

Conference Services Informed Business Solutions Ltd Informed Conferencing Solutions Price List (All rates exclude VAT)

Effective: 26th May 2009

Informed Business Solutions Ltd ("Informed") offer a basic conference call service that provides automated on-demand conference calls, in addition by special arrangement Informed can arrange managed conference calls, special event calls, and conference calls for court hearings.

The following price list gives detail of Informed's charges for hosting a conference call.

The charges for the conference call are made up as follows:

- The cost for the conference service (see **Conference Charges**).
- The cost of any dial out calls initiated by the host from the conference (see **Dial Out Call Charges**)
- The cost of calling into the service from overseas if using the international network (called the GVPN) (see **International Access**)
- Any additional features used during the conference (see **Additional Feature Charges**)

Conference Call charges are invoiced to the account of the customer whose **Host Access Code** is used to initiate the conference call. Charges are billed monthly in arrears. All prices are shown in £ sterling and exclude VAT.

Where 0871 is used to access the conference by hosts/participants dialling in from the UK then no charges are billed to the host by Informed – the host and each participant pays only their local fixed or mobile operator for the cost of the call in to the 0871 number. This is typically 10p per minute from fixed lines, charges from mobiles vary. By prior arrangement with Informed, it may be possible to arrange for overseas participants to join an 0871 conference using different access numbers – however there would be a charge levied per minute per participant which would be invoiced to the Host.

The provision of service of subject to agreeing to Informed's terms and conditions of supply on each occasion that the service is used.

Price List Correct at time of going to print

1. Conference Charges

The Conference Charge is a rate in pence for each minute on the conference service. It is calculated by adding up the total time all the parties are on the conference and multiplying by the rate. Charging is per second, rounded to the nearest penny.

For example, 3 people on a conference, 2 of them for 1 hour, the other for 50 minutes of the conference, would result in a total of 2 x 60 minutes plus 50 minutes, making 170 minutes. **Informed only charges for the time actually used on a conference.** In this example, the cost of the conference would be 170 minutes at 10p/minute, £17.00 ex VAT. However, as described below and above, UK access via 0871 is not billed to the Host.

The charge for person per minute raised by Informed to the host of the conference depends upon the type of dial in number being used by each person in the conference to dial into the meeting.

The host can select which numbers to use and give out. Different numbers can be mixed on the same conference call.

A description of the dial in number options is given below.

0845 This is a **UK local rate number**, which means that anyone dialling in using this number will pay the equivalent of a UK local call to join the conference.

0800 This is a **UK freephone number**, which means that anyone dialling in using this number will pay nothing to join the conference.

0207/8 This is a **UK London number**, which means anyone dialling in using this number will pay the appropriate call charge raised by their telephone company for a call to this number.

// ALL "GREY" SERVICES ONLY AVAILABLE BY SPECIAL REQUEST //

0871 Each participant dialling in from a fixed or mobile phone within the UK will pay their own fixed line or mobile provider at least 10p per minute for dialling into these numbers. Informed will **not** charge the host on top of this for use of the conferencing services, as described in our literature, available from www.informedbusiness.co.uk/conferencing

The Conference Charges that are raised by Informed depend on the type of dial in number being used. These charges are shown in the table below.

Informed Conference Charges

Package	Who pays for the cost of the call?	Who pays for the cost of the Conference?	How much will it cost?
STANDARD PACKAGE UK 0871 Access	All attendees and the host dial an 0871 number and pay at least <u>10p per minute</u> to their local telephone company to dial into your conference	Informed	Conference Rate = Zero The host will not receive an invoice from Informed for a conference which is accessed in this way, providing all participants are in the UK at the time of dialling.
LOCAL RATE PACKAGE 0845 Access	All attendees dial an 0845 number and pay only the UK local rate to their local telephone company to dial into your conference	Host	Conference Rate = 10p per minute which includes the cost of your participants dialling in at local rate
FREEPHONE PACKAGE 0800 Access	Attendees dial in to an 0800 number. Attendees pay nothing to participate in the conference	Host	Conference Rate = 12p per minute which includes the cost of your participants dialling in for free
NATIONAL PACKAGE 0207 Access	Attendees dial in to an 0207 (London) number and pay the charge as raised by their local telephone company	Host	Conference Rate = 12p per minute

// ALL "GREY" SERVICES ONLY AVAILABLE BY SPECIAL REQUEST //

For more information on Informed products and services please see our website www.informedbusiness.co.uk

2. Dial Out Call Charges

These charges apply **in addition** to the Informed Conference Charges to any dial out call made from the service by the conference host. The charges are as follows:

Per line per minute excluding VAT, any time of day

UK/Eire	£0.10
UK Mobile	£0.35
Europe	£0.20
Europe Mobile	£0.35
North America	£0.10
Australia/Japan	£0.20
Australia/Japan mobile	£0.35
Rest of the World	£0.75

Calls to personal numbers or premium rate services in the UK, and to Satellite and international mobile telephone services are charged at special rates – please contact us (mailto:conferencing@informedbusiness.co.uk) for full details of every country around the world.

