Specific Terms and Conditions for Singtel Webcast Service

1. Definitions and Interpretation

1.1. In these Specific Terms and Conditions, the following words and expressions shall have the following meanings:

1.2. "End Customer" means the ultimate recipient of the Service.

1.3. "Event" or "Webcast Event" means each individual pre-booked virtual meeting involving individuals from one or more organizations.

1.4. "General Terms" means Singapore Telecommunications Limited's General Terms and Conditions of Service.

1.5. "Minimum Spend Commitment" means the minimum spend committed by the Customer in the Order Form reflecting the binding minimum dollar spend on Webcast Services.

1.6. "Order Form" means the forms prescribed by Singtel and used by the Customer to subscribe for the Webcast Service which included the SRCA and the Cisco WebEx Order Form.

1.7. "Service" or "Webcast Service" means any of combination of Singtel's Webcast service(s) listed in Annex 1, as offered by Singtel for web sharing, video conferencing managed or unmanaged service. Customers may choose to subscribe to the Singtel World Conference service or use any other conferencing or audio platform for audio support.

1.8. "Singtel WorldConference" means a conferencing service offered by Singtel that customers can choose to subscribe.

1.9. "SRCA Form" means the form prescribed by Singtel and used by the Customer to subscribe for the Service.

1.10. "Term" means the Initial Contract Term (as defined in Clause 2.2) or any renewal or amendment of the same, as applicable.

1.11. "Third Party Supplier" means any third party supplier who has entered into an agreement with Singtel in relation to the supply or provision of a Service.

1.12. "Work" means any work the Customer requests Singtel to perform in relation to the Service, including provisioning and installation of the Service.

1.13. The words and expressions used in these Specific Terms and Conditions, which are defined in the General Terms but are not defined in these Specific Terms and Conditions, shall have the same meanings as defined in the General Terms unless the context otherwise requires.

1.14. The headings or titles to the Clauses in these Specific Terms and Conditions are to facilitate reference and shall not be referred to or relied upon in the construction of any provision of these Specific Terms and Conditions.

2. Commencement and Duration of Service

2.1. The Service shall commence on (the "Commencement Date of Service"), which is the earlier of either:-
   (i) Date of Service Required as set out in the SRCA Form; or
   (ii) in the event that Singtel is unable to provide the Service on the Date of Service Required, the date specified by Singtel to the Customer.

2.2. The minimum period of subscription for the Service shall be:

(i)   a period of twelve (12) months; or

(ii)   such other period as may be stipulated in the SRCA as the relevant minimum period of subscription, when the Customer applies for the Service,

calculated to commence on the Commencement Date of Service (the "Initial Contract Term").

3. Cancellation/Rescheduling/Termination

3.1.   Either Singtel or the Customer may terminate the Service by giving to the other not less than three (3) working days' prior written notice of such intention to terminate. In the event the Service is terminated, all Events after the date of termination of the Service shall be deemed to be cancelled and the cancellation charges set out under clause 3.2 will apply.

3.2.   On cancellation of the Event, the Customer shall be liable to pay Singtel the following fees:
(i)   the cancellation fee stipulated in the quotation attached to the SRCA; and
(ii)   the Fees and Charges incurred/due and payable up to and including the date of cancellation.

3.3.   Customer may choose to reschedule an Event to a date no later than 2 months from the original date. Rescheduling fees shall apply. Customer agrees and accepts that any Event rescheduled later than 2 months from the Date of Service Required shall be deemed as a cancellation and cancellation fees will apply. In such an event, fresh booking fees shall apply.

3.4.   In the event the Customer has committed to a Minimum Spend Commitment, Customer agrees to meet the Minimum Spend Commitment within the commitment period. In the event the Customer fails to meet the Minimum Spend Commitment within the commitment period OR in the event the Customer terminates the Service pursuant to clause 3.1 prior to fulfilling the Minimum Spend Commitment, Customer shall pay Singtel the balance sum remaining of the Minimum Spend Commitment.

