

PUBLICATION 1 SERVICE DESCRIPTION FOR ORANGE ASSISTANCE SERVICES ON CISCO WEBEX WEBINARS & CISCO WEBEX MEETINGS OFFERS

1.1 Definitions

As used in the context of the services under this Service Description (the “**Assistance Services**”), the following capitalized terms will have the meanings given below notwithstanding anything to the contrary set forth in the Agreement:

1.1.1 For Cisco WebEx Webinars Offer

“**Co-Organizer**” means a Presenter defined by the Organizer at the webinar creation. In the case of Organizer’s absence, the Co-Organizer has the same rights as the Organizer related to the organization, the launch, the management, and the closing of the webinar. There can be up to two Co-Organizers per webinar.

“**Assistant**” means a person identified within Orange video network operations center (VNOC) team for assisting all the Presenters in the smooth running of the webinar. The Assistant provides technical support to the Presenters before, during and after the webinar. There can be up to two (2) Assistants per webinar.

“**Conference**” means a Cisco WebEx Webinars.

“**Organizer**” means a Presenter identified within Customer’s organization. Per webinar, there can only be one (1) Organizer. The Organizer is responsible for:

- (a) defining up to two (2) Co-Organizers;
- (b) providing all useful webinar information to the Assistant, including: the date, the schedule, the agenda, the type(s) of content, the course of the webinar, the Presenter’s list, their roles and their order of passage, the expected assistance functionalities;
- (c) creating and sending webinar invitations to other Presenters and Participants;
- (d) organizing the webinar with the Assistant(s);
- (e) starting the webinar and if applicable, starting the webinar recording;
- (f) participating to the webinar management (e.g. mute or unmute any microphone, activate or deactivate the chat or the Q&A, etc.) and/or animating the webinar (e.g. content sharing, etc.). The Organizer can also, if necessary, entrust the role of Organizer to another Presenter; and
- (g) closing the webinar.

“**Participant**” means a person invited by the Customer to attend a seminar. This person cannot activate or deactivate their microphone nor their camera. Participants can participate in surveys, converse, or ask questions via the chat or the Q&A (when these functionalities are activated during the webinar). Participants can also let the Presenters know that they would like to speak. Participants cannot share content during the webinar. There can be up to ten thousand (10,000) Participants to a webinar.

“**Presenter**” means a person identified by the Customer for animating a seminar. During the webinar, a Presenter can also answer chat messages, run surveys, answer questions of a Q&A, and play moderator’s role of the webinar. There can be several Presenters in a seminar.

1.1.2 For Cisco WebEx Meetings Offer

“**Assistant**” means a person identified within Orange VNOC team for assisting the Organizer, Co-Organizer(s), and other Participants in the smooth running of the meeting. The Assistant provides technical support to the Organizer, Co-Organizer(s), and speaker(s), before and during the meeting. The Assistant also provides technical support to the Organizer, Co-Organizer(s) after the meeting. There can be up to two Assistants per meeting.

“**Conference**” means a Cisco WebEx Meeting.

“**Co-Organizer**” means a Participant defined by the Organizer at the creation or during the meeting. He/she benefits from the same rights as the Organizer related to the organization, the launch, the management, and the closing of the meeting. There can be up to two (2) Co-Organizers per meeting.

“**Organizer**” means a Participant identified within Customer’s organization. Per meeting, there can only be one (1) Organizer. The Organizer is responsible for:

- (a) defining up to two (2) Co-Organizers;
- (b) providing all useful meeting information to the Assistant, including: the date, the schedule, the agenda, the type(s) of content, the course of the meeting, the speaker’s list, their roles and their order of passage, the expected assistance features, etc.;
- (c) creating and sending meeting invitations to other Participants;
- (d) organizing the meeting with the Assistant(s);
- (e) starting the meeting and if applicable, starting the meeting recording;
- (f) participating to the meeting management (e.g. mute or unmute Participants’ microphone, activate or deactivate the chat or the Q&A, etc.) and/or animating the meeting (e.g. content sharing, etc.). The Organizer can also, if necessary, entrust the role of Organizer to another Participant; and
- (g) closing the meeting.

