Confidential

Operator Connect for Microsoft Teams with BT

Customer Service Handbook

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1. About your service

Operator Connect for Microsoft Teams with BT is at the forefront of future voice services innovation.

Delivered directly through Microsoft Teams, we can securely integrate high quality voice with the very latest in digital collaboration. It's an entirely new way to enable voice services.

Operator Connect for Microsoft Teams with BT offers a simple and secure way of calling in Teams via BT's global voice network, backed with assured end-to-end service controls for high quality, low latency voice conversations.

We provide our solution through scalable cloud- virtual gateways that connect to our Global Voice platform.

We offer you a number of calling bundles on our global voice platform that provide cost effective and predictable pricing for the call charges associated with the Operator Connect service.

In this handbook, you'll find useful information about how we manage your service, the support we offer, how to manage your account and understand billing.

2. Your Operator Connect for Microsoft Teams with BT support

2.1. Service Desk

Our service desk support businesses from all over the world on a 24x7x365 basis. They provide a helpdesk-to-helpdesk support model to ensure customers' IT departments have the support they need to keep their users connected.

We've made it easy for you to get in touch with our team of experienced agents via phone or email.

BT service desk
US toll and toll-free numbers: +1 917 421 7183 / 888 922 9919 **UK toll and toll-free numbers:** +44 203 684 9053 / 0800 085 6472 **Hong Kong toll number** +852 3019 4135 **Singapore toll number** +65 6670 9767
digitalworkplaceservicedesk@bt.com

2.2. Self-service Portal

The self-service portal allows you to view manage and add new users to your Operator Connect service.

Currently you can:

- View your inventory
- Report an issue
- Access user support
- Add new users

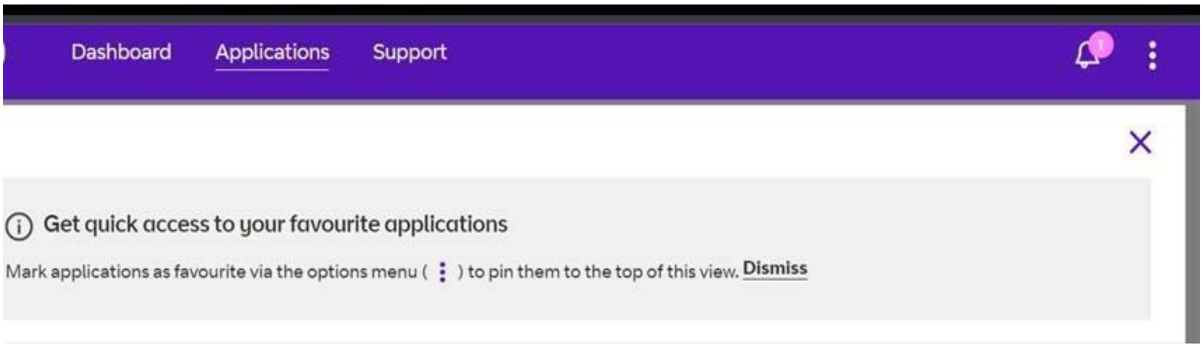
Coming soon, you'll be able to make moves and changes to your users.

2.2.1. Self-service Portal access

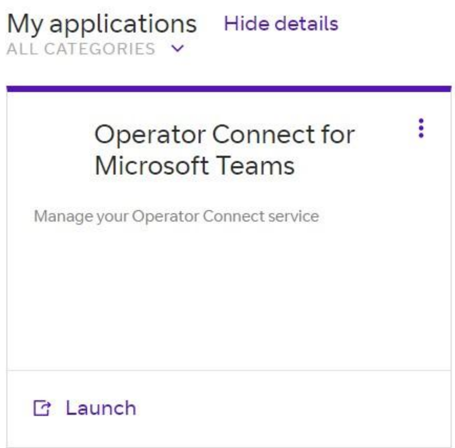
A few days after your service launch welcome email, you will receive an email from myaccount-help@bt.com to advise you to complete set up of your access to the self-service portal.

Once you have received your username, access self-service portal via My Account | BT's Global unit

- Enter your Username and Password, Click Accept and Log In.
- Enter your 6-digit PIN, Click Authenticate.
- Click Applications in the top banner. Here you'll see your Operator Connect for Microsoft Team tile.



- Click Launch.



We recommend you grant access to an additional(backup) user. To do that, please contact our Service Desk by email at digitalworkplaceservicedesk@bt.com by providing the following details:

- Organisation name
- Microsoft Tenant ID
- End User name
- End User email(access *cannot be provided to a group email address*)
- Contact number

If you have any trouble accessing your self-service portal, please reach out to digitalworkplaceservicedesk@bt.com for assistance.

