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AT&T Video Meetings with Blue Jeans

Section Effective Date: 13-Oct-2014

AT&T Video Meetings with Blue Jeans (also referred to herein as the "Service") is a cloud based multiparty video conference service.

The AT&T Video Meetings with Blue Jeans Service Guide consists of the following Parts:

- Service Description
- Pricing
- Billing

In addition, the [General Provisions](#) are incorporated and apply as specified therein.

Service Description

SD-1. General

Section Effective Date: 27-Jun-2015

AT&T Video Meetings with Blue Jeans is a cloud based virtual video conference service that may be used to make point to point and multipoint video conference calls. AT&T Video Meetings with Blue Jeans is only available with Customer provided Internet access and Endpoints. The Service allows the Customer to designate meeting Hosts, who will be assigned a User Name and Host Code. Meeting participants are referred to as Users, Hosts and Attendees throughout this document.

Transport, Devices, and Endpoints are not included with the AT&T Video Meetings with Blue Jeans service.

SD-1.1. Important Information

SD-1.1.1. End User License Agreement

Section Effective Date: 05-Mar-2015

Customer and Customer User's must accept the separate Blue Jeans End User License Agreement (EULA) to access and use AT&T Video Meetings with Blue Jeans Service. The EULA is an agreement between Customer or Customer's User and Blue Jeans Network to which AT&T is not a party. Blue Jeans Network is solely responsible for all items provided pursuant to the EULA. The EULA must be accepted before Customer or Customer's User's first use of AT&T Video Meetings with Blue Jeans. If Customer or Customer's User does not accept the terms of the Blue Jeans Network EULA, Customer must not use the Service.

For Customer End Users located outside the United States, Customer must accept the EULA as the party liable for each User, and agrees in such case that the User will comply with the obligations under the EULA, including but not limited to the limitations of use in certain countries. The Customer and the User are individually and jointly liable under the EULA.

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A copy of the EULA is found at: <http://bluejeans.com/site/terms-and-conditions/att>.

SD-1.1.2. Content

Section Effective Date: 13-Oct-2014

Content means information (excluding AT&T information) made available, displayed, or transmitted in connection with the Service, including all trademarks, service marks and domain names included therein, Customer and User data, and the contents of any bulletin boards or chat forums, and all updates, upgrades, modifications and other versions of any of the foregoing.

As between AT&T and Customer, all content submitted by Customer to AT&T in connection with the Service, whether posted by Customer or by third parties, remains the sole property of Customer. AT&T shall have the right to access Content in order to respond to service or technical problems. When accessing content, AT&T shall take reasonable steps to minimize interference with Customer's use of the content.

Customer is responsible for all content that it makes available to Users. Customer agrees to comply with all applicable laws, regulations, and codes of practice governing the export, import and use of content, including but not limited to, those relating to the protection of intellectual property rights, provisions of information and content, and consumer protection. As between Customer and AT&T, Customer is solely responsible for any and all loss, damage, liability, action, demand, action of a claim arising out of the export, import and use of content.

SD-1.1.3. Privacy: Personal Data

Section Effective Date: 27-Jun-2015

Customer Personal Data, including User Personal Data, may be transferred to or accessible by (i) AT&T personnel around the world (ii) third parties who act on AT&T's or AT&T's supplier's behalf as subcontractors; and (iii) third parties (such as courts, law enforcement or regulatory authorities) where required by law. As used in this Service Guide, the term Customer Personal Data includes, without limitation, name, phone number, email address, wireless location information or any other information that identifies or could reasonably be used to identify Customer or its End Users.

AT&T's Privacy Policy is found at: <http://www.att.com/gen/privacy-policy?pid=2506>

SD-1.1.4. Emergency Calling Outside of U.S.

Section Effective Date: 13-Oct-2014

The Service is not intended to support or carry emergency calls to any location including, but not limited to, hospitals, medical care units, law enforcement or any other kind of Emergency service.

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SD-2. Geographic Availability, Limitations and Restrictions**SD-2.1. Geographic Availability***Section Effective Date: 13-Oct-2014*

AT&T Video Meetings with Blue Jeans is available for purchase in the United States, Puerto Rico, and the US Virgin Islands.