“Participant” means is a person invited by the Customer to attend and potentially participate (i.e. as a speaker) to a meeting. The Participant can activate or deactivate their microphone and their camera. They can participate in surveys, converse, or ask questions via the chat or the Q&A (when these functionalities are activated during the webinar). They can also share content during the meeting. Finally, there can be up to one thousand (1,000) Participants to a meeting.

1.2 Service Request Form (SRF)

Prior to commencement of the Assistance Services for a conference, Customer will complete a Service Request Form by providing at least the required information listed below:

- (a) general information related to Customer’s company, i.e. URL site, email address, and phone number;
- (b) general information related to the conference, i.e. name, date, start time, duration, type (i.e. a Cisco WebEx Webinars or a Cisco WebEx Meetings), number of expected Participants, and name, first name, email address and phone number of the Organizer;
- (c) the type of expertise the Organizer has in Cisco WebEx Webinars or Cisco WebEx Meetings, depending on the conference type chosen by the Customer;
- (d) if the Organizer already has a Cisco WebEx Webinars or Cisco WebEx Meetings license, depending on the conference type chosen by the Customer.

At Customer’s request, Orange will reasonably assist Customer in the completion of the Service Request Form; provided, however, Customer is solely responsible for ensuring that all information contained in the completed SRF is accurate and always up to date.

1.3 Scope of Service

Assistance Services provides Customer with technical support for their Cisco WebEx Webinars and Cisco WebEx Meetings organization and management.

1.3.1 Prerequisite. To use the Assistance Services, each Organizer at least must possess a Cisco WebEx Webinars and/or a Cisco WebEx Meetings license meaning by this that the Client must have formerly subscribed to Audio and Web Conferencing offer.

1.3.2 Coverage. Assistances Services are available in geographic locations where Orange can provide Audio and Web Conferencing services with Cisco WebEx Meetings and/or Cisco WebEx Webinars.

1.3.3 For Cisco WebEx Webinars offer

1.3.3.1 Before the Webinar

Prior to the webinar, the Assistance Service on our Cisco WebEx Webinars offer consists of the Assistant providing the Customer with technical support for the organization of his/her webinar. This support is transmitted to the webinar Organizer as well as to the Co-Organizer(s) and Presenter(s) (all referred to below under the term “Client”) via one or more meetings organized by the Assistant through Cisco WebEx Meetings. The total duration of this assistance may not exceed four (4) hours. As part of this assistance, the Assistant:

- (a) identifies with the Client the key details of the webinar (i.e. name, date, start time, duration, names, telephone numbers and e-mail addresses of the Organizer, Co-Organizer(s), Presenter(s) (including main one), whether or not there will be breakout sessions during the webinar as well as their number and finally the number of expected Participants);
- (b) informs the Client of the roles and responsibilities of any person participating in the webinar;
- (c) identifies with the Client the webinar agenda, its story line as well as all types of content that will be shared during the webinar (e.g. PowerPoint, videos, streaming, etc.);
- (d) identifies with the Client the order of passage of Presenter(s) as well as their display mode;
- (e) takes into account, if applicable, a survey created by the Client (i.e. a survey created with Cisco WebEx Webinars before or during the webinar and which will be launched during the webinar). The Assistant can also help the Client to create, launch and save their survey on Cisco WebEx Webinars when creating the webinar;
- (f) identifies with the Client the audio and video equipment’s used (e.g. headset, camera, etc.) during the webinar as well as the types of audio connection of the Organizer, the Co-Organizer(s), and the Presenter(s) (i.e. WebEx audio or VoIP only);
- (g) identifies with the Organizer and the Co-Organizer(s) the technical support functionalities expected for the webinar (e.g. management of microphones and video equipment’s of the Presenter(s), launching of a survey, etc.) and presents them on Cisco WebEx Webinars;
- (h) provides the Organizer and the Co-Organizer(s) upon request with the list of information included as standard in the report created post-webinar, and identifies among this information what is expected in the report by the Organizer and the Co-Organizer(s);
- (i) assists the Organizer and the Co-Organizer(s) in creating and sending webinar invitations to Participants as well as, where applicable, using the standard registration form or creating a customized one. The number of participants can be limited as from the creation of the webinar. If a registration is requested for accessing the webinar, the Assistant can provide help to the Organizer and the Co-Organizer(s) for the customization of the registration page;
- (j) assists the Client for training and / or rehearsing their webinar on Cisco WebEx Webinars;

