

Definitions

This Addendum is part of the Service Schedule for Video as A Service Solution and describes defined terms used in that document. In the event of a conflict between any terms in this Addendum and definition in the MSA/General Terms and Conditions governing the Agreement, the definitions in this Addendum shall govern.

1. DEFINITIONS

“**Ancillary Charges**” means a charge, other than the Monthly Recurring Charge or the Non-Recurring Charge, for providing additional services such as equipment relocation etc. These charges shall be notified in writing by Supplier before Supplier commences the relevant work or, if no notice has been given, these charges will be calculated using Supplier’s then current time and materials rates. If through no fault of Supplier or an agent, employee or sub-contractor of Supplier, a third party contractor or sub-supplier engaged by Supplier charges any surcharge to Supplier, Supplier shall be entitled to recover such surcharge as Ancillary Charges from the Customer including but not limited to installation or relocation of Supplier CPE requiring additional visits to the Customer Premise.

“**Conferencing Services**” means a service included in the Solution that allows multiple participants to be in a single audio or video conference.

“**Inbound Call**” means a call in which a Video Conferencing Endpoint receives a call from another Video Conferencing Endpoint or bridge.

“**IP and URI Dialing Capability**” means the ability of the Video Conferencing Endpoint to connect with another Video Conferencing Endpoint by dialing the IP address or the SIP address of other Video Conferencing Endpoint.

“**Meeting**” means a conference that is hosted in the Virtual Meeting Room provided by the Supplier.

“**Meeting Success**” means a Meeting when the host and at least one or more participants or guest participants are able to join the Virtual Meeting Room provided by the Supplier.

“**Monthly Recurring Charges**” or “**MRC**” means the monthly recurring charges for Solution as set out in the Customer Order Form.

“**Non-Recurring Charges**” or “**NRC**” means the one-time non-recurring charge for supplying, installing, commissioning and provisioning of the Solution as set out in the Customer Order Form.

“**OEM**” means the original equipment manufacturer.

“**Outbound Call**” means a call in which a Video Conferencing Endpoint dials out to another Video Conferencing Endpoint.

“**Overage On Recording and Overage On Storage**” means the recording and storage subscription that entitles the Customer to a certain hours of recording of the audio visual content of the Meeting and certain hours of storage of such audio visual content as specified in the Order Form. Any usage above this limit specified in the Order Form is the Overage On Recording and Overage on Storage.

“**Service**” means the applicable services which form the Solutions as provided to the Customer in accordance with this Service Schedule.

“**Service Credits**” means the credits provided by Supplier to Customer for Service unavailability or failure to meet other Service level targets as set out in relevant service level agreement.

“**Service Level Agreement**” or “**SLA**” means the document so titled, applicable to relevant constituent of the Solution.

“**Supplementation**” means an amendment to the Order Form which may include upgradation of bandwidth, addition / removal of Video Conferencing Endpoint, etc.

“**Supplier**” means Tata Communications entity that has executed the relevant Order Form to provide the Services.

“**Usage Based Charges**” means the charges associated with components of the Service that are charged based on consumption of the Service as set out in the Order Form.

“**Video Conferencing Endpoint**” means the equipment used by the Customer to connect to Conferencing Services and such equipment could be Supplier-Provided CPE or as a Customer Equipment at Customer Premises.

“**Virtual Meeting Room (VMR)**” means an online virtual space where multiple participants can join an audio video call through a Video Conferencing Endpoint.

[End of Addendum]

