

Introduction

The University of California, Washington Center has nine videoconferencing locations. These include the Multipurpose Room (Room 120), Auditorium (Room 117), four conference rooms (Rooms, 201, 301, 1004 & 1104), two seminar rooms (Rooms 317 & 318) and a distance learning lab (Room 314). The Center is capable of hosting four simultaneous point-to-point videoconferences at up to near-broadcast quality audio and video resolution. Additionally, via the University's videoconference bridge in Oakland, California, the Washington Center can be tied together with multiple remote videoconference sites in a multi-point videoconference. Videoconferencing is via multiplexed ISDN at a maximum connection speed of 384 kbps or Internet-based IP at 768 kbps. Connection speeds may vary depending upon carrier conditions and the capabilities of the far side videoconference site.

Use and Support

Requests for the use of the Center's videoconferencing facilities must be made on the Center's *Videoconference Reservation Form*. These forms are available from the videoconferencing coordinator. University faculty and staff without a local sponsor at the Washington Center should fax the completed form to (202) 974-6250 or mail to:

Attn: Michael Sesay
University of California, Washington Center
Videoconference Reservations
1608 Rhode Island Avenue, NW
3rd Floor
Washington, DC 20036

At the time of reserving a videoconference, the sponsor of the call must provide the Center with valid recharge account information and proof of authorization. A videoconferencing session will not be established without this information.

Reservations for the use of the Washington Center's videoconferencing facilities must be received, at least, three business days in advance of the proposed time of the videoconferencing session. The UC Washington Center is in the Eastern Time Zone. It is assumed that all session times are provided in Eastern Time (ET). Reservations are subject to the availability of the Washington Center's videoconferencing venues. In most instances, an operator is required to establish a call and verify the audio and video link. An exception to this is the Auditorium (Room 117), which must be booked, at least, one business week in advance and requires an operator for the duration of the call.

When calling a new remote site, it is University best practice to make a test call to this location in advance of the actual call for link and protocol verification.

As many remote sites can be heavily booked, when requesting a reservation please allow sufficient lead time for a link and protocol verification test. In some instances, sessions booked at the last minute, may need to be made without prior link and protocol verification.

Cancellations must be received by 3:00 PM ET the last business day before the scheduled videoconference to avoid cancellation fees. If the videoconference is cancelled after 3:00PM ET the last business day before the scheduled videoconference, the session setup fee will be recharged to the call sponsor.

The minimum reservation time for use of the Washington Center's videoconferencing facilities is one hour. Sessions are provided in one-hour increments. Additional hours will be billed at five minutes past the hour. Unless other arrangements are made in advance, the Center will attempt to connect with the far site 15 minutes in advance of the scheduled call time for final link verification. The 15 minutes link verification period is not counted as part of a session's duration.

The Washington Center reserves the right to change videoconference terms and conditions without notice.

No Warranties/Limitation of Liability

The UC Washington Center's videoconferencing service may not be free from defects or technological difficulties and is provided "as is," without warranty of any kind, either express or implied. In the event of a failed or defective videoconference involving the videoconferencing services, the University's total liability shall not exceed the amounts due to the University for the Services associated with the failed or defective videoconference. ***IN NO EVENT***

SHALL THE UNIVERSITY BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION, DAMAGES FOR LOSS OF business profits, business interruption, loss of business information, or any other pecuniary loss, arising out of or in connection with any use of the Washington Center's videoconferencing service, in any form whether ***SUCH LOSS IS CAUSED BY*** the University or the University's suppliers, agents or otherwise, even if the University's has been advised of the possibility of such damage.

Questions about videoconferencing at the UC Washington Center can be directed to the videoconferencing coordinator at (202) 974-6206 or by e-mail to michael.sesay@ucdc.edu.

Non-Washington Center Videoconferencing Devices

The Washington Center recognizes that in some instances, programs or individuals may wish to use either portable or PC-based desktop videoconference devices not provided by the UC Washington Center. Unfortunately, such devices can have a profound impact on the delivery, security and stability of information services to the Center as a whole. For that reason, the Center does not support non-Washington Center videoconferencing devices.