4. Service Provision

4.1.   Singtel shall charge for all Work at Singtel's then prevailing rate.

4.2.   Where the Customer requests that Singtel provision the Service within a specific period Singtel shall, in consultation with the Customer, determine the date ("RFS Date") to complete the Work.

4.3.   If Singtel is unable to complete all or any of the Work on or before the RFS Date, then the Customer must either:-
(i)   cancel that part of the Work that Singtel is unable to complete on or before the RFS Date, without being liable to pay the cancellation charges; or
(ii)   accept that part of the Work that Singtel has completed, and pay for the same at Singtel's then prevailing rate;
and the Customer shall have no other claim against Singtel, and Singtel shall have no liability in contract, at law or in equity, for failure to complete the Work before the RFS Date.

4.4.   If the Customer cancels the Work, the Customer shall be liable to pay the cancellation charges at Singtel's then prevailing rate.

4.5.   The minimum prior notice Customer is required to give Singtel for any Event booking is as follows:

Live Web Conference	8 business days
Live/Simulive Audio Webcast	8 business days
Live/Simulive Audio + Slides Webcast	8 business days
Live/Simulive Video Webcast	15 business days
Live/Simulive Video + Slides Webcast	15 business days
Video Production	15 business days

4.6.   Events that do not meet the required minimum notification period will only be accepted at Singtel's discretion. Post-event features such as podcasts will be delivered within one business day of the Event end time, provided Customer make the request prior to the Event start time. Requests made after event start time will be delivered within five (5) business days of the request being made. Travel and expenses for onsite production are not included in the fees and, if applicable, will be billed separately.

5.   Fees and Charges

5.1.   If there is a revision of the Fees and Charges for the Service during the period the Service is supplied to the Customer, then the Customer shall not be entitled to those revision benefits.

5.2.   Customer acknowledges and agrees that standard rates are subject to change at any time. Customer is to check Singtel's standard rates in each case prior to using or booking any services subject to standard rates.

5.3.   Negotiated rates for any service, feature or fee (Including waivers thereof) are subject to change on thirty (30) days prior written notice to Customer or at any time as to a specific service without prior notice to customer in the event such service remains dormant(i.e. is not used) for a period of 12 months or longer.

5.4.   The Customer may, with the written consent of Singtel, purchase additional features or services ancillary to the Service and, on provision of those additional services or features, these Specific Terms and Conditions shall also apply to those additional services or features.

5.5.   If the Customer reports a fault and, following investigation by Singtel, either no fault is found or Singtel determines that the fault is not with the Singtel network or Singtel Equipment, then Singtel may charge the Customer a fee for the fault report at Singtel's then prevailing rate.

6.   Service Features

6.1.   Audio related features, such as audio broadcast and network based recording will only be available if customer utilizes Singtel World Conference as the audio interface in the Service.

6.2.   Singtel is not obliged to provide those or any other future products or services related to the Service, through post-contract support arrangements, or otherwise. Any information provided by Singtel pertaining to future products and services is not a commitment or legal obligation to deliver or make available at any time any feature or functionality on existing or future products or services.

6.3.   Hosting. Each event package has a maximum capacity of 500 concurrent users during a live event and presentation hosting lasts for the events scheduled duration. Additional viewers and event extensions may be added by paying additional charges. If a significantly higher volume of participants is required this must be stipulated in the SRCA form and communicated to Singtel at least fifteen (15) business days in advance of the event. Failure to communicate this may result in connectivity issues which may cause participants to be unable to connect or degrade the overall experience for all users.

6.4.   Upon initial receipt of Customer Content for creative on Webcast services, Customer is allowed two (2) sets of revisions. Customer must provide at least Eight (8) business days' notice of any request for modification to the Customer Content for an ongoing project and Singtel shall use its reasonable efforts to comply with such request.

