

Sure On-Demand Conference Calls Service Specific Terms & Conditions

The Sure On-Demand Conference Call Service (the “Service”) enables two or more people to participate in a telephone Call simultaneously without the need to pre-book the meeting.

SECTION 1 – Service Specific Terms and Conditions

These Sure Service Specific Terms and Conditions should be read in conjunction with the Sure General Terms and Conditions (Sure Guernsey, Sure Jersey or Sure Isle of Man as applicable). Where there is conflict these Service Specific Terms and Conditions supersede the General Terms and Conditions.

1. DEFINITION AND INTERPRETATION

The Sure General Terms and Conditions include definitions. These definitions are in addition:

“Conference Call” means a Call made between one Organiser and one or more Participants each using a different telephone

“Normal Working Day” means Monday to Friday between 0800 and 1700 hours (excluding public or bank holidays in the Bailiwick of Guernsey)

“On Demand” means the Service whereby You have permanent Organiser and Participant security PINs that We issue You for You (acting as Organiser) to pass on the Participant PIN to each Participant so that they can dial in to join the Conference Call that is arranged by You at any time without the need for You to pre-book the Conference Call with Us

“Organiser” means the individual who convenes and commences the Conference Call

“Our Telephone Number” means the number +44 (0) 1481 210212 which must be called by the Organiser and each Participant, or such number as We may advise the Organiser from time to time

“Participant” means an individual, or a group of individuals sharing the same telephone, other than the Organiser, who is taking part in the Conference Call

“PIN” means (i) the Personal Identification Number issued to You by Us which is used by You as Organiser to convene and commence a Conference Call and (ii) the Personal Identification Number issued to You by Us which is used by each Participant to join the Conference Call

“Service Fee” means the fee We charge You for the On-Demand Conference Call Service

2. PROVISION OF SERVICE

- 2.1 We will provide the Service by issuing You with Organiser and Participant security PINs for each Organiser You have requested.
- 2.2 We will use reasonable endeavours to provide You with the Service at the time You require but cannot guarantee that the Service will be available and cannot be held responsible for any loss that You or others might sustain as a result. Such lack of availability of the Service may be due, but is not limited to, insufficient conferencing bridge capacity at the time You wish to use the Service.
- 2.3 The Conference Call Service is limited to a maximum of the Organiser and 29 Participants on separate telephones at any one time.
- 2.4 You can use the Service at any time, i.e. 24 hours 365 days so can conveniently include Participants in any time zone.

3. USE OF THE SERVICE

- 3.1 For the purposes of these terms and conditions it is assumed that at all times You use the Service You will be acting as Organiser.
- 3.2 If You use the Service it is Your responsibility to ensure that all Participants will be available for the Conference Call. You must provide Participants with the Participant PIN and Our Telephone Number for On Demand Conference Calls in advance of the agreed time for the On Demand Conference Call.
- 3.3 If You use the Service it is Your responsibility to ensure that You initiate the On Demand Conference Call in sufficient time to receive the incoming Calls from the Participants.
- 3.4 When You are provisioned with Organiser and Participant security PINs it is Your responsibility to distribute these securely to Organisers and ensure that they are aware that they must pass on both Our Telephone Number for On Demand Conference Calls and the Participant security PIN to their Participants.
- 3.5 When Participants make a Call to Our Telephone Number and use the Participant security PIN to dial in, they are asked to announce themselves before joining the conversation.

4. CHARGES

- 4.1 When the Organiser and Participants make a Call to Our Telephone Number to dial in, they will be charged the standard Call charge for that Call by their network operator, which may not be Sure.
- 4.2 In addition to the Calls charges in 4.1 the Service is subject to Our pence per minute Service Fee per Organiser PIN and per Participant PIN used to enter the On-Demand Conference Call. Our charging structure and published charges are subject to change.

5. PAYMENTS

We will invoice You for the Service Fee on a separate telephone bill for this Service to the postal address You give Us. All invoices are payable in full and shall be paid by You to Us.

6. TERM OF SERVICE

Each provision of a new Organiser and Participant PIN is a separate Service and an Initial Term of 12 months applies from the Service Delivery Date.

7. CUSTOMER PREMISES EQUIPMENT

- 7.1 The Organiser and each Participant will need an ordinary telephone to access the Service. It is Your responsibility to ensure that if the Organiser and one or more Participants (or two or more Participants) are to use the same telephone it is suitable for such purpose.
- 7.2 The Organiser or a Participant can access the Service using a mobile handset but the quality of the Call will depend on the quality of the service provided by the Telecommunications Network it is using and the coverage in that location.

8. LIABILITY

We are not responsible for the working or otherwise of any Telecommunications Network run by an Other Licensed Operator and cannot be held responsible for poor quality of service or access difficulties caused by Other Licensed Operators.

9. GENERAL TERMS AND CONDITIONS

You should refer to the Sure General Terms and Conditions for additional clauses under each of the above

headings and for the following:

Special Provision of Service	Telecommunications Equipment	Fault Repair
Relocation and Reconfiguration	Term of Service	Temporary Service
Interconnection	Default	Deposits
Suspension	Termination	Call Monitoring and Recording
Accommodation, Power and Lightning Protection	Information and Permissions	Confidentiality
Complaints and Arbitration	Assignment	Copyright
Duration and Entire Agreement	Indemnity	Law
Matters Beyond Reasonable Control	Notice	Use of Information
Severability	Variation	Waiver

10. TO CONTACT US

If You wish to contact Us concerning any aspect of the Service please call +44 (0)1481 700700 or send an email to contact@sure.com