

11Sight Service Description

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11Sight provides a one-click video interaction solution which is similar to an 800 number that includes video/audio/text interaction. Our (paying) Members can accept 11-Calls that can be originated with One-Click from a Browser (what we call the In-Browser-Client or IBC) or our Native Applications. Callers do not have to be Members, i.e. calls can be initiated by anyone; hence we differentiate between Users (anyone using the service, e.g. Anonymous Callers) and Members (e.g. Service Providers).

11Sight's platform goes beyond just the discrete 11-Calls, but provides a rich set of configurable capabilities, such as i) 11-Buttons to manage when, where, and how a Service Provider can be accessed, ii) the recording, storage, and management of Call-Images and Call-Videos during an 11 -Call, iii) the storage and management of the Call History iv) the management of Profile Pages.

When describing our services, we use the terminology in this document. Your use of the 11Sight service as described herein is subject to the Terms of Service and Privacy Policy.

You can find our Privacy Policy here: [11Sight-Privacy-Policy](#)

You can find our Terms of Service: [11Sight Terms of Service](#)

Terminology – Alphabetical Order

11-Button: A visual element, such as a button, implemented by a simple link, javascript, or alternative technology that identifies a Member Account, that can be placed on a third-party website. When this button is pressed by an individual, an attempt is made to 11 the Member that owns the Member Account.

11-Call: A one-to-one video call using the 11Sight service.

11-Link: A URL that can be used to initiate an 11-Call in the IBC.

To 11: To initiate a one-to-one video call (11-Call) using the 11Sight service.

Anonymous Call: A call where the originator is anonymous (either because not a Member (Anonymous Consumer) or because it chooses to be anonymous via a Service option).

Anonymous Caller: A Consumer who is not a Member but initiates calls as a Caller.

Call History: All Call Logs of a Member

Call-Images: Images taken during a Call stored (by reference) initially in the Call Log

Call-Record: An option exercised by Callees to record bi-directional video or audio during a call.

Call-Videos: Videos taken during a Call stored (by reference) initially in the Call Log

Call Id: An Id with which Call Log information can be retrieved.

Call Log: All information associated with a Call

Callee: The person who is called by the 11Sight service. Only Members can receive 11-Calls.

Caller: The individual who initiates the 11-Call. Any individual can initiate an 11-Call.

Consumer: Any individual or user of 11Sight services.

Directory: A set of pages that list all Members.

IBC->Native Call: A call from IBC to Native Application. These calls can be initiated by Anonymous Callers or Members and can call Service Providers.

In Browser Client (IBC): The browser based video call initiation, management, and execution pages.

Member: Any individual who has a Member Account with 11Sight

Member Account: An account set up by a member with a username/password with which 11Sight identifies the Member.

Member Call: A call where the originator is a Member of 11Sight.

Message: If a Member does not answer for any reason the Caller can leave a Message which is saved in the Call Log.

Missed Call: If a Member does not answer for any reason we have a Missed Call. In this case the Caller can leave a Message.

Native-Native Call: A call between two Native Applications. These calls can be initiated by Anonymous Consumers or Members and can call Service Providers.

Native Application or Native Client: 11Sight Applications available for download that are native to a given operating system (such as Android, iOS, Windows, MacOS), available from our web site or, on Google's PlayStore, Apple's AppStore, and other locations. They can be used in two modes 1) Any individual can use them to initiate 11 Calls, 2) Members can use them to initiate or to receive 11 Calls.

Order Form: The online instrument provided by 11Sight through which a User agrees to subscription terms at app.11sight.com/sign-up.

Organization: A structure that contains multiple Members.

Organization Defaults: An organization Owner or Manager can set configuration defaults for the service for all Organization Members.

Organization Manager: The Member who is responsible for managing Organization Users and for configuring Organization Defaults.

Organization Member: Any 11Sight Member that is in an Organization in either of the Owner, Manager, or User roles.

Organization Owner: The Member who is responsible for the Organization a) for service fees, b) for Creating and Revoking access to Organization Users and Managers c) For configuring Organization Defaults.

Organization User: A Member who is in an Organization.

Profile Page: Every member gets a Profile Page which lists basic information about the Member and includes their 11-Call-Button.

Profile Link: A URL that can be shared that points at a Member's Profile Page. The Native Application provides the ability to share this link easily.

Subscriber: A Member who is a paying 11Sight customer.

User: Anyone who uses the Service, including as a participant of an 11 Call, either as a Member, Service Provider, or as an Anonymous Caller.

Visitors: Any individual who visits 11Sight.com.