7.   Technical Support

7.1.   Event Support Hours, Event Services group supports events and event-related professional sessions is between Monday through Friday, 9am to 6pm Singapore Standard Time, excluding official Singapore National Holidays. Events and/or professional sessions which occur outside support hours will be subject to an additional charge.

7.2. Technical support is provided to Customer during the initial execution of the project. Support is extended to end users during the live event. Following the completion of the event, the Customer is entitled to six (6) months of maintenance, which includes updates for browser and plug-in compatibility and correction of defects in the system. Continued maintenance and support is provided after the first six (6) months only if the Customer has agreed to a continued support contract.

7.3. Support via telephone or email is also provided one (1) hour prior to and throughout a live event regardless of the time of the event. Support issues not covered under Customer's individual plan may be billed per hour / incident.

8. Warranty Disclaimer Regarding the Service

8.1. OTHER THAN AS SET FORTH HEREIN, CUSTOMER UNDERSTANDS AND AGREES THAT SERVICES ARE PROVIDED "AS IS" AND SINGTEL AND THE THIRD PARTY SUPPLIER EXPRESSLY DISCLAIMS ALL WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY WARRANTY OF MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE. SINGTEL, THE THIRD PARTY SUPPLIER MAKES NO WARRANTY OR REPRESENTATION REGARDING THE SERVICES, ANY INFORMATION, MATERIALS, GOODS OR SERVICES OBTAINED THROUGH THE SERVICES, OR THAT THE SERVICES WILL MEET CUSTOMER'S REQUIREMENTS, OR BE UNINTERRUPTED, TIMELY, SECURE OR FREE FROM ERROR OR DEFECT. SINGTEL DISCLAIMS AND EXCLUDES ANY REPRESENTATIONS OR WARRANTIES THAT THE SERVICES ARE COMPATIBLE WITH ANY COMBINATION OF SERVICES OR SOFTWARE NOT FURNISHED BY SINGTEL WHICH CUSTOMER MAY CHOOSE TO UTILIZE WITH THE SERVICES.

9. Data Privacy

9.1. The Customer agrees that Singtel shall be entitled to use or disclose any information or data disclosed by the Customer in accordance with Clause 15 of the General Terms and Conditions. Customer may with Customer's consent in accordance with the prescribed procedure.

10. Singtel's Management of Systems and Data

10.1. Singtel reserves the right to manage and control access to any computer or any Singtel System or any computer linked to any Singtel System and any data stored therein, in a manner deemed appropriate by Singtel, and to delete any data (whether belonging to, provided or stored by the Customer or otherwise), notwithstanding that such access and the storage of such data is a requirement or constitutes a part of the Service.

10.2. Neither Singtel nor any Singtel Group Corporation shall have any obligation or duty to review or edit (periodically or otherwise) the data stored in any computer or any Singtel System or any computer linked to any Singtel System.

10.3. The Customer acknowledges that the technical means by which Singtel supplies the Service is at Singtel's sole discretion.

11. General

11.1. The Customer shall be bound by and shall fully observe and comply with all the General Terms as well as such other terms and conditions as may be agreed or accepted by the Customer. The rights and protections conferred on Singtel under these Specific Terms and Conditions shall be additional to the rights and protections conferred on Singtel under the General Terms and any other terms and conditions agreed or accepted by the Customer.

11.2. Any Clause in the General Terms, these Specific Terms and Conditions, or any other terms and conditions as may be agreed or accepted by the Customer, that is invalid, unenforceable or illegal shall be enforced as nearly as possible in accordance with its terms, but shall otherwise be deemed severed and shall not affect the enforceability of any other Clauses, which Clauses shall continue to be valid and enforceable to the fullest extent permitted by law.

11.3. The Service provided by Singtel under these Specific Terms and Conditions may not be re-sold or otherwise re-provided by the Customer to any other person(s) whomsoever. In the event that the Customer desires to re-sell or re-provide the Service, the Customer and Singtel shall enter into a separately negotiated agreement prescribed for the same by Singtel containing the terms and conditions for such a re-sale or re-provision.

