PUBLICATION 1 SERVICE DESCRIPTION FOR ORANGE ASSISTANCE SERVICES ON CISCO WEBEX EVENTS & 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 Events Offer

"**Alternate Organizer**" means a Presenter defined by the Organizer at the event creation. In the case of Organizer's absence, the Alternate Organizer has the same rights as the Organizer related to the organization, the launch, the management, and the closing of the event. However, if the Organizer joins the event after the Alternate Organizer, the Organizer will systematically recover their rights on the event. There can be up to two Alternate Organizers per event.

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

"**Conference**" means a Cisco WebEx Events.

"**Organizer**" means a Presenter identified within Customer's organization. Per event, there can only be one (1) Organizer. The Organizer is responsible for:

(a)   defining up to two (2) Alternate Organizers;

(b)   providing all useful event information to the Assistant, including: the date, the schedule, the agenda, the type(s) of content, the course of the event, the Presenter's list, their roles and their order of passage, the expected assistance functionalities;

(c)   creating and sending event invitations to other Presenters and Participants;

(d)   organizing the event with the Assistant(s);

(e)   starting the event and if applicable, starting the event recording;

(f)   participating to the event management (e.g. mute or unmute any microphone, activate or deactivate the chat or the Q&A, etc.) and/or animating the event (e.g. content sharing, etc.). The Organizer can also, if necessary, entrust the role of Organizer to another Presenter; and

(g)   closing the event.

"**Participant**" means a person invited by the Customer to attend an event. 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 event). Participants can also let the Presenters know that they would like to speak. Participants cannot share content during the event. There can be up to three thousand (3,000) Participants to an event.

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

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.

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"**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 event). 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 Events 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 Events or Cisco WebEx Meetings, depending on the conference type chosen by the Customer;

(d) if the Organizer already has a Cisco WebEx Events 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 Events 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 Events 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 Events.

1.3.3 For Cisco WebEx Events offer

1.3.3.1 Before the Event

Prior to the event, the Assistance Service on our Cisco WebEx Events offer consists of the Assistant providing the Customer with technical support for the organization of his/her event. This support is transmitted to the event Organizer as well as to the Alternate 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 event (i.e. name, date, start time, duration, names, telephone numbers and e-mail addresses of the Organizer, Alternate Organizer(s), Presenter(s) (including main one), whether or not there will be breakout sessions during the event 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 event;

(c) identifies with the Client the event agenda, its story line as well as all types of content that will be shared during the event (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 Events before or during the event and which will be launched during the event or a survey created by other means than Cisco WebEx Events (e.g. Msurvey) and which will be automatically sent and displayed to Participants when they leave the event). The Assistant can also help the Client to create, launch and save their survey on Cisco WebEx Events or insert the URL of a survey external to Cisco WebEx Events when creating the event;

(f) identifies with the Client the audio and video equipment's used (e.g. headset, camera, etc.) during the event as well as the types of audio connection of the Organizer, the Alternate Organizer(s), and the Presenter(s) (i.e. WebEx audio or VoIP only);

(g) identifies with the Organizer and the Alternate Organizer(s) the technical support functionalities expected for the event (e.g. management of microphones and video equipment's of the Presenter(s), launching of a survey, etc.) and presents them on Cisco WebEx Events;

(h) provides the Organizer and the Alternate Organizer(s) upon request with the list of information included as standard in the report created post-event and which concerns the audience and the technical details of the event, and identifies among this information what is expected in the report by the Organizer and the Alternate Organizer(s);

(i) assists the Organizer and the Alternate Organizer(s) in creating and sending event invitations to Participants as well as, where applicable, using the standard registration form or creating a customized one;

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(j)   assists the Client for training and / or rehearsing their event on Cisco WebEx Events;

(k)   if applicable, shows to the Organizer and the Alternate Organizer(s) how to register an event. The event 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 to be able to record new recordings;

(l)   identifies and transmits to the Organizer and the Alternate Organizer(s) the technical prerequisites for the smooth running of their event; and

(m)   presents and gives to the Organizer and the Alternate Organizer(s) a document (of pdf type) related to the best practices for optimizing their event.

1.3.3.2 During the Event

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

(a)   during the thirty (30) minutes preceding the event, the Assistant, the Organizer, the Alternate Organizer(s), and the Presenter(s) are in a private WebEx Events session (i.e. no other Participant can connect to this session). During this private session, the Assistant:

    (i)   ensures that the event has been started on WebEx Events by the Organizer or alternatively by an Alternate Organizer and, if necessary, provides assistance to start it;

    (ii)   ensures that all Presenters have successfully joined the event 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 event.

(b)   during the event (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;

    (ii)   can limit the number of Participants in the event;

    (iii)   can launch a survey on WebEx Events and save it and its responses;

    (iv)   can activate or deactivate Questions / Answers as well as chat;

    (v)   can activate event recording;

    (vi)   can end the event;

    (vii)   actively monitors the event 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 event in real time with the Organizer via WebEx and provides the Organizer 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 event also behind the scenes with the Organizer, an Alternate Organizer, or a Presenter (except the event in progress Presenter) via a dedicated phone line; and

    (xi)   manages, if necessary, several breakout sessions in parallel with the event. 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 event.

1.3.3.3 After the Event

After the event, the Assistance Service on our WebEx Events offer consists of the Assistant providing the Organizer and the Alternate Organizer(s) with the following information and / or services:

(a)   if desired by the Organizer and the Alternate Organizer(s), an audience report (containing information including names, first names, and email addresses of Participants and, if applicable, additional information from the registration form) accompanied by technical details of the event (e.g. quality of connections, duration of the event, start and end times of the event, etc.). The list of information contained in this report must be defined beforehand by the Organizer and the Alternate Organizer(s) and must be sent to and approved by the Assistant during the organization of the event. This post-event report is then created and sent by email by the Assistant to the Organizer as well as to the Alternate Organizer(s);

(b)   if the Organizer and the Alternate Organizer(s) have chosen to register their event and to host it in the Cisco WebEx cloud, the Assistant will email the Organizer and Alternate Organizer(s) with a URL to where they can automatically download their event recording, or the Assistant tells them how to stream it directly from their WebEx home page. The event 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 Alternate Organizer(s) a brief oral summary related to the execution of their event and provides them with advice to optimize their future events.

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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 which concerns the audience and the technical details of the 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 such as: names, first names and 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.). 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 cancelation 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 cancelation 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, Alternate Organizers, and Co-Organizers per Customer cannot exceed thirty (30).

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

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