

NBCUniversal
Audio/Video Technology at Universal City

Video Conferencing Scheduling and Billing Policies

Conference Services Cancellations and Rescheduling Policy

- The minimum time that can be reserved is one hour.
- Please call A/V Technology Video Conference Scheduling at (818) 777-8446 or e-mail “@NBCUniVideoconferenceScheduling” if you wish to make any changes to your original reserved time.
- Cancellations must be received before 5:00 p.m. Pacific Time (8:00 p.m. Eastern Time) the night before a scheduled video conference to avoid incurring charges for the time reserved.
- Cancellations received after 5:00 p.m. Pacific Time (8:00 p.m. Eastern Time) the night before a scheduled conference will be billed at 20% of scheduled time.
- Cancellations received after the scheduled start time will be billed at 100% of scheduled time.
- In the event a scheduled videoconference is cancelled due to destination equipment, connection failure, or other customer errors, 100% of scheduled time shall be billed to customer

Certification and Registration Policy

- A/V Technology policy requires all sites be certified prior to start time of the conference or A/V Technology will not produce the conference.
- If a third-party site fails the certification and fails to contact A/V Technology for follow-up testing, any upcoming reservations will be cancelled the evening before the conference and an electronic confirmation sent to the customer advising of the cancellation.
- Other conference requests will not be allowed unless all participating endpoints have been site certified.
- If the customer cannot certify the site regardless of the reason, then the conference will not be produced.

Billing Information

- Billing for all A/V Technology conferences will commence at the start time of your reservation.
- Billing will end at the end time scheduled. If you require additional time and would like to extend your conference, please contact A/V Technology Video Conference Scheduling 30 minutes prior to your scheduled end time to request an extension.
- If you experience technical difficulties related to A/V Technology equipment or network errors during your conference, A/V Technology will credit you appropriately.
- A/V Technology shall not be responsible for cancellation of video conference due to failure of customer’s equipment, lack of customer technical assistance or other customer errors.
- Technical issues must be reported during your conference for credit adjustments.
- Billable conference time at each site may vary based on the above information.
- Conference extensions are billable in 15 minute increment