- (k) if applicable, shows to the Organizer and the Co-Organizer(s) how to register a seminar. The webinar is recorded in mp4 format and can be hosted either on the Organizer's computer or on the Cisco WebEx cloud. In the webinar that the Cisco WebEx cloud storage limit is reached, the Customer will then have to delete old recordings in order to free up space to be able to record new recordings;
- (l) identifies and transmits to the Organizer and the Co-Organizer(s) the technical prerequisites for the smooth running of their webinar; and
- (m) presents and gives to the Organizer and the Co-Organizer(s) a document (of pdf type) related to the best practices for optimizing their webinar.

1.3.3.2 During the Webinar

During the webinar, the Assistance Service on our WebEx Webinars offer consists of the Assistant providing the Client with technical support for the management of their webinar:

- (a) during the thirty (30) minutes preceding the webinar, the Assistant, the Organizer, the Co-Organizer(s), and the Presenter(s) are in a private WebEx Webinars session (i.e. no other Participant can connect to this session). During this private session, the Assistant:
 - (i) ensures that the webinar has been started on WebEx Webinars by the Organizer or alternatively by a Co-Organizer and, if necessary, provides assistance to start it;
 - (ii) ensures that all Presenters have successfully joined the webinar and, if applicable, helps them connect to it;
 - (iii) ensures the proper functioning of the microphones and cameras of all Presenters; and
 - (iv) provides assistance to all Presenters to display their presentation(s), play an on-hold customized message or music to Participants until the presentation starts or to launch a pre-recorded webinar;
 - (v) provides assistance to customize stage view by choosing whose Presenter(s) will be displayed during the webinar.
- (b) during the webinar (which must not exceed three (3) hours in duration), the Assistant:
 - (i) can activate or deactivate the microphone of each Participant as well as the Presenter's cameras. (Note that only the Organizer, the Co-Organizer(s) and the Presenter(s) can see the Participant's list);
 - (ii) can activate or deactivate the sending by Participants of animated Emoji reactions during the webinar;
 - (iii) can limit the number of Participants in the webinar;
 - (iv) can launch a survey on WebEx Webinars and save it and its responses;
 - (v) can activate or deactivate Questions / Answers as well as chat. (Note that Presenter(s) cannot initiate chat with Participants during the webinar);
 - (vi) can activate webinar recording;
 - (vii) can end the webinar;
 - (viii) actively monitors the webinar to answer any technical question, provide advice and support in the event of an incident (e.g. audio and video monitoring, help with connecting Participants, etc.);
 - (ix) coordinate the webinar in real time with the Organizer via WebEx and provides the Organizer with views on the status of connections every fifteen (15) minutes;
 - (x) provides in real time the Organizer via WebEx with a report on incidents (e.g. intentional disconnections of Participants or technical incidents, etc.);
 - (xi) coordinate the webinar also behind the scenes with the Organizer, a Co-Organizer, or a Presenter (except the webinar in progress Presenter) via a dedicated phone line; and
 - (xii) manages, if necessary, several breakout sessions in parallel with the webinar. The details related to these breakout sessions (e.g. number of breakout sessions, number of Presenters, number of Participants, etc.) must be defined by the Client and must be transmitted to the Assistant during the organization of the webinar.

1.3.3.3 After the Webinar

After the webinar, the Assistance Service on our WebEx Webinars offer consists of the Assistant providing the Organizer and the Co-Organizer(s) with the following information and / or services:

- (a) if desired by the Organizer and the Co-Organizer(s), an audience report (containing information including names, first names, email addresses of Participants and, if applicable, additional information from the registration form) accompanied by technical details of the webinar (e.g. quality of connections, duration of the webinar, start and end times of the webinar, etc.), and also reporting related to chat, Q&A, survey activity when a webinar is registered. The list of information contained in this report must be defined beforehand by the Organizer and the Co-Organizer(s) and must be sent to and approved by the Assistant during the organization of the webinar. This post-webinar report is then created and sent by email by the Assistant to the Organizer as well as to the Co-Organizer(s);
- (b) if the Organizer and the Co-Organizer(s) have chosen to register their webinar and to host it in the Cisco WebEx cloud, the Assistant will email the Organizer and Co-Organizer(s) with a URL to where they can automatically download their webinar recording, or the Assistant tells them how to stream it directly from their WebEx home page. The webinar recording is hosted on the Cisco WebEx cloud and is available to the Customer until the Organizer's profile is deleted or until this recording is deleted by the Customer; and

