, but is not limited to the following examples:
      - System failure;
      - Carrier outage/ interruption of service
- The Outage period calculated as follows: -
- From the time the fault is reported to Budget Conferencing, or to which Budget Conferencing becomes aware of a fault which affects the services to the client;
  - To the time of restoration of the Services to the client
- Outage shall not be calculated in any of the following cases: -
- Any delay caused by or failure by the client to provide necessary data, information to Budget Conferencing where required to do so or any other act or default on the part of the client;

- Failure of the client to comply with all instructions relating to System access and user codes;
- Force majeure;
- Failure of transmission or delivery of messages not due to fault of Budget Conferencing system.
- **Critical Emergency** – Unforeseen and unavoidable service crisis.
- **CRITSIT** – Critical Situations Team that operates on a 24 X 7 basis for monitoring, diagnosis, alerting, escalation and management of faults. A CRITSIT call may be initiated by anyone within Operations for a Sev 1 or Sev 2 fault.

Fault severity	
Severity	Definition
Sev 1 Critical Impact	The system and/or primary service functions are unavailable and there is no bypass in place. Problem is directly interrupting the production workflow. May be a result of or impact to Telco access, core production, inbound system access and/or delivery or reporting functions
Sev 2 High Impact	The system and/or service is partly available, i.e. some primary functions are restricted. Business can operate at a reduced capacity / reduced functionality while the problem exists. May be a result of or impact to system performance, Web access, audio or data degradation
Sev 3 Medium Impact	The system and/or service experiences a limited time fault (less than 10 minutes duration) but is now available, and there is no current impact, resolution in place but may still be under diagnosis
Sev 4 Low Impact	Problem with no impact to service. E.g. A problem has occurred but been temporarily fixed and is waiting to be permanently fixed; it is having no impact on system function or the Customer, or an internal system problem occurs with no impact whatsoever on clients but needs to be addressed Operationally to avoid future issues.