

Sure Pre-Booked Conference Calls Service Specific Terms & Conditions

The Sure Conference Call Service enables two or more people to participate in a telephone Call simultaneously. It is a Service offered by the Sure Customer Service Centre (CSC) and is achieved by the participants dialing in to a specified number and using a PIN number to access the Conference Call (Dial In)

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 two or more Delegates each using a different telephone

“Contact Number” means the telephone number You tell Us should be used to contact You on any matter regarding a Conference Call

“Contact Email” means the email address You tell Us should be used to Contact You on any matter regarding a Conference Call

“Delegate” means an individual who is taking part in the Conference Call

“Dial In” means the Service whereby You specify the time of the Call and We issue You with a specific telephone number and security PIN which You pass on to each Delegate so they can dial in to join the Conference Call

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

“PIN” means the special Personal Identification Number issued to You by Us which is used by each Delegate to join the Conference Call

“Set-up Fee” means Our published fixed administration charge which may be amended from time to time

“Telecommunications Equipment” has the same meaning as in section 31 of the Telecommunications (Bailiwick of Guernsey) Law, 2001.

2. PROVISION OF SERVICE

2.1 We will provide the Service to You on the date that You have requested.

2.2 If You do not book the Conference Call in advance 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.

2.3 The Conference Call Service is limited to 30 Delegates on separate telephones at any one time.

2.4 You can book a Conference Call to be held at any time, i.e. 24 hours 365 days so can conveniently include Delegates in any time zone.

2.5 You must give Us a Contact Number that We can call if We have any issues with the provision of the Service.

2.6 We will confirm receipt of a booking made by telephone, fax or email within one Normal Working Day of receipt by calling or emailing the Contact Number or Contact Email provided by You. If You do not receive such confirmation it

is Your responsibility to check with Us that the Conference Call has been booked. We cannot be held responsible for the non-provision of a Conference Call, which has not been confirmed by Us.

3. USE OF THE SERVICE

- 3.1 If You use the Dial In Service it is Your responsibility to ensure that You initiate the Conference Call in sufficient time to receive the incoming Calls from the other Delegates.
- 3.2 When You book a Dial In Conference Call We will issue You with a specific telephone number and security PIN. It is Your responsibility to pass on both the telephone number and the security PIN to the other Delegates.
- 3.3 When Delegates make a Call to the specific telephone number and use the security PIN to Dial In they join the conversation immediately.
- 3.4 Delegates can be anywhere in the World, and therefore the Conference Call can include local, national and international Calls.

4. CHARGES

We will charge You in accordance with Our published prices. The Dial In currently includes a Set-up Fee plus Call charges. The charging structure and published charges are subject to change.

5. PAYMENTS

We will invoice You for the provision of the Service on Your normal periodic telephone bill. If You do not rent one of Our exchange lines a bill will be sent to the postal address You give Us. All invoices are payable in full and shall be paid by You to Us.

6. CANCELLATION

- 6.1 Cancellation charges will apply if You cancel the Service within 24 hours of the booked time for the Conference Call:
 - a) Within 1 (one) hour of the time booked for the Conference Call: 100% of the Set-up Fee
 - b) Within 24 (twenty four) hours of the time booked for the Conference Call, but not within 1 hour: 50% of the Set-up Fee
 - c) More than 24 hours: no charge
- 6.2 If You fail to cancel the Service and do not make use of the Conference Call, You will still be liable to pay the Set-up Fee and We will bill You in the usual way.

7. CUSTOMER PREMISES EQUIPMENT

- 7.1 Each Delegate will need an ordinary telephone to access the Service. It is Your responsibility to ensure that if two or more Delegates are to use the same telephone it is suitable for such purpose.
- 7.2 A Delegate 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
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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