SD-2.2. Geographic Limitations*Section Effective Date: 27-Jun-2015*

Subject to the terms of this Service Guide, including the Country Specific Provisions, AT&T Video Meetings with Blue Jeans is also available for use in Argentina, Australia, Austria, Belgium, Brazil, Bulgaria, Canada, Chile, China, Colombia, Costa Rica, Curacao, Croatia, Cyprus, Czech Republic, Denmark, Dominican Republic, Ecuador, El Salvador, Estonia, Finland, France, Germany, Greece, Guatemala, Hong Kong, Hungary, India, Ireland, Italy, Japan, Korea, Latvia, Lithuania, Luxembourg, Malaysia, Mexico, Netherlands, New Zealand, Norway, Panama, Peru, Poland, Portugal, Singapore, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, Taiwan, Thailand, United Kingdom, and Venezuela.

SD-2.3. Geographic Restrictions*Section Effective Date: 27-Jun-2015*

The Service may not be purchased or used in any countries against which the United States has an embargo, or the following countries: Algeria, Bahrain, Egypt, Kenya, Kuwait, Morocco, Pakistan, Qatar, Russia, Saudi Arabia, South Africa, Turkey, the United Arab Emirates and Uruguay.

SD-2.4. Indemnity*Section Effective Date: 27-Jun-2015*

Customer agrees to indemnify AT&T for and against any claim or liability that arises out of or relates to Customer's or Customer's use of the Service in conjunction with the Geographic Restrictions and Limitations above.

SD-3. AT&T Video Meetings with Blue Jeans – Service Components*Section Effective Date: 27-Jun-2015*

AT&T Video Meetings with Blue Jeans supports Point-to-Point and multipoint conferences. Point-to-Point conferences have a maximum of two simultaneous audio and video connections. Multipoint video conference calls have a from three to 2000 (Hosts and Users combined) simultaneous video and audio connections depending upon the offer purchased by the Customer.

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SD-3.1. Service Requirements*Section Effective Date: 27-Jun-2015*

AT&T Video Meetings with Blue Jeans requires that Customer obtain and maintain in support of the service, the following:

Transport: Customer shall provide an Internet connection with a minimum data transfer rate of 384 Kbps, for both upload and download.

Endpoints: Customer shall provide Supported Endpoints as further specified below.

Devices: Customer shall provide the Devices necessary for use of the Service. Devices include PCs, smartphones, tablets, video Endpoints and other internet-capable devices.

SD-3.2. Supported Endpoints*Section Effective Date: 27-Jun-2015*

AT&T Video Meetings with Blue Jeans Supported Endpoints include:

Customer-Provided Endpoints, Soft-Client Endpoints or Customer Owned Endpoints (COE).

SD-3.2.1. COE Endpoints*Section Effective Date: 27-Jun-2015*

COE is Endpoint equipment owned by Customer and located at the Customer Site. COE Endpoints are not managed or maintained by AT&T as a part of the AT&T Video Meetings with Blue Jeans service.

SD-3.2.2. Soft Client Endpoints*Section Effective Date: 27-Jun-2015*

Soft Client Endpoints are software based video applications installed on Customer- provided computing devices with attached or built in cameras. Soft Client Endpoints are also provided by Customer. Customer is responsible for providing, downloading, installing and maintaining the Soft Client Endpoint on the Customer provided Device.

Supported Soft Client Endpoints include:

Cisco Jabber™ Desktop Soft Client – this AT&T service supports Cisco Jabber™ Desktop Soft Client for Customer-provided software downloaded and installed on Customer-provided computing device(s).

Microsoft® Lync® - AT&T supports Microsoft Lync and Soft Clients for Customer-provided software downloaded and installed on Customer-provided computing device(s).

Supported Microsoft Lync environments include:

- Microsoft Lync 2010/2013
- Microsoft Office Communications Server 2007 R2
- Microsoft Office 365™

Supported Microsoft Lync clients include:

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- Office communicator (R2)
- Microsoft Lync 2010/2013 Windows Client
- Microsoft Lync 2011 Mac client

SD-4. AT&T Video Meetings with Blue Jeans – Offer Types and Payment Options

Section Effective Date: 05-Mar-2015

Customer may select one of the following Offer types (also referred to as Service Options), one or more of the Feature Packages when they purchase a Service Option, and payment options, as described herein.

Please see the Pricing section of the Service Guide for additional pricing and billing information.