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Annex 1
Singtel Webcast service
1. **Pro and Essential Webcast Packages**

Essentials Subscription Tier

Webcast Essentials
- **Value-priced self-service webcasts with advanced features**
- **Intuitive tool for an audio conference or web meeting,**
- **Tools provided like advanced metrics, secure registration, branding and more.**
- **Packages by usage level (minutes per month)**
  - Essentials Basic 100
  - Essentials Advanced 500
  - Essentials Premium 1000
  - Essentials Enterprise Unlimited
- **Billing Frequency monthly or annually**

Pro Subscription Tier

Webcast Pro for fully-managed webcasts.
- **Dedicated event manager**
- **Full branding, multi-page registration microsites and**
- **Packages by usage level (minutes per month)**
  - Pro Basic 100
  - Pro Advanced 500
  - Pro Premium 1000
  - Pro Enterprise Unlimited
- **Billing Frequency monthly or annually**

WEBCAST SERVICE ADD-ON

Event Management Support:
  – **Pre-event support**
  - Event coordination - initial needs assessment & planning meeting
  - Provisioning of metadata which includes the Webcast summary; speaker names, bios and photos; pre and post-Webcast text
  - Upload content (presentation, question sets, etc.)
  - A scheduled 30 minute session with our Virtual Event Consultant to conduct Presenter Training
  – **Live event support**
  - Event Moderator Support:
    - Standard pre and post event scripting is provided for live webcasts with audio conferencing
    - Polling, URL and monitor Q&A for technical issues
  - Provide event monitoring, support and troubleshooting
  - Record and/or broadcast live event
  – **Post-event support**
  - Post-event analytics access
  - On-demand management
    - Trimming of beginning and end (if necessary)
    - Publishing archive

Webcast Preparation Only
  – **Pre-event support**
  - Event coordination - initial needs assessment & planning meeting
  - Provisioning of metadata which includes the Webcast summary; speaker names, bios and photos; pre and post-Webcast text
  - Upload content (presentation, question sets, etc.)
  - A scheduled 30 minute session with our Virtual Event Consultant to conduct Presenter Training

Broadcast and Q&A

- – **Live event support**
  - ● Event Moderator Support:
    - ○ Standard pre and post event scripting is provided for live webcasts with audio conferencing
    - ○ Polling, URL and monitor Q&A for technical issues
  - ● Provide event monitoring, support and troubleshooting
  - ● Record and/or broadcast live event
- – **Post-event support**
  - ● Post-event analytics access
  - ● On-demand management
    - ○ Trimming of beginning and end (if necessary)
    - ○ Publishing archive

Advanced Microsite and Webcast Console (4 tab microsite and 5 emails)

Pay for our services to build and customize your registration page and event console. Covers a four tab microsite, five customized emails, and console header, footer and brand support.

Polls / Surveys / Tests

Our surveys and tests provide you with the ability to request important feedback after the event either from within the webcast or email notifications. Need to assess a user's knowledge? Make it graded and turn it into a test.

Training Cost per hour

Additional training support. Billed per hour.

Advanced Integration / Development / Production Support

Includes, but is not limited to, requests such as creative services, certificate design, flash development, HTML development, reporting development, slide design, website design,

flash / animation design, encoding, or post-event editing. Billed per hour.

Event Services Support – Additional Support per hour

Use our resources to help you with event tasks in addition to what is available within your event management packages. Billed per hour.