3. Empower your Admins and create awareness for your users

Before your go-live date, we'll send you a Welcome Email to let you know your service is set up and ready to use. While we work to enable your service, it's essential that your Admins take the lead in preparing for a smooth rollout. We recommend assigning Adoption Champions* to help your users start using the service effectively as soon as it's live.

Your Admins play a critical role in configuring and managing your Operator Connect service. Our **Admin Pages** provide step-by-step guidance on setup, including assigning numbers, creating call queues, configuring auto attendants, and more.

As part of your service, you and your people have access to our Digital Workplace Adoption Hub. It serves as a central place for:

1. **Adoption Champions**, with advice and ready-to-use adoption assets to help you launch your Operator Connect service.
2. **Admins**, with guides for set-up, first-time use, and pro tips to allow continuous learning as the service evolves.
3. **End Users**, with user guides, video tutorials, and training to suit different learning styles.

Make sure your Admins and Users can easily find what they need—**bookmark and share the Admin page and End User page** for quick access.

4. Your service – roles and responsibilities

4.1. Service desk

We have a fully staffed global support desk for Operator Connect for Microsoft Teams with BT, in English language only. We'll manage incidents for our customers 24 x 7 x 365. Team members track incidents using phone or email.

Under the terms of our agreement, you'll provide first-line support direct to end users. Your service desks can then talk to our service desk to progress and resolve service issues (helpdesk to helpdesk model).

4.2. Main task

Our service desk:

- act as the first point of contact for administrators
- raise ticket and troubleshoot related incidents
- manage cases with third party suppliers
- handle general enquiries, planned work, requests for information.

4.3. Your responsibilities

To ensure your service is supported in the best possible way, there are some simple checks ***you*** are responsible for:

- Providing full, accurate information when reporting incidents, so we can be sure we have a quality log record.

Fault capture form	
Teams' user ID (or name, if not available)	
Service used	
Number called (with country code)	
Number called from (with country code)	
Exact date and time (with Time Zone)	
Error message / exact description of the Issue	
Has it ever worked before?	

When reporting an outbound call failure check if the issue only affects one user or several users & verify that the Voice Routing policy applied to the affected user/s doesn't have any PSTN usage records associated with it.

It is imperative that the Voice Routing policy assigned to a user with an Operator Connect number has no PSTN Usage records associated to it.

- Confirm resolution of cases when notified by the service desk.

5. How we deal with cases and incidents

5.1. Incident management

When an incident is raised, our service desk classifies them and works with the relevant teams to resolve. If necessary, when we identify an issue with the interconnect between BT & Microsoft, we'll raise an incident with Microsoft and work with them direct to restore service as soon as possible.

Through incident management, we aim to restore normal operations, quickly and safely, minimising the impact to you and your users.

5.2. Incident priorities

Here's how we classify incidents:

Priority	Description	Our target for resolving incidents	Our target for responding to customers	How often we'll update customers
Priority one	• Significant loss or degradation of service • Critical business impact • Typically affects all users.	4 hours	1 hour	Every hour
Priority two	• Moderate loss or degradation of services • • Moderate business impact Work is impaired but can • reasonably continue Typically affects a large group of users or degrades everyone's service.	24 hours	1 hour	Every 4 hour
Priority three	• • Minor or no impediments. • Minimum business impact. Typically affects fewer than ten people.	72 hours	24 hours	Every 24 hours

We prioritise incidents according to these target times. If we raise an incident with Microsoft, we'll report that the customer's job is 'pending vendor' (effectively on hold as we wait for Microsoft to respond). Microsoft are responsible for the underlying Teams / O365 / M365 platform. Our targets and service levels don't apply when issues originate there.

5.3. Major Incident Management (MIM)

We class high-priority issues as major incidents. These can also be incidents that seriously disrupt your ability to use Operator Connect for Microsoft Teams with BT, or issues that affect our support team's ability to help you. We have a dedicated MIM team to ensure major incidents are given the additional management and communications that's necessary for issues causing significant disruption.

5.4. Major Incident Management support process

We'll raise a major incident if the BT operations teams proactively identify one, or if one is diagnosed as part of investigations into a standard incident.

The MIM team is responsible for:

- restoring services, through management of incident bridge calls
- engagement and management of all the resources needed to resolve incidents as quickly as possible
- keeping you and your internal stakeholders informed about the incident's progress, using contact details provided to us.

5.5. Escalation process

To make sure you get additional support when you need it, we have a process that automatically starts internal escalations at critical points during incident management. There may be times, though, when you want to initiate an escalation yourself.