3. International Access to Informed Conferencing Solutions

Standard Access

Access to Informed Conferencing Solutions from outside the UK is possible using your standard Access number or our international access number (please contact us for your international access number). There is no charge from Informed for this. Callers will be charged by their local telephone operator at the appropriate rate.

International Freephone Access

Informed has a range of international Freephone numbers that allow participants to dial into your conference zone at no charge to them. The account holder will be charged for these calls at the rates shown in the table. These costs apply only to the international legs of the conference and are in addition to the conference charges. If you would like us to provide International Freephone links to other countries, please contact us: 0870 420 2969, conferencing@informedbusiness.co.uk

Global VPN Access

This service allows access to Informed Conferencing Solutions through dialling local in country access numbers. The price for this access is shown in the table that follows. At present this service is available only from the countries shown with a price below. Other

countries are planned for availability later in the year. Please contact MeetingZone for details.

Summary of Countries and Access Charges

This table shows the cost of using Informed Conferencing Solutions from outside UK.

International Access Costs	GVPN	ITF	Dial Out
Australia	£0.05	£0.34	£0.19
Austria	£0.05	£0.24	£0.19
Bahrain	n/a	£1.54	£0.72
Belgium	£0.05	£0.19	£0.19
Brazil	n/a	£0.53	£0.72
Canada	n/a	£0.24	£0.10
China	n/a	£1.54	£0.72
Cyprus	n/a	£0.34	£0.72
Denmark	£0.05	£0.19	£0.19
Finland	n/a	£0.24	£0.19
France	£0.05	£0.19	£0.19
Germany	£0.05	£0.19	£0.19
Greece	n/a	£0.34	£0.72
Hong Kong	£0.05	£0.38	£0.19
Hungary	n/a	£0.34	£0.72
Iceland	n/a	£0.48	£0.72
Indonesia	n/a	£0.96	£0.72
Ireland	£0.05	£0.14	£0.10
Israel	n/a	£0.29	£0.72
Italy	£0.05	£0.19	£0.19
Japan	£0.05	£0.58	£0.19
Korea, South	n/a	£0.77	£0.72
Luxembourg	n/a	£0.19	£0.19
Malaysia	n/a	£0.58	£0.72
Netherlands	£0.05	£0.19	£0.19
New Zealand	n/a	£0.34	£0.19
Norway	n/a	£0.24	£0.19
Philippines	n/a	£0.96	£0.72
Poland	n/a	£0.34	£0.72
Portugal	£0.05	£0.29	£0.19
Russia (Moscow only)	n/a	£0.72	£0.72
Singapore	n/a	£0.29	£0.72
South Africa	n/a	£0.72	£0.72
Spain	£0.05	£0.19	£0.19
Sweden	£0.05	£0.19	£0.19
Switzerland	£0.05	£0.19	£0.19
Taiwan	n/a	£0.72	£0.72
Thailand	n/a	£0.77	£0.72
Turkey	n/a	£0.48	£0.72

UAE	n/a	£1.15	£0.72
USA	£0.05	£0.12	£0.10

4. Additional Feature Charges

These services are charged in addition to the Conference Charges.

4.1 Managed Calls - Operator Attendance £0.25 per line per minute

*Operator attendance is for running Question and Answer sessions, voting sessions, conference moderation and performing dial out calls for the conference host. Ad hoc help during your conference (obtained by pressing *0) is free of charge.*

Event call support – remote viewing of the operator control of the event call using glance **£100 per event call**

4.2 Conference Recording and Playback

Recording and Replay Pricing	Cost £ ex VAT
To record a conference	£15 recording charge
Download a recording from the website	£15 for the first download, thereafter downloads are free
Tape copy of the recording	£15 per copy
CD copy of the recording	£15 per copy
Stream recording from website	£40 including recording charge
Streaming Storage	7 days free, thereafter £15/day
Load to Replay Service	£40 including recording charge
Replay Storage	7 days free, thereafter £15/day
Access to Replay Recording	Standard conference rate

Please contact Informed to order these services: 0870 420 2969 conferencing@informedbusiness.co.uk

4.3 Paper Bill

£15 per month per bill

Receiving your bill by notification by email each month is free of charge. If you would like us to send you a paper bill each month a £15 charge will be levied.

4.4 Legal Conference calls

Service price customised for each customer

MeetingZone will dial out to connect the parties to the Court call, then connect and introduce the Judge, and tape the hearing. Call cancellation charges of £20 may apply to this service