- (c) during a WebEx Meetings meeting (which cannot exceed thirty (30) minutes in duration), the Assistant presents to the Organizer and the Co-Organizer(s) a brief oral summary related to the execution of their webinar and provides them with advice to optimize their future webinars.

1.3.4 For Cisco WebEx Meetings Offer

1.3.4.1 Before the Meeting

Prior to the meeting, the Assistance Service on our Cisco WebEx Meetings offer consists of the Assistant providing the Customer with technical support for the organization of Customer's meeting. This support is transmitted to the meeting Organizer as well as to the Co-Organizer(s) and speaker(s) (all referred to below under the term "Client") via one or more meetings organized by the Assistant through Cisco WebEx Meetings. The total duration of this assistance may not exceed four (4) hours. As part of this assistance, the Assistant:

- (a) identifies with the Client the key details of the meeting (i.e. name, date, start time, duration, names, telephone numbers and e-mail addresses of the Organizer, Co-Organizer(s), speakers(s) (including main one), whether or not there will be breakout sessions during the meeting as well as their number and finally the number of expected Participants);
- (b) informs the Client of the roles and responsibilities of any person participating in the meeting;
- (c) identifies with the Client the meeting agenda, its story line as well as all types of content that will be shared during the meeting (e.g. PowerPoint, videos, streaming, etc.);
- (d) identifies with the Client the order of passage of speakers(s) as well as their display mode;
- (e) takes into account, if applicable, a survey created by the Client (i.e. a survey created with Cisco WebEx Meetings before or during the meeting and which will be launched during the meeting). The Assistant can also help the Client to create, launch and save their survey on Cisco WebEx Meetings;
- (f) identifies with the Client the audio and video equipment's used (e.g. headset, camera, etc.) during the meeting as well as the types of audio connection of the Organizer, the Co-Organizer(s), and the speaker(s) (i.e. WebEx audio or VOIP only);
- (g) identifies with the Organizer and the Co-Organizer(s) the technical support functionalities expected for the meeting (e.g. management of microphones and video equipment's of each Participant, launching of a survey, etc.) and presents them on Cisco WebEx Meetings;
- (h) provides the Organizer and the Co-Organizer(s) upon request with the list of information included as standard in the report created post-meeting, and identifies among this information what is expected in the report by the Organizer and the Co-Organizer(s);
- (i) assists the Organizer and the Co-Organizer(s) in creating and sending meeting invitations to Participants as well as, where applicable, using the standard registration form or creating a customized one;
- (j) assists the Client for training and / or rehearsing their meeting on Cisco WebEx Meetings;
 - (i) if applicable, shows to the Organizer and the Co-Organizer(s) how to register a meeting. The meeting is recorded in mp4 format and can be hosted either on the Organizer's computer or on the Cisco WebEx cloud. In the event that the Cisco WebEx cloud storage limit is reached, the Customer will then have to delete old recordings in order to free up space and be able to record new recordings;
 - (ii) identifies and transmits to the Organizer and the Co-Organizer(s) the technical prerequisites for the smooth running of their meeting;
 - (iii) Presents and gives to the Organizer and the Co-Organizer(s) a document (of pdf type) related to the best practices for optimizing their meeting.

