

HCC-CISCO

Annex to General Services Schedule

BT MSA Reference No. **_****_****

1 Definitions

The following definitions shall apply to the provision of the Service, in addition to those in the General Terms and Conditions and the General Services Schedule of the Master Services Agreement.

“**Agent**” means the Customer’s service representative at any geographical location who handles calls from Callers.

“**Application**” means the Software application that resides on the HCC-Cisco platform.

“**Call Centre Location**” means the Customer’s Site(s).

“**Caller**” means the person calling the Customer.

“**CCM**” means Cisco Customer Call Manager.

“**CCM Cluster**” is a cluster which consists of a set of Cisco Call Manager servers that share the same single publishing database.

“**CVP**” means Customer Voice Portal.

“**HDS**” means Historical Data Server.

“**Intelligent Contact Manager**” (“**ICM**”) means the equipment that executes route requests from a service switching point within HCC-Cisco Central Controller site.

“**Interactive Voice Response**” (“**IVR**”) is a platform for delivering customised announcements and Caller prompts, also referred to as Voice Response Unit (or “**VRU**”).

“**IPCC Connection Point**” represents the point within the HCC-CISCO Central Controller site where external applications can be integrated. A connection point only represents the physical point of connection and demarcation and does not imply any amount of configuration of the HCC-CISCO core in order to accommodate the integration of external applications.

“**Network IVR**” (or “**NIVR**”) means an IVR in the BT Network instead of at the Customer’s Site.

2 Service Overview

The HCC-Cisco service (‘the Service’) enables the Customer to collect calls from around the globe. Calls are routed to BT voice gateways with IVR and automatic call distribution (ACD) functionality in BT data centres. The Agents log in with their desktops and Cisco IP Phone to central servers from a Site.

The Service can be provided in one of two ways:

- a) **HCC FastStart** which supplies standard inbound voice call centre features only; or
- b) **HCC Solutions** which supplies standard inbound voice call centre features plus any one or more of email, webchat, co-browsing and outbound campaign dialling.

The Service uses BT MPLS to connect Agents to the HCC platform and for delivering calls to the Call Centre Locations. The Customer must have an existing BT MPLS service, or order it to at least one Call Centre Location. BT MPLS is supplied under its existing terms for an existing service, or the terms of the BT MPLS Annex to the General Service Schedule for new service.

2.1 Service Description

The Service provides an Application that processes the routing information for all inbound calls to determine which Agent the call should be delivered to. The Customer can use the Application in one or both of two ways: (i) Agents log into the Application to register as an available agent, available or not available to receive a contact or (ii) calls will be held at the voice gateways and will request routing information from the Application to route the calls to the appropriate available Agent.

The IVR messages and contact data both historical and real-time are centrally managed and stored.

The Service offers various connectivity points for external (Customer or third-party) applications.

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The standard Service consists of the following components:

- Design
- Deployment, testing and implementation
- Operational management
- 24 x 7 support
- Minor and major additions, deletions, and changes and configuration management
- Five days training for up to six employees

2.2 Additional Services (Options)

The Customer can order some or all of the following components at additional charge:

- Interface to Customer ACD
- Local Voice Gateway at Customer Site
- Dedicated Voice/VXML gateways in BT's data centre
- ACD voice Agent License
- Professional Services

3 Service Delivery

The Operational Service Date (OSD) occurs when BT has completed the following actions:

- Created the Customer environment on the HCC-Cisco platform
- Provided the Customer with administrative usernames and passwords if applicable
- Provided the Customer with access to and documentation for administrative tools and service management
- End-to-end testing
- Implemented any additional options specified on the Order

4 Service Management Boundary (SMB)

The SMB of HCC-Cisco for voice connectivity is the Voice Gateway at the BT Data Centre.

The boundary of the Service for data connectivity is the designated firewalls at the BT data centres. This applies to and includes provisioning, maintenance and management of all elements up to this SMB. These elements include: ICM servers, CVPs, Voice Gateways, web and email servers, domain controllers, databases, network switches/nodes and designated firewalls.

5 The Customer's Responsibilities

The Customer is responsible for providing:

- (a) All Agent/supervisor desktops and/or peripherals, including headsets, wallboards, IP phones and softphones, and all associated licenses
- (b) LAN at the Call Centre Location(s) enabled with quality of service to provide suitable voice quality and service for all phones and CTI-enabled desktops
- (c) WAN equipment
- (d) WAN configuration
- (e) Sufficient capacity in its network to handle expected volumes of voice traffic
- (f) the log of Call Data Records (CDRs) of all PSTN voice calls originating from or terminating to Call Centre Location(s) in India to the relevant government agencies in India as and when required under the Customer's Other Service Provider (OSP)

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registration with the Department of Telecommunications in India, which is a mandatory requirement for all BPOs/call centres in India.