SD-4.1. Right Size Offer (grandfathered)*

Section Effective Date: 27-Jun-2015

The Right Size Offer subscription is available to new Customers to the AT&T Video Meetings with Blue Jeans service who have not previously subscribed to the Blue Jeans service, either directly from Blue Jeans or through a third party.

The Right Size Offer allows eligible Customers to activate User/Host accounts for up to the maximum number of Customer employees specified in the Service Agreement. Customer User/Hosts accounts will receive unlimited usage for the term of the Right Size Offer subscription. The applicable rates are based on the number of employees specified in the Service Agreement.

The Right Size Offer subscription is only available for one 12-month term per Customer and may not be renewed. Customer must enter into a replacement Service Agreement for the Named Host Plan or the Virtual Ports plan to continue with the Service.

*The Right Size Offer is no longer available to order for new or existing Customers as of May 1, 2015. Unless otherwise specified in their Pricing Schedule or Confirmation of Service Order, existing Customers may not add or change existing service except to move to the Named Hosts Offer or the Virtual Ports Offer.

SD-4.2. Named Host Plan

Section Effective Date: 27-Jun-2015

The Named Host Plan allows the Customer to specify the number of Named Hosts authorized by Customer to use AT&T Video Meetings with Blue Jeans under the Service Agreement. Each Named Host will be assigned a User ID and password. A minimum of 10 Hosts is required. The applicable rates are based on the number of Named Hosts specified in the Service Agreement.

SD-4.3. Virtual Ports Plan

Section Effective Date: 27-Jun-2015

The Virtual Ports Plan allows the Customer to select the number of concurrent ports for access to the Service at any one time. Each Endpoint that accesses the Service is considered a port. A minimum of 4 ports is required for the Virtual Ports Plan. The applicable rates are based on

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the number of concurrent ports specified in the Service Agreement. If Customer uses more than their number of concurrent ports for access to the Blue Jeans Network, a per-day per-port charge applies for each additional port.

SD-4.4. Primetime

Section Effective Date: 27-Jun-2015

Primetime is a stand-alone Service Option that allows Customer to host meetings (Events) with up to 2000 Attendees (concurrent Endpoints). Primetime includes unlimited storage capacity for conference recordings and supports the following features:

- Download of video and content files separately
- Sharing of recordings from the Blue Jeans Network cloud
- Dial-in access to the Event
- Command Center

Customer is not required to purchase another Service Option in order to use or subscribe to Primetime. Primetime is available on a per-Event or annual subscription basis. The Quantity of Events purchased on a per-Event basis expires twelve months from the date of purchase. The Quantity of Events available with the annual subscription is available within a given month and unused Events do not roll over to the following month. Primetime features (including stored content) are no longer available upon expiration or termination of the subscription.

SD-5. Features

SD-5.1. Browser Requirements

Section Effective Date: 24-Feb-2016

AT&T Video Meetings with Blue Jeans operates with supported versions of Microsoft® Windows®, Mac OS®x and Linux® browsers, including:

- Mozilla Firefox® 13.0 and above
- Google Chrome™ 10.0 and above
- Apple Safari® 5.0 and above (OS X only)
- Microsoft Internet Explorer® 8 and above

SD-5.2. Scheduling and Scheduling Add-in Applications

Section Effective Date: 27-Jun-2015

The AT&T Meetings with Blue Jeans supports the following add-in or extension applications that may be used to schedule meetings using existing Customer's existing browser deployments provided the Customer's version is supported by this AT&T service.

- Microsoft® Outlook® Add-in
- Google Chrome™ Browser Extension
- Safari® Browser Extension

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SD-5.3. IOS and Android Applications

Section Effective Date: 25-Feb-2016

AT&T Video Meetings with Blue Jeans may be accessed through iOS or Android applications as available in the respective application marketplace:

- Supported Android applications for tablets and smartphones are available for download from Google Play™
- Supported iOS applications for tablets and smartphones are available for download from iTunes®

SD-5.4. Customer Owned Equipment Room System Supported

Section Effective Date: 27-Jun-2015

The Service supports H.261 up to CIF, H.263 up to 4CIF, H.264 up to 720p HD, H.264 HP up to 720p HD Customer Owned Endpoint Room Systems. AT&T does not support management or maintenance of COE Room Systems.