WEBCASTING – MANAGED SERVICES

Live/Simulive Audio Webcast
- No slides and no video
- Up to 60 minutes in length
- Present live to 500 viewers
- Unlimited on-demand viewing for 6 months following presentation
- Stream connected and encoding using our Operator Assisted Integration 30 minutes in advance of event start time
- Attendee access to help button and technical support ticketing system
- Basic registration (first name, last name, & email address fields)
- One default email (Confirmation)
- Real-time access to our Smart Analytics for webcasts

Live/Simulive Audio + Slides Webcast
- Up to 60 minutes in length
- Present live to 500 viewers
- Unlimited on-demand viewing for 6 months following presentation
- User-experience optimization with real-time bandwidth monitoring
- Advanced features include: Screen Broadcasting, Polling, Q&A, Twitter and much more
- Stream connected and encoding using our Operator Assisted Integration 30 minutes in advance of event start time
- Advanced registration (First Name, Last Name, Email, and up to 7 additional fields)
- Three default emails (Confirmation, thank you email, sorry email)
- Real-time access to our Smart Analytics for webcasts

Event Management Support:
- Pre-event support
  - Event coordination - initial needs assessment & planning
  - Provisioning of metadata which includes the Webcast summary; speaker names, bios, & photos; pre and post-Webcast text
  - Upload content (presentation, question sets, etc.)
  - A scheduled session with our producer to either:
    - Conduct a 60 minute event walkthrough; or,
    - Record speaker audio and slide timings up to 90 minutes.
- Live event support
  - Event Moderator Support:
    - Standard pre and post event scripting is provided for live webcasts with audio conferencing
    - Polling, URL and monitor Q&A for technical issues
  - Provide event monitoring, support and troubleshooting
  - Record and/or broadcast live event
- Post-event support
  - Post-event analytics access
  - On-demand management
    - Trimming of beginning and end (if necessary)
    - Publishing archive

WEBCASTING – MANAGED SERVICES

Live Web Conference
- Maximum of 60 minutes
- A maximum of 500 viewers
- Slides only, no streaming audio
- Unlimited on-demand viewing for 6 months following presentation
  - Availability of on-demand viewing for webcast may take 3 business days
- Advanced features include: Screen Broadcasting, Polling, Q&A, Twitter and much more
- Advanced registration (First Name, Last Name, Email, and up to 7 additional fields)
- Three default emails (Confirmation, thank you email, sorry email)
- Real-time access to our Smart Analytics for webcasts

Event Management Support:
- Pre-event support
  - Event coordination - initial needs assessment & planning
  - Provisioning of metadata which includes the Webcast summary; speaker names, bios, & photos; pre and post-Webcast text
  - Upload content (presentation, question sets, etc.)
  - A scheduled session with our producer to conduct a 60 minute event walkthrough
- Live event support
  - Event Moderator Support:
    - Standard pre and post event scripting is provided for live webcasts with audio conferencing
    - Polling, URL and Polling, URL and monitor Q&A for technical issues
  - Provide event monitoring, support and troubleshooting
  - Record and/or broadcast live event
- Post-event support
  - Post-event analytics access
  - On-demand management
    - Trimming of beginning and end (if necessary)
    - Publishing archive

Live/Simulive Video Webcast
- Up to 60 minutes in length
- Present live to 500 viewers
- Unlimited on-demand viewing for 6 months following presentation

- Automatic user-experience optimization with real-time bandwidth monitoring
- Advanced features include: Polling, Q&A, Twitter and much more
- Stream connected and encoding using our Operator Assisted Integration 30 minutes in advance of event start time
- Advanced registration (First Name, Last Name, Email, and up to 7 additional fields)
- Three default emails (Confirmation, thank you email, sorry email)
- Real-time access to our Smart Analytics for webcasts

