1.0 INTERPRETATION & ADDITIONAL DEFINITIONS

1.1 Unless the context otherwise requires, terms and phrases defined in the General Terms & Conditions and the Services Order Form and the Fees List will have the same meaning when used in this Services Description.

1.2 In addition to Paragraph 1.1, the terms and phrases provided below will have the same meanings when used in each of the General Terms & Conditions and the Services Order Form:

"Burst" means a 20 second prompt of music or speech;

"Maintenance Service" means the reloading of Recording files if they become corrupt and the loading of any amendments that the Customer may purchase from MT;

"MT's Recording Supplier" means the supplier used by MT for the purposes of preparing the Recordings that have been requested by the Customer;

"Recording/s" means recording/s of music and speech requested by the Customer and prepared by MT's Recording Supplier in accordance with the Customer's instructions;

"Segment" means each Burst of music or speech

2.0 PROVISION OF ON HOLD MARKETING SERVICES

2.1 The On Hold Marketing Service comprises of prepared Recordings, copies of which are held by MT, and which are installed by MT on the Customers telephone system.

2.2 These Recordings may then be used by the Customer for marketing purposes during the 'on hold' part of the Customer's incoming telephone calls.

2.2 MT may also provide a Maintenance Service if requested by the Customer. The Maintenance Service is available from 08.00 – 18.00 Monday to Friday (excluding public holidays) with a next day response. The Maintenance Service does not cover the cost of any amendments which will be charged for as a normal Recording.

3. Customer Responsibilities

3.1 Customer must place an order to MT for the required Recordings. MT will then place the Customer in contact with its Recording Supplier and the Customer must liaise directly with MT's Recording Supplier regarding its requirements.

3.2 Once the Recordings have been compiled by MT's Recording Supplier, MT will send the Recordings to the Customer and it will be the Customer's responsibility to check and confirm in writing to MT that the Recordings are correct, prior to them being uploaded by MT onto the Customer's telephone system.

3.3 Customer will remain solely responsible for the accuracy and content of the Recordings.

4.0 Charges

4.1 A one off charge will apply to Recordings which are charged for per Segment.

4.2 A monthly Fee will be charged for the Maintenance Service if taken by the Customer.

4.3 Please refer to your order form, our price list or our bills for more details on our charges.