6 Charges and Payment Terms

6.1 The Charges for the Service will be stated on the Order and will comprise some or all of the following components:

Product	One time	Recurring	Notes
HCC Platform Service Charge	Installation	Monthly	Overall Service Charge
HCC CCM	Installation	Monthly	Call Manager
HCC CCM Interface	Installation	Monthly	Interface to Client Call Manager
HCC Voice Agent/Supervisor License	NA	Monthly	Voice Agent/Supervisor License
HCC Web Agent License	NA	Monthly	Web Collaboration Agent License
HCC Email Agent License	NA	Monthly	Email Agent License
HCC Outbound Agent License	NA	Monthly	Outbound Campaign Dialer port
HCC Administrative Web User License	NA	Monthly	Webview reporting user
HCC Administrative Workstation (including 50 user licenses)	Installation	Monthly	Dedicated HDS/Webview server
HCC Voice Gateway E1/T1	NA	Monthly	Inbound E1/T1 interface at shared BT VGW
HCC IVR/Queuing Port	NA	Monthly	CVP IVR/Queuing port
Training	Installation	NA	5-days for maximum 6 attendees

6.2 The Charges for the Optional Services will be stated on the Order and will comprise some or all of the following components:

Product	One time	Recurring	Notes
HCC ICM TDM ACD interface	Installation	Monthly	Interface to Client ACD
HCC Local VGW	Installation	Monthly	Local Voice Gateway at Customer Site
HCC ACD Voice Agent License	NA	Monthly	ACD voice agent license
Professional Services	Installation	NA	Based on bespoke requirements using BT Professional Services at day rates

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- 6.3** Professional Services requirements in addition to the initial system build and BT data centre integration work will be subject to the additional Charges stated on the Order, and will be provided under the terms of a separate annex to the Professional Services Schedule of the MSA.
- 6.4** If the Customer's requirements or forecasts change, BT reserves the right to charge the additional Charges stated on the Order.

7 Service Levels

The Service Levels set out in the General Service Schedule do not apply to this Service. The following service levels apply for Application Availability.

Application Availability is the percentage of time during a Month that the Application is available. For the purpose of measuring Application Availability, the Service is deemed to be unavailable if the Application prevents 20% (twenty per cent) or more calls being delivered to a Call Centre Site or Network IVR.

The Application Availability target is for the Application to be available at least 99.80% of the time in any Month.

BT will provide a report each Month showing the Application Availability performance against target. If the Application Availability target is not met in any Month, then the Customer may claim a Service Credit for each affected Site as set out in the table below.

Application Availability for Inbound Voice Contacts	Service Credits (% of Monthly Recurring Charges for the affected Site.)
> 99.00% and < 99.80%	1 %
> 98.00% and <= 99.00%	1.5 %
<= 98.00%	2 %

- 7.1** Application Availability will not be measured;
- (a) if the Customer asks BT to test the Service although no incident has been detected and/or reported;
 - (b) if the Service has been modified or altered in any way by the Customer or at the Customer's request;
 - (c) during Planned Maintenance;
 - (e) for incidents due to any Customer performed network configurations not approved by BT;
 - (f) for changes or alterations made other than by BT to the Service or to BT Equipment, connections, routing plan, applications or test equipment, or the mapping of applications;
 - (g) if an incident is reported and BT cannot confirm that an incident exists after performing tests;
 - (h) if calls are blocked due to the Customer's failure to order sufficient MPLS bandwidth;
 - (i) if calls cannot be routed using the Customer's specific routing on the BT's HCC-Cisco Application, but are routed using default routing; or
 - (j) any outages due to upgrades, requested by the Customer that cannot be performed during the regularly scheduled maintenance windows.

7.2 General Exclusions

7.2.1 Service Credits are limited to the amounts set out in the table above and are the Customer's sole right and remedy if BT does not meet the Service Levels.

7.2.2 Only BT's measurements shall be used to calculate Service Credits.

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7.2.3 The Service Levels do not apply:

- (a) if the Customer does not provide access, delays providing access or denies permission for BT or its agents and suppliers to repair the Service;
- (b) during any trial period of the Service, or for Service or any part of the Service which has a Minimum Period of Service of less than 12 Months;
- (c) to failures due to matters beyond BT's reasonable control as detailed in the General Terms and Conditions;
- (d) if the Customer does not report that the Service is unavailable in accordance with BT's incident reporting procedures; or
- (e) if the Customer has not complied with the MSA.

7.2.4 Failure to meet the Service Levels is not a material breach of the MSA.