

Service Description – MT Global Meet Me



connectivity  voice  mobile  data centre  cloud  connectivity

mtbusiness

Interpretation and Additional Definitions

1.1 Unless the context otherwise requires, terms and phrases defined in the General Terms & Conditions, the Services Order Form and the Services Descriptions attached thereto will have the same meaning when used in this Services Description.

1.2 In addition to Paragraph 1.1, the terms and phrases provided below will have the same meanings when used in each of the General Terms & Conditions and the Services Order Form:

“Access Charge”: means the charge (if applicable) for the actual telephone call made to access the conference service. This charge is dependent upon the number dialled for access and the corresponding tariff plan.

“Conference Charge” means the charges for the actual use of the MT Global Meet Me Service.

“MT Global Meet Me” means the Audio Conferencing Service provided via Manx Telecom Trading Ltd.

“Nominated Account” means the circuit number and customer account selected by the Customer to receive the conference call charges.

2. Priority

The priority of this Services Description in relation to all other agreements or forms relevant to the Services is provided in the General Terms & Conditions.

3. Duration

MT shall make the Services as detailed in the Services Order Form available to the Customer from the Service Commencement Date (as defined in MT’s General Terms and Conditions), subject to termination and suspension rights as set forth in MT’s General Terms & Conditions.

4. Services

4.1 Throughout the duration of the Agreements, MT shall make the Services available to the Customer with the reasonable skill and care of a competent telecommunications service provider.

4.2 Following the valid execution of a signed Services Order Form between the Customer and MT, MT will provide the Services to the Customer for the Nominated Accounts as detailed in Attachment One to the Services Order Form. 4.3 Elements of the MT Global Meet Me Service include:

(a) An audio conferencing service for up to 40 participants.

- (b) Instant Audio Conferences – no need to book with the service provider in advance
- (c) Functionality for the conference host to record a conference call (at additional charge) which would then be delivered to their registered email address.
- (d) The customer will receive a welcome email advising of their Chairperson Pin Code, Participant Pin Code, and basic usage instructions.

5. Customer Obligations

5.1 It is the Customer’s responsibility to inform MT of the Nominated Accounts and authorised phone numbers it requires to receive the MT Global Meet Me Service by duly completing the appropriate Services Order Form. Any subsequent changes to this list must be notified to MT by a duly authorised representative of the Customer and in writing/via e-mail to the address sales@manxtelecom.com such notification will be added to the existing order.

5.2 The Customer must ensure they have connectivity to a phone line to access the Service.

5.3 It is the Customer’s responsibility to access and utilise the MT Global Meet Me Service and make payment of the bill in accordance with the terms and conditions relevant to the service taken.

5.4 The Customer is responsible for the administration and security of any user details (Chairperson and Participant pin numbers) and for use of the Services and MT will not be liable for any unauthorised use.

5.5 In addition to the Customer’s obligations under Clause 18 of MT’s General Terms and Conditions, the Customer warrants to MT that it has complied with the Isle of Man Data Protection Act 2002 and will provide MT with the necessary consent from the Customers Users (data subjects) in connection with provision of personal data to MT.

5.6 The Customer further warrants to MT that it has not received any notice or allegation from either the Data Protection Supervisor or the data subject alleging non-compliance with the Isle of Man Data Protection Act 2002 relating to personal data originating from Users.

6. Charges, Billing and Payment for the Services

6.1 Charges for the MT Global Meet Me Service will be billed to the Circuit number and account defined by the customer on the Services Order form.

6.2 The charges for the conferencing service itself will be billed two months in arrears (e.g. January usage will be invoiced as part of the 1st March invoice as an additional service charge).

6.3 Where any call charges are incurred for accessing the service (Access Charges), these will be billed to the

telephone number making the call at the standard network rate, as per our General Terms and Conditions.

6.4 The Customer should raise billing queries to MT's bill enquiry line: 01624 624624.

7. Maintenance

7.1 In the event of a fault developing with the MT Global Meet Me Service, the Meet Me UK helpdesk can be contacted via 0800 731 7100 .

7.2 For local support or account queries Manx Telecom can be contacted on +44 (0) 1624 624624.



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