SD-5.5. Scheduling

Section Effective Date: 27-Jun-2015

AT&T Video Meetings with Blue Jeans calls may be scheduled through the Blue Jeans Network meetings web page or through a Blue Jeans provided browser plug-in.

SD-5.5.1. Additional Language Support

Section Effective Date: 25-Feb-2016

Additional language support in French, German and Spanish is available to support the following features:

- Scheduled meeting invitations
- Administrator portal
- AT&T Video Meetings with Blue Jeans provided text in supported versions of the following applications:
 - Browsers
 - iOS applications
 - Android applications

Users must enable this feature.

SD-5.6. Conference Recording

Section Effective Date: 27-Jun-2015

AT&T Video Meetings with Blue Jeans permits recording of a conference at the option of the Host. Audio, video and content sharing is recorded from the Host's view. The Host can start/stop the recording at any time during a conference. The Host will be notified by Blue Jeans

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when the recording is available and provided with a link to access the recording. The recorded content is stored by Blue Jeans and will not be automatically deleted from storage by default unless changed by the Customer Administrator. Recorded content is not retrievable once the recorded content is deleted. Maximum recorded content storage is 5 hours of recorded AT&T Video Meetings with Blue Jeans meetings per User. Hosts can no longer record meetings once maximum recorded content storage is achieved.

SD-5.7. Encryption

Section Effective Date: 25-Feb-2016

Encryption may be enabled by the host on a per meeting basis. When encryption is enabled, only Endpoints with supported encryption capabilities enabled are allowed to participate in a meeting. Audio only connections are not encrypted.

Supported encryption capabilities includes:

- Web browser: AES-128(SRTP), TLS Authentication
- Room systems: H.235v3, AES-128, TLS
- Cisco TelePresence®: H.235 v3, AES-128, TLS
- Microsoft® Lync®: AES-128 (SRTP), TLS

SD-5.8. Video Sharing

Section Effective Date: 25-Feb-2016

AT&T Video Meetings with Blue Jeans enables a Host/User to share video clips during a conference by uploading the video to the Host/User account. The video sharing functionality is accessible only from supported web browser clients.

Supported video file types include WMV, MOV, MP4, AVI, MPEG, MPG, FLV, F4V, OGV, OGG and WEBM. Video clip files that use DRM or are encrypted are not supported. Audio files are not supported. The Service has a storage limit of 50 gigabytes per User.

Customer shall indemnify, defend and hold harmless BJN and its resellers collaborators, suppliers and licensors, and their officers, directors, agents and employees (the "Indemnified Parties") from and against any claim, proceeding, loss, damage, fine, penalty, interest and expense (including, without limitation, fees for attorneys and other professional advisors) arising out of or in connection with the Customer or Customer Users access to or use of Third Party Content and Services, including video.

SD-6. Reports

Section Effective Date: 05-Jan-2015

The following reports are available for AT&T Video Meetings with Blue Jeans to Administrators via Internet accessible portal:

- User List
- Meeting History
- Attendee History

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- Recording Activity
- Summary dashboard
 - Usage over time
 - Endpoint distribution
 - Summary User List
 - Geographic distribution
 - Administrators can enable a defined group of individual Users to view the Summary Dashboard.

SD-7. Ordering

SD-7.1. Due Date of an Order

Section Effective Date: 25-Feb-2016

The Service will be available to Customer within 3 days after receipt and acceptance of a valid Customer Order. Customer is required to be ready by the Due Date, or Customer Not Ready Charges may apply.

SD-7.2. Cancellation of an Order

Section Effective Date: 13-Oct-2014

Orders may not be cancelled without financial liability to Customer. Upon Order Acceptance, Customer is responsible for the charges in the Service Agreement.

SD-7.3. Customer Requested Change Order

Section Effective Date: 25-Feb-2016

Customer may not change Order Options during the Service Agreement term. If Customer elects to change Service Options, Customer shall enter into a new Service Agreement. The Minimum Payment period requirements apply to the terminated Service Agreement.

SD-7.4. Disconnect Orders

Section Effective Date: 13-Oct-2014

Customer must submit a disconnect order through the AT&T Account Team to disconnect AT&T Video Meetings with Blue Jeans.

