

Supplementary Terms and Conditions for Teleconference Services

Mytel's Standard form of Agreement (SFOA) describes the general terms and conditions under which Mytel offer you, the customer, goods and services. The definitions supplied in the SFOA apply to this document.

The Mytel Teleconference Service is offered to you in accordance with the SFOA and the supplementary terms and conditions as stated in this document. Your request of the Mytel Teleconference Service constitutes acceptance of both the SFOA and supplementary terms and conditions in this document and other supplementary terms and conditions where applicable.

The following Terms and Conditions form an Addendum to the SFOA and are specific to the Mytel Teleconference Service.

1. Service Availability:

- a. We do not guarantee that our products will:
 - i. Operate continuously;
 - ii. Be fault free; or
 - iii. Operate at their theoretical maximum quality or capacity
- b. But we will:
 - i. Use reasonable endeavours to supply them to a fair and reasonable standard; and
 - ii. Honour any service level guarantees that we publish.

2. Reporting faults and requesting support

- a. If there is a fault with a product, you may report it to our help desk during our help desk hours of operation on the phone number published for it on our web site, or by email in accordance with any instructions on our web site.
- b. If you need support, you may request assistance from our support team on the phone number published on our website during our support hours of operation, or by email in accordance with any instructions on our website.
- c. You must wait a reasonable period before calling our support team, to ensure that a fault is not transient or self-correcting.
- d. You must make reasonable efforts to solve your own support problems before calling our support team.
- e. You must treat our support staff courteously.

3. Security of your PIN

You must ensure the confidentiality of your login details, including any passwords and other personal details. You are responsible for all uses of your account, whether or not actually or expressly authorized by you. You will be responsible for any loss or liability that may occur (either to us or you) as a result of your disclosure of your host PIN to a third party.

4. Responsibility for content

Users alone are responsible for the contents of the messages they communicate when using our services, and for the consequences of any such messages. You agree that you will not use our services to engage in illegal activities. You further agree not to use our services to send any message or material that is unlawful or gives rise to civil liability.