

NEOCONFERENCE SERVICE SCHEDULE

FOR

SERVICES AND SERVICE LEVELS

1. DEFINITIONS

Except where the context requires otherwise, words, terms and definitions shall have the meaning given to them by the Master Services Agreement for the purposes of this Schedule, the following expressions shall have the meanings given to them hereunder:

- 1.1 **“Attended conference”** means a conference service that is monitored by an operator for quality purposes.
- 1.2 **“Customer”** refers to (insert customer name)
- 1.3 **“KAM”** means Key Account Manager.
- 1.4 **“Neotel Representative”** means the person nominated in writing by Neotel from time to time during the term of this Agreement.
- 1.5 **“Off-peak period”** for NeoConference means the time between 17:00 and 07:00 Monday to Friday, on weekends (Friday 17:00 to Monday 07:00) and during public holidays.
- 1.6 **“On-demand conference”** means a teleconference service where the client shall be able to hold a telephone conference on an ad-hoc basis with varying number of participants.
- 1.7 **“Peak Period”** for NeoConference means the time between 07:00 and 17:00 Monday to Friday.
- 1.8 **“PIN”** means a set of numbers that is used to authenticate a user into a specific conference.
- 1.9 **“Planned Outage”** means any impact on Service resulting from maintenance actions requested by or attributed to the Customer, or from scheduled or routine Neotel maintenance operations. Neotel shall notify the Customer in writing at least two (2) days in advance of a Planned Maintenance period and shall endeavor to schedule maintenance at a time agreeable to the Customer.
- 1.10 **“POTS”** means Plain Old Telephony Service
- 1.11 **“Scheduled conference”** means a teleconference service where the client shall have a standing meeting, with a particular number of participants, calling on a scheduled repeating or non-repeating time slot. The client shall use the same set of PINs with every teleconference in the scheduled conference request.
- 1.12 **“Service Downtime”** means that period of time for which the Service was unavailable to the Customer excluding scheduled downtime.
- 1.13 **“Service Period”** means it is calculated 60 minutes x 24 hours per day x number of days in current month.
- 1.14 **“SOC”** means Service Operator Centre.

2. APPLICABILITY

This Service Schedule is applicable only to Customer Order Forms for Neotel’s NeoConference Services which shall be submitted by the Customer and accepted by Neotel in accordance with the general terms and conditions of this Agreement.

3. PRODUCT DESCRIPTION

“NeoConference” is a service offered by Neotel that provides telephonic meetings between participants that are geographically dispersed. The participants may connect to and participate in the meeting using either a mobile telephone or a POTS.

4. SERVICE PROVISIONING AND ASSURANCE

- 4.1 A customer may request a NeoConference service via the SOC, the customer KAM or by sending an email to neoconference@neotel.co.za.
- 4.2 When a client is activated, they shall be provided with a welcome email that contains the conference details, user guide, dial-in access numbers and Neotel contact details.
- 4.3 All users of the service shall abide by the user guide rules provided in the welcome email. Failure to abide by the rules may result in a poor user experience which Neotel will not take responsibility for.
- 4.4 The Customer is allocated a public and private PIN to use this service. The public PIN may be distributed to participants but the Private PIN shall not be shared. Neotel bills the customer based on the conferences initiated by the Private PIN.
- 4.5 The Customer shall immediately request a new PIN from Neotel if they suspect that the privacy of the PIN has been compromised.
- 4.6 No conferences shall be recorded without the customer’s request. Conference recording shall be requested prior to the conference beginning.
- 4.7 All recordings shall be kept for a maximum of 7 days before they are permanently deleted.
- 4.8 Operator assistance is available 24hours x 7 days x 365days in a year.
- 4.9 The Customer shall inform Neotel before 11am on a Friday for any Attended conferences on the weekend.

5. TERMINATION

- 5.1 Neotel shall not charge the customer any termination fees for On-demand conferences.
- 5.2 For scheduled conferences the following applies:
 - a. The customer shall not be charged for any conferences that are cancelled at least 48 hours before the conference begins.
 - b. The customer shall be charged for any conferences which are not cancelled and not attended.

6. SERVICE LEVEL AGREEMENT

The table below depicts different attributes and their corresponding service level objectives.

<u>Attribute</u>	<u>Target</u>
New service activation for new client	24 hours
New service activation for existing client	1 hour
PIN reset	1 hour
Accessing operator during a teleconference	1 minute
Time to respond to logged client fault	8 hours

7. ESCALATION MATRIX

For logging calls, queries and complaints with Neotel, the Customer may contact the customer service operations centre on **080 1111 636 (SA Only) or +27 11 585 0652**. Should a service issue not be resolved or satisfactory feedback not given, the issue may be escalated to level 2 and 3 below.

TABLE 1 : Service Issues			
CONTACT	PHONE	EMAIL	TIME
Level 1 Service Operations Centre (SOC)	+27 11 585 0652 080 1111 636	Wholesale.cs@neotel.co.za	Immediate
Level 2 Cleo Riba SOC Team Leader	+27 11 585 1410 +27 79 962 1239	Cleopatra.Riba@neotel.co.za	1-hour
Level 3 Vincent Mola SOC Manager	+27 11 585 0651 +27 82 574 7728	Vincent.Mola@neotel.co.za	2-hours
Level 4 Steve Mawdsley GM : Enterprise Customer Services	+27 11 585 0661 +27 71 854 1559	Stephen.Mawdsley@neotel.co.za	4-hours

In addition, Customer shall be entitled to approach an assigned Neotel account manager if the feedback or progress on the outage resolution is not satisfactory.

SIGNED at on this day of
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For and on behalf of

NEOTEL (PROPRIETARY) LIMITED

Who warrants that he is duly authorised thereto

SIGNED at on this day of
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For and on behalf of

Customer -----

Who warrants that he is duly authorised thereto