

PSI Software, LLC Conferencing Service Order Form

By signing where indicated below, you ("Customer") are applying to receive conferencing products and services from PSI Software, LLC ("PSI"), having a mailing address at 160-B Cupped Oak Drive, Matthews, NC 28104, in accordance with the PSI Terms and Conditions attached hereto and made a part hereof. This service order form and the PSI Terms and Conditions are referred to as the Agreement. Customer understands that PSI may, in its sole discretion, approve or disapprove this service order form based on Customer's satisfaction of certain PSI standards, including (without limitation) Customer meeting PSI's standard credit requirements. This service order form is effective when signed by Customer and accepted in writing by PSI (the "Effective Date"). The contract period commences on the Effective Date and, unless terminated in accordance with the PSI Terms and conditions, will continue in effect for as long as indicated in the Terms and Conditions of Service section below. Renewal Terms will automatically initiate at the end of the preceding (Initial or Renewal) Term and continue for the number of months set forth in this Agreement. Either party may terminate this Agreement by providing the other party a 30 day written notice of termination.

Customer Contact / Primary Host

Customer Billing Contact

Customer Name: _____

Billing Name: _____

Customer Title: _____

Title: _____

Customer Company: _____

Company: _____

Customer Address 1: _____

Billing Address 1: _____

Customer Address 2: _____

Billing Address 2: _____

City, State, Zip: _____

City, State, Zip: _____

Customer Phone Number: _____

Billing Phone Number: _____

Customer Fax Number: _____

Billing Fax Number: _____

Customer E-Mail: _____

Billing E-mail: _____

Please sign and return the completed contract to your PSI account representative. Any questions regarding acceptance of this enrollment form should be directed to your PSI account representative.



PSI Software, LLC
160-B Cupped Oak Drive, Matthews, NC 28104
Phone: 1.800.849.0001 Fax: 704.882.4884



Terms

The Initial and Renewal Term of this Agreement is three (3) months with **no monthly fixed fees and no monthly commitment**. Quarterly and yearly Agreements are also available with discounts offered for minimum (starting at 1000 minutes per month) number of minutes per month commitments. Optionally, for customers with the need for a larger number of monthly meetings or a fixed number of licenses, a co-branded WebEx Meeting Center may be your best choice. Talk with your PSI account representative for more information on annual terms and other services.

Payment

By signing this Agreement, the Customer agrees to pay all PSI Invoices sent to the Customer, for all WebEx, Video and Audio services used by the Customer through their account at www.PSIMeeting.com, as detailed within this Agreement. In addition, if the Customer requests Additional Users / Hosts accounts to be setup under their Customer Account, the Customer agrees that they are fully responsible for all charges incurred by any of these Additional User / Host Accounts.

The Customer may elect to pay PSI monthly via a valid credit card that is retained on file by PSI or monthly through Net 10 day terms. If the customer elects the Net 10 day terms, by signing this agreement the Customer agrees to allow PSI to retain a valid credit card on file for the purpose of settling any invoice that is more than 15 days past due.

Charge My Credit Card Monthly

**Bill Me Monthly With Net 10 Day Terms
(Credit Card on file is required)**

Name on Credit Card: _____

Credit Card Billing Address:

Address: _____

City / State / Zip: _____

Credit Card Number: _____ Expiration Date: _____
(VISA / MC Only)

Credit Card Security Code (last 3 digits on back of card at signature line): _____

Pricing

Please see the attachment "Conferencing Rate Sheet".

PSI reserves the right to update prices for products and services at any time. Prices may be locked through a term Agreement and / or minimum number of minutes per month commitment Agreement. Please talk to your PSI representative for more information.

Check here if you would like to receive updates on new products, services, and additional savings from PSI by e-mail.

E-mail Address: _____



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Please complete and sign the **Users / Hosts Signup Sheet** at the end of this Agreement. This form must also be used to add Additional Users / Hosts to your account in the future.

CUSTOMER:

By: _____
(Authorized Signature)

(Typed or Printed Name)

(Title)

(Date)

Accepted and Agreed to by

PSI Software, LLC:

By: _____
(Authorized Signature)

(Typed or Printed Name)

(Title)

(Date)



Conferencing Rate Sheet

Pricing for Customer with no Monthly Commitment

Billed at the rates shown below, per minute per conference attendee.

Product Description:	Price Per Minute Per Attendee
WebEx (MC, SC, TC, EC)	.21
Integrated WebEx Audio Conferencing Toll Charge *	.05
Integrated WebEx Audio Conferencing Toll Free	.14
Integrated WebEx Audio Conferencing VOIP (voice over IP)	.02
Stand Alone Audio Conferencing:	
Automated Unattended - Toll Charge *	.05
Automated Unattended - Toll Free	.11
Operated Assisted - Toll Charge *	.13
Operated Assisted - Toll Free	.14
Operated Assisted – Dial Out	.15
Q & A / Polling **	.18

* Normal Long Distance charges will also apply

** Includes cost of your choice of stand-alone audio call type

MC – Meeting Center, SC – Support Center, TC – Training Center, EC – Event Center

Reduced rates are available with quarterly or yearly Agreements that include a minimum number of committed minutes-per-month.

Contact your PSI account representative for information on international services and rates.

All Pay-Per-Use WebEx, Video and Audio services available from PSI Software are accessed through www.PSImeeting.com.

For more information or to receive support for any of our products, please visit our web site.

If you have additional questions, please contact PSI at 800-849-0001.



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Stand-Alone Audio Conferencing Options

Pre-notification of Participants (via phone)	\$2.00 per participant
Recording on CD (.wav)	\$15.00 plus cost of shipping. An additional participant charge at the customer's prevailing rate is charged to record the conference.
Transcription	\$50.00 per 15 minutes of conference time with 48 hour turnaround.
Foreign Language Interpreter	Variable depending on language and set up.
IVR	\$.30 per minute/participant for toll free access. A single participant charge at the customer's prevailing rate is charged to record the conference; 72 hours hold standard, additional 72 hours \$50.00.
Unused Lines	No Additional Charge. However, there is an unused line charge on calls with more than 250 participants of \$12.00 per line with a grace of 15 lines.

The Following Stand-Alone Audio Services are Provided for No Additional Charge

Full-Time Operator Assistance
 ASAP Teleconference
 QuickLINK – Automated Reservation-less Calls
 Permanent Teleconference Access Numbers
 Blast Dial-Out
 Passcode and Password Teleconferences
 Secured Teleconferences
 Roll Call of Participants
 Lecture/Listen-Only Mode
 Private Sub Conferencing
 Verification Call Disconnects
 Teleconference Training
 Teleconference Quality Monitoring
 Reference Information on Invoices
 Music On-Hold
 Chairperson Dial-Out
 Cancellations
 Set-Up
 Per-Line



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Users / Hosts Sheet

I authorize PSI Software to setup the Users / Hosts as detailed below. I agree to be fully responsible for all charges incurred through PSI Meeting by any of these User / Host Accounts:

Customer: _____ **Date of Request:** _____

Authorized Signature: _____

By (Please Print Name): _____

User / Host Information

Requested Services

First Name: _____
Last Name: _____
Email Address: _____
Phone No / Ext: _____
Dept No / Name: _____
Project Code: _____

Meeting Center
 Support Center
 Training Center All Services
 Event Center
 WebEx Integrated Audio
 Standalone Audio

First Name: _____
Last Name: _____
Email Address: _____
Phone No / Ext: _____
Dept No / Name: _____
Project Code: _____

Meeting Center
 Support Center
 Training Center All Services
 Event Center
 WebEx Integrated Audio
 Standalone Audio

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