We ask that this process is used only, when necessary, to prevent its effectiveness from being diluted. We understand that if you have a high priority issue affecting your business, you'll want more frequent updates from us as to progress; we'll do everything we can to ensure you get these.

Escalation guidelines

- Escalations should be in English and only for active service-affecting incidents (priority 1-3: for a guide to priority levels, see section 4.2 within this document).
- You should always contact the service desk first to perform escalations, providing the incident reference number. They'll escalate the incident internally on your behalf, allowing time at each level for appropriate action to be taken.
- If you do need to contact us by email – to forward further details or copy the escalation team into a chain of emails – we recommend following this up with a phone call.
- Our service desk will take the lead on communications throughout an incident's lifecycle, including escalations.

Escalation Contacts

Level	Contact details
Level 1	**US toll and toll-free numbers:** +1 917 421 7183 888 922 9919 **UK toll and toll-free numbers:** +44 203 684 9053 0800 085 6472 **Hong Kong toll number** +852 3019 4135 **Singapore toll number** +65 6670 9767
Level 2	Escalate to on duty manager via the level 1 service desk numbers

5.6. Problem management

Problem management includes the activities required to diagnose the root cause of incidents and to determine the cause and resolution of the underlying problems. Through analysis of major incidents and trends in incidents, problems are identified and logged to enable their thorough investigation and resolution. The primary objective is to prevent problems and related incidents, to eliminate recurring incidents, and to minimize the impact of incidents that cannot be prevented. The service aims to ensure service reliability and availability and reduce the impact on customer operations that can be caused by incidents.

Problem management maintains information about problems, workarounds and resolutions, these activities are supported by proactive problem management through trend analysis and the targeting of preventive action.

Process steps are performed by a virtual problem management team comprising of a problem manager and operational support teams from across BT, who jointly identify the root cause(s) and implement the required resolutions.

When your service is restored after a major incident, the BT Problem Management team will produce a Root Cause Analysis (RCA) report. This explains the nature of the incident, how it was resolved, and any actions taken to avoid it recurring. We issue these reports within four business days of the incident's closure.

6. Managing your service

6.1. Change Requests

In the event you wish to make a change to your service, this will be handled via the change management process. Any requests to add users can be submitted on the BT Self-service portal by clicking the dashboard tile labelled "Request to add new users".

Our standard change process allows customers to request a range of pre-defined and agreed changes (ie. Provision new numbers in existing countries, provision new numbers in new countries). Standard changes typically do not require any technical design effort or project management. Equally a standard change would not be expected to have a significant impact on contractual or commercial terms.

If you would like to make changes to your existing Operator Connect service (i.e. cease users/sites, change site location), e-mail operator.connect@bt.com and we'll respond in 2 working days. If applicable a quote & order will be issued. For other changes see your Teams Admin Centre guidance

6.2. Simple Service Request – (non chargeable)

Change to type of users from User to Application currently needs to be carried out by BT.
Simple Service Request can be submitted via email to digitalworkplaceservicedesk@bt.com (when sending in your request, please include the following information: Customer Name, Tenant ID, Telephone Number, Type of number). Target time for responding to these requests is 2 working days.

7. Billing

Your monthly invoice for your Operator Connect service will come from one of our BT Group billing team members.

You'll receive an email and paper version of your monthly invoice. It will be sent to the Billing details you provided as part of your order.

If you have any billing related questions or need clarification on any content of your Operator Connect invoice, please use the contact details on your invoice (i.e., managed.enquiries@bt.com).

8. Managing dissatisfaction

At BT, we strive to provide the best possible service to all our customer. However, we understand that there may be times when you are not completely satisfied with our product or level of services we provide. We value your feedback and are committed to resolving any issues you may have with the service in a timely manner. In that instance, please see the following guidance as to your next steps:

1.Contact our service desk: The first step in addressing your concern is to contact our service desk either by phone or email (contact details provided in section 2.1 of this document). Our team will listen to your concerns and work with you to find a solution.

2.Provide details of your concern: Please provide as much detail as possible, including a reference number if applicable, when it occurred, any relevant information that will help us understand and address your concern.

3. Resolution process: Once we have received all information, our team will investigate the matter and work towards finding a resolution. We will keep you updated on the progress and communicate with you regularly until all issues are resolved.

9. Troubleshooting tips & FAQ'S

- **Didn't receive My Account / Self-service Portal setup e-mail?**

  Sometimes legitimate e-mails may be marked as spam by your email provider or spam filter.

