Getting Started

It's easy to get started with vConferenceOnline – this document includes the essential bits of information we'll need to set up your account and then our team will be in touch right away to get things rolling.

Important reference information:

Pricing and packages: https://www.vconferenceonline.com/backpages/pricing.html

Terms and conditions, license: http://www.vconferenceonline.com/MasterServicesAgreement.pdf

In addition, we've included the "Fine print" here for your reference.

If you have any questions about this document, please contact:

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Short, But Important Fine Print

Unless otherwise noted, the following assumptions apply to this proposal/project:

- The base quantity of attendees is indicated in the pricing information. Additional attendees will be optional. Note that unlimited registrations are included; attendees are those that attend the event. Attendee paid events have a $2 per registration cost to address added support requirements.

- If the vConferenceOnline credit card processor is used to collect attendee payments, a 10% fee is deducted from all revenues prior to remittance to client to cover gateway and interchange fees, along with increased support.

- Any per-transaction fees are deducted from amounts prior to calculation of revenue shares and payment to Client.

- Any payments due to Client remitted monthly to Client, on or about the 15th of the month for collected sales. Client agrees to a possible reserve of up to 20%, depending on the type of event, to be held to support any possible refunds or chargebacks if the vConferenceOnline processor is used. This reserve will be held for up to 90 days. In all cases, Client must reimburse vConferenceOnline for any and all refunds, charge back costs or other costs associated with transactions on the vConferenceOnline processor.

- Integrated Email Capabilities – Customizable Email Messages and Graphics (response emails for post-registration, event opening, event on-demand) – to all registrants

- Recording tool and assistance for Speaker Capture and Video Creation

- Video editing available at additional cost, starting at $100/hr. or portion thereof.

- Standard on-demand period is 90 days from the last day of the event.

- Online Customer Support During Event and During On-Demand Period (during the on-demand period, live chat support is offered during normal Bits office hours and via email support options 24x7)

- Both Company and VCONFERENCEONLINE will designate a main point of contact for project coordination. It's understood and agreed that this contact may be supplemented or replaced at a future date, but that success of these events relies heavily on a focused contact effort on the parts of both the VCONFERENCEONLINE and the Company. Every effort should be made to limit the project-oriented points of contact.

For all options:
Please note that all pre-recorded sessions are required in our offices, in finalized, fully-edited form for encoding and setup at least 5 business days prior to the event. Videos that are received after this time will incur an additional $300 per session hour rush charge. Videos received less than 2 business days prior to the event may not be available for the event and may be available only in on-demand mode. *This requirement is waived if the self-service portal is used to submit videos (videos will be used as-is and must be provided with sufficient time to encode and post to the site).*

If 3rd party streaming services are utilized, customer is responsible for providing all appropriate URL and after-the-fact MP4 files for on-demand viewing. Your project team will provide detailed instructions about what information is needed and work with you on acquiring these. Customer is responsible for all bandwidth and account costs associated with 3rd party streaming services, if selected.

If Hangouts/Youtube Live sources are used, we will provide up to two (2) group demonstrations/classes on their use for presenters. *We strongly recommend rehearsal sessions in advance of the event for use of any live services.*