



Saskatchewan Video Conference Network (SVCN) Membership Agreement

Between

SVCN User Group Committee

And

The Network Members

I. Overview

The Saskatchewan Video Conference Network (SVCN) is comprised of and limited to, members of the Saskatchewan - Western Canada Business Service Network who use IP-based video conference equipment to:

- Increase networking and communication between the Western Canada Business Service Network partners to develop professional development opportunities as well as improve program collaboration; and
- Provide business information and interactive training opportunities to small businesses across Saskatchewan.

The Network has awarded the contract to **Telemerge Canada Inc.** to act as the Technical Provider. It is the duty of the Technical Provider to provide the members of the Network the technical expertise and user support.

The Network Members agree to pay **Telemerge Canada Inc. \$2500.** annually, for five years, as stated in the contract between each Member and Telemerge Canada Inc., and **\$340.** per year to **Business Link** for bandwidth.

II. User Group Committee

The main goals of the Committee are to:

- Provide input and direction to the Administrator related to the Network.
- Increase and improve communication between the Network.
- Develop policies and procedures for the Network which will ensure sustainability and efficiency.
- Make decisions on behalf of the entire Network in matters relating to the day-to-day operations.
- Hold Member meetings when a decision regarding substantial financial commitment from all sites is required.

The Committee consists of six (6) voting members; including one (1) appointed representative from the Women Entrepreneurs of Saskatchewan, three (3) appointed representatives from Community Futures, one (1) Community Futures Partners of Saskatchewan, and one (1) from *business infosource*. and the SVCN coordinator. The Technical Provider will attend meetings on an “as-needed” basis and will be a non-voting member.

The SVCN Coordinator will assume the role of Chair.

All meetings of the User Group, unless otherwise specified, will be held using video conferencing technology.

III. Terms of Membership

1. Membership in the Network is from April 1, 2009 and continues as long as the members continue to pay the annual User Fee.
2. A Member may be called upon to serve on the User Group. It is the responsibility of the User Group to provide guidance and leadership on issues relating to strategic direction and issues of significance to the Network.
3. A Member is any Western Canada Business Service Network partner which has satisfied the requirements for admission and has paid the User Fees.
4. A Member in good standing is entitled to one (1) vote on all matters at Member meetings.
5. Each Member is entitled to only one end point, although additional end points maybe agreed upon by the VC Panwest Committee.

IV. Network Membership Responsibility & Rights

1. The Network Member agrees to participate in the Network for an indefinite period of time and that for the membership to remain in place the member must pay all annual User Fees.
2. Recognize the unique value of the Network and its associated value of working cooperatively with the members to ensure maximum value from the video conferencing equipment.
3. The site, as a Network Member, acknowledges the video conference equipment in their facility is their responsibility to insure and maintain and shall be responsible with its use, maintenance and connectivity.
4. The Member recognizes that they may recover costs and create revenues through the use of video conferencing equipment by other parties, as outlined in Appendix A. However, the Member further agrees that the creation of these revenues shall not negatively impact the use of the equipment for its primary purpose or contra to any other agreement that may be in effect.
5. Any Member, in good standing, is entitled to receive notice of Member meetings, attend Member meetings, speak at Member meetings, and exercise other rights given to Members by the Network.
6. Any Member, in good standing, is entitled to access all regular services and opportunities offered and extended to members through this membership agreement.
7. The Network has priority access to the Network bridge ports. This will ensure Members will have access to the Network when it is needed and technical support will be provided without additional costs during regular business hours. If technical support is required outside regular business hours, the member will **NOT** incur additional charges above and beyond the annual Technical Fee.

V. Membership Fee

It is understood that there are on-going costs to each of the Network end-points. With these on-going costs to maintaining each local site in mind, there will be no membership fee to the Network. Voluntary or involuntary withdrawal from this Agreement does not entitle the Network Member to a refund of paid fees. All fees must be paid prior to the use of any Network services and will be negotiated on an annual basis.

VI. Miscellaneous

Network Rental Rates – In the event that a group or organization outside the Western Canada Business Service Network wishes to use the Network, each member may charge a fee to the renter at the agreed upon rates that have been determined by the User Group. These set rates and hours of operations can be located in **Appendix A**.

The Member agrees that they have read and understand the Membership Agreement and will pay the annual invoiced User Fee. This membership agreement will be effective for as long as the annual user fee is paid and/or the User Group amends the current agreement and required the member to sign a new agreement. Once a membership agreement is in place by paying the annual invoiced user fee, that agreement will remain current for that billed fiscal year.

Date _____

Network Partner Name

Signature of Representative

Date _____

SCVN User Group - Acting Chairperson

APPENDIX A – Network Protocol Agreement

A. Member Meetings

The Network maybe booked for an internal videoconference meeting between members at any time (depending on availability). In this section, we will refer to the Member booking and organizing the video conference meeting as the **Event Organizer**.

