1. PART B – SERVICE DESCRIPTION

1.1 Standard Service

BT will manage the Customer's telephony using the BT One Voice Global SIP Trunking Service with voice gateways and BT calling plans. This Service excludes support for the Customer's Microsoft Teams service and Microsoft calling plans and this Schedule excludes the actual provision of the BT One Voice Global SIP Trunking Service which will be under terms set out in a separate Schedule (this Schedule is for the management aspect only).

- BT SKU 1: TEAMS-OC
- Support for the Customer's Operator Connect for Microsoft Teams with BT service only
- Provision of the Services set out in this Schedule
- Requires: a minimum Microsoft Office 365 E3 + Phone System or E5 licence
- Sold on minimum level and invoiced on minimum commitment as agreed on the Order.

2. SCOPE OF SERVICE

The scope of the BT Service Desk (described in Part A – Service Terms) covers support for the Services described in this Part B – Service Description. The Service does not provide support for Users or devices, networks (if not provided by BT) or other Microsoft Office 365 applications (such as SharePoint, Exchange or OneDrive), other than integration issues between Microsoft Teams elements and these applications. The BT Service Desk will receive Incidents and issues, triage them in light of this scope, and pass back tickets to the Customer service desk if they are deemed to not be within the scope of the services managed by BT.

2.1 Microsoft Teams Features supported by the Standard Service

2.1.1 Standard Service Feature Support Matrix

The following table shows which Microsoft Teams features and other services are supported for Incident management and administration.

Supported Features	Operator Connect for Microsoft Teams with BT (Voice Only) Users (SKU 1)
Teams	X
Channels	X
Chat	X
Guest Access	X
Activity Feed	X
Meetings	X
Audioconferencing	X
Cloud Sited Voice Gateway	✔
Operator Connect - BT Calling Plans	✔
Microsoft Phone System	✔
Microsoft Calling Plans	X

2.1.2 User Adoption Services

BT will provide the Customer with a webpage that sets out:

- top tips from a BT specialist on things the Customer may need to communicate to Users;
- video message from a user adoption specialist on how to achieve a successful launch;
- a launch kit for downloading including posters, digital signage, launch emails, social posts and useful links;
- a process for booking a training session for the Users; and

- a process for contacting the user adoption team.

2.2 Basic License Requirements for One Cloud Microsoft Teams SKUs

The following table lists the Microsoft licenses and subscriptions needed to use Microsoft Teams and its associated features and services. For each feature, the table describes whether it is included with Microsoft Office 365 E3 or E5 licenses, and if appropriate, what additional licenses or subscriptions are required. This table is for information only, Microsoft may change the licence name or type as set out in their terms. It is the Customer's responsibility to obtain these licences directly with Microsoft.

Microsoft Licences		
Feature	**Office 365 E3 Licence**	**Office 365 E5 Licence**
Microsoft Teams: Teams collaboration features	Included with E3	Included with E5
Telephony: Capability to use Microsoft Office 365 as a telephony PBX	Phone System Add-on Licence needed	Included with E5
Operator Connect - BT Calling Plans: A DID number and per minute or bundled domestic and international telephony rates	Included with E3	Included with E5
Audio conferencing: Schedule or host a dial-in meeting. Users do not need licenses.	Audioconferencing Add-on License needed	Included with E5
Toll-free numbers: For dial-in access to Meetings, and the ability to dial out from a Meeting to add someone by calling any telephone number in the world.	Communications Credits add-on licence needed	Communications Credits add-on licence needed
Voicemail	Included with E3	Included with E5

2.3 BT Service Management Boundary (SMB)

The Service management boundary is limited to the provision and in-life management of the Service. BT reserves the right to charge the Customer for investigating Customer reported incidents where BT finds no Incident or the incident is outside the Service management boundary.

The Service does not include any of the items listed below. If required these are the responsibility of the Customer unless ordered from BT under separate terms:

(a) Configuring Users to access the service from Microsoft Office 365 administration;

(b) The migration of Users to Microsoft Office 365;

(c) The support of the Microsoft Teams client;

(d) The configuration of the Microsoft Teams client;

(e) PBX, VOIP or voice service provider integration;

(f) Quality of Service (QoS) or any WAN configuration such as IP routing;

(g) Internet domain registration;

(h) Customised emergency services work;

(i) Video integration;

(j) Integration with any third party unified messaging (UM) system;

(k) Deployment of Microsoft Teams and the Microsoft Teams clients in the customer environment;

(l) Travel and expenses for any on-site services;

(m) Evaluation, selection or design of any third party applications and hardware;

(n) Integration with third party applications and hardware not specified within scope;

(o) Integration with third party conferencing application;

(p) Migration of third party conferencing data;

(q) Any software development;

(r) Any configuration of the Microsoft Teams Call Quality Dashboard (CQD);

(s) Any Skype for Business or Lync hybrid configuration;

(t) Migration of users from on-premises Lync or Skype for Business to Skype for Business Online or Microsoft Teams;

(u) Phone devices and hardware; and

(v) Analog end User device support.

3.   MEDIA QUALITY AND ANALYTICS

The Customer will have access to several analytical dashboards providing useful metrics.

3.1   Voice Quality of Experience

Quality of experience is BT's end-to-end support of the BT One Voice Global SIP Trunking Service integrated with Microsoft Teams. The quality of experience service will provide the Customer with a cross-service, cross-supplier view of the voice services. It provides analysis to optimise performance and maximise User satisfaction. The following tools will be used to provide quality of experience in each deployment model:

Deployment Model	OVOC	Microsoft Call Analytics	CQD	Trunk Info
BT Voice Gateway (Cloud)	✔	✔	✔	✔

Through data obtained from management tools and investigations by the BT Service Desk, actionable information will be provided to the Customer to drive all parties within the service delivery chain.

The BT Service Desk will assist with diagnosis of where the cause of a call quality issue may exist and provide supporting evidence. BT can support a call with the Customer to explain the supporting evidence.

Where matters lie outside the direct control of BT, then the Customer will use the evidence provided to work with the appropriate resolver group to progress the issue. For example, if a call quality issue is deemed to be caused by a local network issue at a Customer site, BT will provide the available substantiating evidence to the Customer to assist it with solving the issue with its local IT team or local network provider.

3.2   Call Quality Dashboard (CQD)

The Call Quality Dashboard (CQD) for Microsoft Teams available to Customer authorised administrators, will enable the Customer to gain insights into the quality of calls made using Microsoft Teams. The CQD is provided, charged for and supported directly by Microsoft.

3.3   Call Analytics

Call analytics will support Customer authorised administrators to troubleshoot call or quality problems with Microsoft Teams. Call analytics shows information about the devices, networks, and connectivity for the calls and meetings of each User in the Customer's Office365 account. Call analytics is provided, charged for and supported directly by Microsoft.

4.   VENDOR SUPPORT

BT will provide support arrangements for session border controllers provided by BT suppliers for Incidents not resolved by the BT Service Desk.

Vendor support for third-party systems and applications is the responsibility of the Customer.