SD-8. Disclaimer of Warranty

Section Effective Date: 27-Jun-2015

AT&T VIDEO MEETINGS WITH BLUE JEANS PROVIDES THIS SERVICE "AS IS ". NEITHER AT&T NOR ITS SUPPLIER WARRANT THAT THE SERVICES WILL BE UNINTERRUPTED OR ERROR FREE, NOR DOES AT&T OR ITS SUPPLIER MAKE ANY WARRANTY AS TO THE RESULTS THAT MAY BE OBTAINED FROM USE OF THE SERVICES. EXCEPT AS

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EXPRESSLY SET FORTH IN THIS SECTION, THE SERVICES ARE PROVIDED "AS IS" AND AT&T AND ITS SUPPLIER DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED ARE DISCLAIMED INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY, TITLE, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT BY AT&T AND ITS SUPPLIER.

Pricing

P-1. Invoicing

P-1.1. Payment Option

Section Effective Date: 25-Feb-2016

Service Options may be invoiced under the Service Agreement at Customer's option, to be invoiced at a monthly recurring charge or a fixed annual charge. The invoicing option selected by Customer applies for the duration of the Service Agreement term.

The fixed annual charge offer is not available for Customers with their Primary Place of Use in Alabama, California, Hawaii, Kentucky, Maine, Maryland, New Hampshire, North Dakota, Oregon, Pennsylvania, Rhode Island, South Carolina, Virginia

P-1.2. Rates and Charges

Section Effective Date: 25-Feb-2016

AT&T Video Meetings with Blue Jeans rates and charges are as specified in the Customer's Service Agreement.

P-1.3. Place of Primary Use

Section Effective Date: 27-Jun-2015

Customer is responsible for correctly identifying the Place of Primary Use ("PPU") for each Customer End User and for notifying AT&T of any changes to the PPU location for each Customer End User. If the PPU is not provided, then the PPU location will be the address of the Customer's billing account number. Customers with a Place of Primary Use outside the United States may not subscribe to the Annual Prepaid Service Option. End Users may access and use the service as set forth in this Service Guide.

P-1.4. Billing

Section Effective Date: 25-Feb-2016

Billing commences when the Customer order for the AT&T Video Meetings with Blue Jeans Service Component or Feature is placed in the AT&T ordering system.

AT&T Video Meetings with Blue Jeans Service Components are billed on a per unit basis (e.g. each employee, Host, Port, Attendee, meeting Duration) depending upon the Offer selected by Customer. Customer may be billed on an annual recurring, monthly recurring or one-time basis as applicable based on the Offer selected. If the Customer exceeds the parameters of the Offer selected, Customer may incur an overage charge assessable on a per-event basis as further described below:

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Overage charges may be incurred under the Service Option selected in the event the Customer exceeds the maximum allowable usage for the following Service parameters:

- Number of Event Attendees
- Event Duration
- Event Assist Duration
- Ports used

Customer is responsible for ensuring usage stays within the applicable parameters for the selected Service Option.

For the Primetime Option, Customer may incur overage charges under the Service Option selected when any individual Event exceeds 10% of the maximum allowable usage of the aforementioned Service parameters. Customer will not receive notification that service parameters have been exceeded. Overage charges will generally be invoiced within two billing cycles from the event associated with the overage charge.

P-1.5. Taxes

Section Effective Date: 01-Jul-2015

AT&T shall charge and collect taxes based on the address of each conference host to Customer of the Third Party Software, Maintenance, and AT&T Services provided above. If address not provided, then the taxing location will be the address of the customer's billing account number. For the avoidance of doubt, Customer acknowledges and agrees that it will be responsible for all taxes (including associated interest and penalties) arising from or relating to any distribution or delivery of the Third Party Software, Maintenance, or AT&T Services by Customer to (or otherwise any use by) any affiliate or End User of Customer.

Country Specific Provisions**CSP-1. Additional Terms and Conditions Applicable Outside the U.S.**

Section Effective Date: 01-Jul-2015

The following terms are in addition to the general terms specified in this Service Guide which apply to all countries. All additional terms below apply to the referenced country, and shall control over any conflicting general terms as to Services provided in such country. AT&T reserves the right to change or supplement these terms from time to time by posting updates in this Service Guide. Customer agrees to the country-specific terms when Customer or Users accept the Service in such country.