Event Management Support:
- Pre-event support
  - Event coordination - initial needs assessment & planning
  - Provisioning of metadata which includes the Webcast summary; speaker names, bios, & photos; pre and post-Webcast text
  - Upload content (presentation, question sets, etc.)
  - A scheduled session with our producer to either:
    - Conduct a 60 minute event walkthrough; or,
    - Record speaker video up to 90 minutes.
- Live event support
  - Event Moderator Support:
    - Standard pre and post event scripting is provided for live webcasts with audio conferencing
    - Polling, URL and Polling, URL and monitor Q&A for technical issues
  - Provide event monitoring, support and troubleshooting
  - Record and/or broadcast live event
  - Video connection via USB webcam or VCU video feed
    - *VCU video feed will incur per minute video bridge fees
- Post-event support
  - Post-event analytics access
  - On-demand management
    - Trimming of beginning and end (if necessary)
    - Publishing archive

Live/Simulive Video + Slides Webcast
- Up to 60 minutes in length
- Present live to 500 viewers
- Unlimited on-demand viewing for 6 months following presentation
- Automatic user-experience optimization with real-time bandwidth monitoring
- Advanced features include: Screen Broadcasting, Polling, Q&A, Twitter and much more
- Present using a Webcam, a Video Conferencing Unit, or integrate your video using Flash Media Live Encoder
- Advanced registration (First Name, Last Name, Email, and up to 7 additional fields)
- Three default emails (Confirmation, thank you email, sorry email)
- Real-time access to our Smart Analytics for webcasts

Event Management Support:
- Pre-event support
  - Event coordination - initial needs assessment & planning
  - Provisioning of metadata which includes the Webcast summary; speaker names, bios, & photos; pre and post-Webcast text
  - Upload content (presentation, question sets, etc.)
  - A scheduled session with our producer to either:
    - Conduct a 60 minute event walkthrough; or,
    - Record speaker video and slide timings up to 90 minutes.
- Live event support
  - Event Moderator Support:
    - Standard pre and post event scripting is provided for live webcasts with audio conferencing
    - Polling, URL and Polling, URL and monitor Q&A for technical issues
  - Provide event monitoring, support and troubleshooting

- o Record and/or broadcast live event
- o Video connection via USB webcam or VCU video feed
  - ▪ *VCU video feed will incur per minute video bridge fees
- Post-event support
  - o Post-event analytics access
  - o On-demand management
    - ▪ Trimming of beginning and end (if necessary)
    - ▪ Publishing archive

On-demand Audio + Slides Webcast
Have our team create a direct to on-demand audio and slides presentation to share with your audience.
Includes:
- Up to 60 minutes in length
- A scheduled 90 minute session with our producer to record speaker audio and slide timings
- Unlimited on-demand viewing for 6 months
- Automatic user-experience optimization with real-time bandwidth monitoring
- Advanced features include: Screen Broadcasting, On-Demand Polling, On-Demand Q&A, Twitter and much more
- Advanced registration (First Name, Last Name, Email, and up to 7 additional fields)
- Attendee access to help button and technical support ticketing system
- Real-time access to our Smart Analytics for webcasts

On-demand Video + Slides Webcast
Have our team create a direct to on-demand video and slides presentation to share with your audience.
Includes:
- Up to 60 minutes in length
- A scheduled 90 minute session with our producer to record speaker video and slide timings.
- Unlimited on-demand viewing for 6 months
- Automatic user-experience optimization with real-time bandwidth monitoring
- Advanced features include: Screen Broadcasting, On-Demand Polling, On-Demand Q&A, Twitter and much more
- Advanced registration (First Name, Last Name, Email, and up to 7 additional fields)
- Attendee access to help button and technical support ticketing system
- Real-time access to our Smart Analytics for webcasts

Audio Webcast - Additional Viewers (block of 100)
Each additional 100 webcast viewers
Web Conference - Additional Viewers (block of 100)
Each additional 100 webcast viewers
Video Webcast - Additional Viewers (block of 100)
Each additional 100 webcast viewers
Audio Webcast - Additional 30 Minutes
Each additional 30 minute increment
Web Conference - Additional 30 Minutes
Each additional 30 minute increment
Video Webcast - Additional 30 Minutes
Each additional 30 minute increment
Audio Webcast - Extended Archive
Additional months of hosted archiving beyond initial 6 months. Per month.
Web Conference - Extended Archive
Additional months of hosted archiving beyond initial 6 months. Per month.
Video Webcast - Extended Archive
Additional months of hosted archiving beyond initial 6 months. Per month.