  To check for these e-mails:

  a. Open your Junk Email folder and scan the e-mails
  b. Mark the legitimate e-mail as 'Not junk'
  c. Contact your administrator to whitelist legitimate domains

- **Assigning phone numbers to your users**

  Log in to the Microsoft Teams Admin Centre and select 'voice', 'phone numbers' to start assigning. For guide visit this page.

- **Why can't I assign a specific number to my user or resource account?**

  Ensure that your user is licensed for the country you want to assign the number from. i.e., they need to have a UK license when you want to assign a UK number i.e., +44.

  Make sure that the user / account has the appropriate voice licence.

Also check that they do not have a calling plan license.

- **How do I assign emergency location to remote workers?**

  No need to assign individual addresses for your remote workers. Assign addresses based on their closest office location.

- **Caller ID policies**

  The policies detailed within the Caller ID policies tab are all about call masking and defining whether a user's DDI is visible or not. You can configure these settings to replace the caller ID with a service number or make it completely anonymous.

  In most cases where you are masking a user's DDI with a service number, you will be using a call queue number (set up as a Voice App number), so that callers ring back on a general number that can be picked up by an operative from that call queue. Simply select the relevant number from the list.

- **Assigning calling policies to your users**

  Once the call policies have been set up and you are ready to deploy, these are then assigned on a user-by-user basis. To edit the policies that are assigned to any given user, navigate to the Users section of the admin centre, select the relevant user, click Policies, then edit. A dialog will appear on the right with a long list of drop-down fields where you can select from the policies that you have already defined.

- **Why can't I make an outbound call?**

  Check if this issue only affects one user or several users.

  Verify that the Voice Routing policy applied to the affected users doesn't have any PSTN Usage Records associated with it. It is imperative that the Voice Routing policy assigned to a user with an Operator Connect number has no PSTN Usage records associated to it.

- **How do I reserve spare numbers in case our business expands?**

  Purchasing additional DDIs allows you to reserve a large number range even though you may not be ready to allocate all these numbers to users at the current time.

  There is a small fee per month per additional DDI you reserve.

  You can then change these DDIs to call packages via digitalworkplaceservicedesk@bt.com

- **What type of numbers can I have and how do I change them?**

  Operator Connect supports two telephone number types:

  a. User numbers, also called subscriber numbers, which can be assigned to users in your organization.

  b. Application or Service numbers, which are assigned to services, such as Audio Conferencing, Auto Attendants, or Call Queues.

  We will upload all your numbers to your Teams Admin Centre with User type as primary usage and additional usage as Voice app (in the event you only see a single usage type in your Teams admin centre, please reach out to our service desk for help). This means you can easily change the usage of a number within your Teams Admin Centre. You'll need to unassign the number first before changing its usage.
  Alternatively, to change a number type, a Simple Service Requests can be submitted via email to digitalworkplaceservicedesk@bt.com (when sending in your request, please include the following information: Customer Name, Tenant ID, Telephone Number, Type of number).

- **What are call queues in Operator Connect and how do they benefit my organization?**

  Call queues route callers to people in your organisation who can help with a particular issue or question. Calls are distributed one at a time to the people in the queue, who are known as agents.

  Call queues provide:

  - A greeting message.
  - Music while people are waiting on hold in a queue.
  - Call routing - in First In, First Out (FIFO) order - to agents.
  - Handling options for queue overflow and timeout.

  Please visit our BT Support Page for guidance on how to setup.

- **How do I add emergency locations to Teams?**

  As part of the order journey, you will need to tell us which sites you want numbers for, we will use the Emergency addresses you have configured within Teams to provide this sites list. In order to configure your emergency address, follow the steps below:

  - Go into your Teams Admin Centre
  - On the left-hand column, click on Locations.
  - Click on Emergency Addresses
  - Click on Add and add in your company address where your users will be located.
  - To find the Emergency Location ID click on the address you have just created, this will bring up a summary page and the location id is the alphanumeric string shown after Location ID.

  For more information, visit: BT Support Page

Confidentiality

All information contained within this document is provided in confidence, for the sole purpose of adjudication of the document. It shall not be published or disclosed wholly or in part to any party without BT's prior permission in writing and shall be held in safe custody. These obligations shall not apply to information that is published or becomes known legitimately from some source other than BT.

Distribution and governance

This customer handbook is a live document, and as such we'll review it on a regular basis – at least every 6 months – to make sure it is still effective. Your service and account teams will agree and manage any updates for you.

We'll electronically distribute controlled copies of this document to all those who need it, at BT and in your organisation.

Please address all enquiries and changes to this document to your BT Account Team.

Please note:

This handbook is not a contract. In the event of any issues, the terms of our Agreement take precedence.

End of document