CSP-2. On-Net/Off-Net Calling

Section Effective Date: 25-Feb-2016

Customer understands and agrees that Customer's use of the Service is subject to the On-Net Off-Net rules associated with the underlying transport.

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P-1. Contracting*Section Effective Date: 13-Oct-2014*

Customer shall contract for the Service in in the United States and the Service shall be invoiced in US dollars.

CSP-1. Cooperation with Law Enforcement*Section Effective Date: 01-Jul-2015*

Upon request by AT&T, Customer will provide to AT&T, and will ensure that its Users will provide all assistance reasonably required to enable AT&T and/or its supplier(s) to comply with the requests or requirements of a regulatory authority or other competent governmental body, including, but not limited to, lawful interception and data retention.

CSP-2. Import/Export Requirements*Section Effective Date: 13-Oct-2014*

Customer is responsible for complying with country-specific legal requirements governing the import, export, and/or use of CPE and devices.

CSP-3. Encryption Technology*Section Effective Date: 01-Jul-2015*

Customer acknowledges and agrees that as between AT&T and Customer, the Customer, and not AT&T, is responsible for the duty to know, understand and comply with laws and regulations governing the cross-border transfer and use of encryption technology in each country where Service is used, including any requirement to obtain import, use encryption, and/or other licenses and comply with other encryption-related requirements, including but not limited to ongoing reporting obligations and any applicable trade embargoes. Customer agrees to comply with all such laws and regulations.

CSP-4. Service Shut Down*Section Effective Date: 13-Oct-2014*

AT&T may immediately shut down the Service in a Country upon request by the applicable regulatory authority or if AT&T reasonably believes such action is necessary due to the regulatory environment.

CSP-5. China*Section Effective Date: 27-Jun-2015*

The Service may be accessed by individuals who are visiting China on a temporary basis and are not residents of China. Service may only be used on mobile devices (SmartPhones, tablets) or via laptop computer. It may not be used with a stationary video endpoint such as a telepresence end point.

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CSP-6. India*Section Effective Date: 27-Jun-2015*

The Service may be accessed or hosted from end points in India, subject to any local legal or regulatory requirements.

CSP-7. Indonesia*Section Effective Date: 13-Oct-2014*

Customer may not host meetings from this location.

CSP-8. Israel*Section Effective Date: 13-Oct-2014*

The Service may be provided in Israel on an individual case basis as approved by AT&T, subject to significant restrictions. Off Net use of the Service is not permitted.

P-1. Philippines*Section Effective Date: 13-Oct-2014*

Customer may not host meetings from this location.

End of Service Guide

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Service Levels

Subject to the below, Service Down Time for Customer shall be .5% or less per month on a 24x7x365 basis. In order to qualify for a credit, the Down Time must be reported to BJN within 24 hours of the Service being unavailable to Customer's Moderators or Attendees. In no event shall the credit for any particular month exceed the monthly charge payable by the Customer ("Credit Limit").

In the event that the Down Time exceeds .5% of the availability for Customer, Blue Jeans Network, Inc. ("BJN") shall issue Customer a credit in accordance with the below chart.

BJN shall calculate any monthly Down Time that exceeds .5% for each end user customer at the end of each month.

Down Time is defined as follows:

- Service unavailable from the Internet for Moderators and/or Attendees.
- Moderators/Attendees unable to start and join meetings.
- Down Time is solely limited to Service availability and shall not incorporate any issues with quality, packet loss, jitter or latency.
- Any issues with (a) Internet network providers, mobile providers, and/or PSTN providers and/or (b) Customer or Attendee hardware, endpoints, or other equipment will not be counted towards Down Time.
- Any issue with small product features such as muting, change layouts, etc will not be counted towards Down Time
- BJN maintenance and planned upgrades will not be counted towards Down Time. BJN's standard maintenance window is from Saturday at 8pm to Sunday at 4am, Pacific Time. In the event that BJN needs to perform planned maintenance or upgrades outside of the maintenance window, then BJN shall use commercially reasonable efforts to provide Customer with 24 hours advance written notice. Customer hereby agrees that such notice may be provided via e-mail or through banners in the product.

Down Time	Credit Subject to Credit Limit (as defined above)
Down Time $\leq$ 0.5%	No SLA Credit
Down Time $>$ 0.5%	Credit = % Down Time that exceeds .5% * Monthly Charge