PREMIUM WEBCAST ADD-ONS

Survey
Our surveys provide you with the ability to request important feedback after the event either from within the webcast or email notifications.

Event Content (pdfs, videos, hyperlinks, etc)
Upload content (images, documents, video clips, pdfs) into the event for download. Rate includes up to five (5) pieces of content.

Video Clips
Video clip in a presentation. Billed per clip.

BRANDING & REGISTRATION

Pay-Per-View (eCommerce)
Create price packages and charge your audience to attend your event, or charge for access to premium locations within the event. Billed per event.

Customized Branding (Logo)
Pay for our services to customize your console; includes: console header, footer, speaker bios and sponsor graphics (if applicable). Billed per event.

Webcast Registration and Console Advanced (4 tab microsite and 5 emails)
Pay for our services to build and customize your registration page and event console. Covers a four tab microsite, three customized emails, and console header, footer and brand support. Billed per event.

Emails - Customized
Use our team to design custom registration confirmation emails, including event reminders and post-event follow-ups (you provide the content). Billed per hour with a one hour minimum.

Registration API
Integrate Singtel webcast console with your registration application. Reports will accurately reflect information gathered from both applications. Automated pass through from your registration system into the webcast database and communication of attendance metrics back to your system.

PRE- & LIVE EVENT SUPPORT

Event Services Support - Additional Support per hour
Use our resources to help you with event tasks in addition to what is available within your event management packages. Billed per hour with a one hour minimum.

Custom Production/Engineering
Includes, but is not limited to, requests such as creative services, certificate design, flash development, HTML development, reporting development, slide design, website design, flash/animation design, encoding, or post-event editing. Billed per hour with a one hour minimum.

On-site Support
An onsite encoder or onsite support technician attends your meeting on-premise and delivers customized support. Does not include travel and expenses.

Onsite technician responsibilities include:
- Encoder support and coordination
  - Coordinates with A/V crews and encoders to ensure success
- Live Event Facilitation
  - Tests connection to the internet
  - Configures and confirms audio and video signal quality
  - Facilitates presentation start, slide cues, polling, video rolls, and closing the webcast

Troubleshoots any technical issues associated to the webcast broadcast

Stream/Signal Test
  - Perform a video/VCU webcast test for no more than 15 minutes and with up to five attendees. Requires a video event to be scheduled. Billed per test.

POST-EVENT SUPPORT

Podcasts
Turn on podcasts and allow users to download your webcast from the console. Billed per event.

Single File Archive
Synchronized audio and video feed with your slides in Flash format to be hosted on your servers. Exports are available in MP4 format. Billed per file.

CANCELLATION, RESCHEDULE, EXPEDITE FEES

Cancellation Fee; Advanced Notice
If the event is cancelled with five or more business days' notice before the scheduled event date, you will be charged a cancellation fee and the full amount of services booked or ordered up to the point of cancellation.

| **Cancellation Fee; Late Notice** |
| If the event is cancelled with less than five business days' notice before the scheduled event date, you will be charged a cancellation fee and the full amount of services booked or ordered up to the point of cancellation. |
| **Rescheduling Fee; Advanced Notice** |
| If the event is rescheduled with five or more business days' notice before the scheduled event date, you will be charged a reschedule fee. |
| **Rescheduling Fee; Late Notice** |
| If the event is rescheduled with less than five business days' notice before the scheduled event date, you will be charged a reschedule fee. |
| **Expedite Fee** |
| Ordering a managed services event to be delivered within guidelines provided below will be charged an expedite fee. |
| **Rush Link Delivery** |
| Event set up and link delivery completed within one business day of initial reservation will be charged a rush fee. |