The **Event Organizer** is responsible for completing all reservation requirements and coordinating the meeting from the beginning to the end of its cycle. The **Event Organizer** will generate an Accounts Receivable invoice, and process the Accounts Payable invoices from the various Network sites involved in that particular video conference meeting/seminar.

Note: Professional development training sessions are classified as internal meetings.

The **Event Organizer** will do the following when booking a video conference:

1. Contact the required Network sites by phone or email to confirm that the boardroom is available for the desired video conference meeting. (This will ensure that no other meetings are going on at that location.)
2. Collect the necessary information about the video conference and go online to access the Tandberg Management Suite (TMS) software.
3. In TMS, reserve the necessary and CONFIRMED locations as well as include information on the meeting. (You may go back and reserve additional locations later.)
4. If the meeting is connecting to a location outside of the Network please contact **Telemerge Canada** to set-up a connection arrangement. In this situation, the Event Organizer is responsible for any additional connection costs. (E.g. SaskTel Bridging)

As noted in the above, the Network may be used for various internal meetings between members and partners at no charge. However, if a Member utilizes another Member's boardroom for a private meeting which does not include any staff from that site, a boardroom rental fee may be charged.

Western Canada Business Service Network partners and clients are also able to access the Network for meetings and training without charge. Again, if no staff member is part of the meeting, a boardroom fee may be charged to the partner.

The Western Canada Business Service Network partner using the facilities is responsible for any catering charges. For internal meetings, all boardroom rental charges are at the discretion of the Network Member for that location.

B. External Rentals

The Network may be booked by a Network Member on behalf of another organization as a rental for the purpose of revenue generation. The Network Member/site where the client initially books a video conference meeting will be considered the first point of contact and therefore **Event Organizer**.

Event Organizer will be responsible for completing all reservation requirements, on behalf of the client, at each additional video conference location in the Network. This individual will coordinate the meeting from the beginning to the end of its cycle.

The **Event Organizer** will also be responsible for creating and delivering the fee quote to the client, generating an Accounts Receivable invoice, and processing the Accounts Payable invoices from the various Network sites involved in that particular video conference meeting/seminar.

The **Event Organizer** will be encouraged to maintain a functioning records management system for retaining documentation relating to the Network. Currently, the User Group has decided, on behalf of the Network Members standardized recommended rental rates:

Network Rental Rates

- Regular Business Hours - \$100/hour/site (To a maximum of \$300.00/day/site)
- Weeknight After 6:00 - \$120/hour/site
- Saturday (by request) - \$140/hour/site
- Sunday – Closed
- 50% discounts will be available for Not-For-Profit organizations
- 25% discounts for small businesses
- 10% -20% discounts available for bulk purchasing. (Greater than 10 hours)

The **Event Organizer** will do the following when booking a RENTAL video conference:

1. Collect the necessary information about their video conference request and provide a quote. Include cancellation information.
2. Contact the required Network sites by phone or email to confirm that the boardroom is available for the desired video conference meeting. (This will ensure that no other meetings are going on at that centre.)
3. In TMS, reserve the necessary and CONFIRMED locations as well as other important rental information. (You may go back and reserve additional locations later.)
4. Host Rental Event and record the actual number of hours of the clients' video conference meeting.
5. Request an invoice from all the Network sites that participated. Be sure to confirm the number of hours to be billed. These invoices should be payable to the **Event Organizer**.
6. Bill client based on the invoices received from all Network sites.
7. When payment is received, process invoices and issue cheques to the other participating sites in the Network.

C. Client Training Events

The members of the Network bring a wealth of expertise, services and resources for the Network to draw upon. There is an opportunity to extend services and introduce additional training and expertise within their communities. The client training events through the Network provide value by:

- Improving access to a much broader menu of training opportunities in rural Saskatchewan and beyond than are currently available.
- Enabling speakers and attendees to participate in interactive training, regardless of where they are located in Saskatchewan.
- Connecting Saskatchewan's communities, economic and business development organizations.
- Bringing educators, professionals and others to "the table" by offering them a unique opportunity to extend their training to a larger client base.

External Contributors

Training may also be offered by various external agencies to the small business community. These organizations will play a key role in expanding the training offered by the Network.

D. Statistical Collection

All Network members are required to record all video conference attendance and participation statistics. Each quarter a summary report will be generated and e-mailed to all Network members. This summary report will also be made available to Western Economic Diversification in order to demonstrate the value of the Video Conferencing Initiative.

These stats are critical for reporting purposes to our funders, partners and potential rental clients. In addition, they are used to measure the use and value of the Network.