1.3.4.2 During the Meeting

During the meeting, the Assistance Service on our WebEx Meetings offer consists of the Assistant providing the Client with technical support for the management of their meeting:

- (a) during the thirty (30) minutes preceding the meeting, the Assistant, the Organizer, Co-Organizer(s), and the speaker(s) are in a private WebEx Meetings session (i.e. no other Participant can connect to this session). During this private session, the Assistant:
 - (i) ensures that the meeting has been started on WebEx Meetings by the Organizer or alternatively by a Co-Organizer and, if necessary, provides assistance to start it;
 - (ii) ensures that all speakers have also successfully joined the meeting and, if applicable, helps them connect to it;
 - (iii) ensures the proper functioning of the microphones and cameras of all speakers;
 - (iv) provides assistance to all speakers to display their presentation(s), play an on-hold customized message or music to Participants until the presentation starts or to launch a pre-recorded meeting.
- (b) during the meeting (which must not exceed three (3) hours in duration), the Assistant:
 - (i) can activate or deactivate the microphone as well as the camera of each Participant;
 - (ii) can limit the number of Participants in the meeting;
 - (iii) can launch a survey on WebEx Meetings and save it and its responses;
 - (iv) can activate or deactivate Questions / Answers as well as chat;

- (v) can activate meeting recording;
- (vi) can end the meeting;
- (vii) actively monitors the meeting to answer any technical question, provide advice and support in the event of an incident (e.g. audio and video monitoring, help with connecting Participants, etc.);
- (viii) coordinate the meeting in real time with the Organizer via WebEx and provide him/her with views on the status of connections every fifteen (15) minutes;
- (ix) provides in real time the Organizer via WebEx with a report on incidents (e.g. intentional disconnections of Participants or technical incidents, etc.);
- (x) coordinate the meeting also behind the scenes with the Organizer, a Co-Organizer, or a speaker (except the meeting in progress speaker) via a dedicated phone line; and
- (xi) manages, if necessary, several breakout sessions in parallel with the meeting. The details related to these breakout sessions (e.g. number of breakout sessions, number of speakers, number of Participants, etc.) must be defined by the Client and must be transmitted to the Assistant during the organization of the meeting.

1.3.4.3 After the Meeting

After the meeting, the Assistance Service on our WebEx Meetings offer consists of the Assistant providing the Organizer and the Co-Organizer(s) with the following information and / or services:

- (a) if desired by the Organizer and the Co-Organizer(s), an audience report (containing information including names, first names, email addresses of Participants and, if applicable, additional information from the registration form) accompanied by technical details of the meeting (e.g. quality of connections, duration of the meeting, start and end times of the meeting, etc.), and also reporting related to chat, Q&A, survey activity when a meeting is registered. The list of information contained in this report must be defined beforehand by the Organizer and the Co-Organizer(s) and must be sent to and approved by the Assistant during the organization of the meeting. This post-meeting report is then created and sent by email by the Assistant to the Organizer as well as to the Co-Organizer(s);
- (b) if the Organizer and the Co-Organizer(s) have chosen to register their meeting and to host it in the Cisco WebEx cloud, the Assistant will email the Organizer and Co-Organizer(s) with a URL to where they can automatically download their meeting recording, or the Assistant tells them how to stream it directly from their WebEx home page. The meeting recording is hosted on the Cisco WebEx cloud and is available to the Customer until the Organizer's profile is deleted or until this recording is deleted by the Customer;
- (c) During a WebEx Meetings meeting (which cannot exceed thirty (30) minutes in duration), the Assistant presents to the Organizer and the Co-Organizer(s) a brief oral summary related to the execution of their meeting and provides them with advice to optimize their future meetings.

1.4 Charges

- 1.4.1 A one-time charge for Assistance Services will apply per conference.
- 1.4.2 In case of a conference cancellation not notified or notified to the VNOc by the Customer less than eight (8) days before the initial date of the conference, the full one-time charge will be due by the Customer.
- 1.4.3 In case of a conference cancellation notified to the VNOc by the Customer at least eight (8) days before the initial date of the conference, a reduced one-time charge will be applied to the Customer.
- 1.4.4 Charges Not Included in the Assistance Services Charge. The one-time charge described in Clause 1.4.1 is in addition to any applicable charges related to Audio and Web Conferencing with Cisco WebEx service.

1.5 Exclusions and Limitations

The total number of Organizers and Co-Organizers per Customer cannot exceed thirty (30).

END OF SERVICE DESCRIPTION FOR ORANGE ASSISTANCE SERVICES ON CISCO WEBEX WEBINARS & CISCO WEBEX MEETINGS OFFERS