

Item	Deliverable	Service Quality	Timeframe	Notes
Customer Registration				
New customer registration	New companies 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.
FastEvent call reservation	An Event Call Manager (ECM) books the call	The Event is booked and confirmed to the customer via email	An ECM will respond to a Fast Event reservation request within 4 hours during office hours of: <ul style="list-style-type: none"> Monday to Friday 7am to 7pm AEST Excluding Australian national public holidays. 	Requires completion of online FastEvent booking form. Customer must provide at least 2 working days notice to request a FastEvent call. The call reservation is dependent on bridge and operator availability This excludes the provision of any additional services such as conference recordings.
Requested amendment to FastEvent reservation	An ECM changes the booking	The Event Confirmation is updated and dispatched by email	Case by case, dependent upon scope & size of event. Generally within 4 hours (during office hours).	Changes must be submitted via email or phone call with 1 business days notice Minor changes e.g. Conference title - can take as little as 10 minutes. Major changes e.g. time slot or date, can take 24 hours as Budget Conferencing need to re-plan resources. Changes via the Event Call Manager only Budget Conferencing retain to right to charge for all changes to Fast Event reservations / bookings

Cancellations	FastEvent Cancellation	A cancellation may be taken by phone or email.	Confirmation of the cancellation will be provide via email within 2 hours of receipt of requested cancellation (during business hours)	A cancellation fee (see tariff sheet) is incurred if less than 1 business days notice is provided.
System Availability & Monitoring				
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	
FastEvent Call Monitoring	Calls are monitored and managed by skilled operators	The Call Operator manages the bridge, access, the moderator & speakers, and the call flow	Pre-call, during call and post-call	
Call Acceptance & Processing				
Maximum call participants	FastEvent calls can support a maximum number of users per call	Up to 600 participants on the same call	Within the conference period	Calls usually have a small number of open lines e.g. moderator, speaker and presenter.
Pre-conference (15 minute pre-Call discussion)	Call flow confirmed	Budget Conferencing Event Call Operator runs through the	Suggested pre-conference timeframe	Please note that rehearsals are chargeable.

		call flow with the moderator and/or speakers and repeats the previously agreed script, features and timeframes. Changes to call flow may be requested prior to the call going live	is 15 minutes. Event Call Operators are also available several days prior to the call to undertake a practice or rehearsal	
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 conference call, as requested on the Fast Event Call reservation form
Customer Services Helpdesk, Support & Training				
In-conference assistance	Budget Conferencing Event Call Operators are on the call to provide instant assistance to moderators, presenters and client assistants		Immediate (pre-call, during call or post-call)	
	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 Event Call Manager	Via email, the ECM: describes & explains the features and facilities, confirms the client requirements, and dispatches the Event Confirmation	Case by case, dependent upon scope & size of event. Generally within 4 hours during office hours.	
Fault Management & Reporting				
Fault Management	Customer calls will be accepted, logged, tracked & cleared through the Budget Conferencing fault management database	Faults will be actively worked on until completion	Fault calls are accepted and managed during office hours of:	For any faults found after business hours, customers should email 'clientsupport@budgetconferencing.com.au', with details of: <ul style="list-style-type: none"> Client ID

			<ul style="list-style-type: none"> Monday to Friday 7am to 7pm AEST Excluding national public holidays 	<ul style="list-style-type: none"> Conference date and time Full details of the issue / fault Contact details - email address and phone number (including area code)
Billing and Invoicing				
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> <p>For billing queries, please contact us on 1800 701 106 or at billing@budgetconferencing.com.au</p>
Service Charter Review				
The Service Charter is reviewed at regular intervals. All amendments are made available through the Budget Conferencing website.				
Definitions				
<ul style="list-style-type: none"> 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	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



FastEvent Service Charter

January 2009 – Ver 1.1

Low Impact	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.
------------	---