



1. PART B – SERVICE DESCRIPTION

1.1 Standard Service

The Customer can select from four different versions of support as set out below. The version selected by the Customer will be set out in the Order:

(a) Teams Collaboration Users

BT will manage the Customer's Microsoft Teams service: this includes support for Chat, Meetings, audioconferencing, Team sites, and Channels

- BT SKU 1: TEAMS-CAL
- Requires: E3 user licence
- Sold on a minimum commitment level but invoiced on enabled Users

(b) Teams Collaboration and Phone System (with Microsoft calling plans)

BT will manage the Customer's Microsoft Teams service: this includes the support set out in SKU 1 plus support for telephony using Microsoft's calling plans

- BT SKU 2: TEAMS-PS
- Provision of Services set out in section 5
- Management of Microsoft calling plans and voice policies within the Customer's Microsoft Teams tenant
- Requires: a minimum of E3+ phones system or E5 user licence
- Sold on a minimum commitment level but invoiced on enabled Users

(c) Teams Collaboration, Phone System and BT Direct Routing (with BT calling plans)

BT will manage the Customer's Microsoft Teams Service: this includes the support set out in SKU 1 plus support for telephony using either the BT One Voice service with voice gateways included or on-premise session border controllers with the BT One Voice service and BT calling plans. This SKU excludes management of Microsoft calling plans.

- BT SKU 3: TEAMS-PSDR
- Provision of the Services set out in section 5
- Management of BT calling plans and voice policies
- Requires: a minimum of E3+phones system or E5 user licence
- Sold on a minimum commitment level but invoiced on enabled Users

(d) Direct Routing with BT calling plans

BT will manage the Customer's telephony using either the BT One Voice service with voice gateways included or on-premise session border controllers with the BT One Voice service and BT calling plans. This SKU excludes support for the Customer's Microsoft Teams service and Microsoft calling plans.

- BT SKU 4: TEAMS-DR
- Support for the Customer's direct routing service only
- Provision of the Services set out in section 5
- Requires: a minimum E3 + Phone System or E5 licence
- Sold on minimum level and invoiced on minimum commitment.

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, prioritise 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 for each SKU.

Supported Features	Teams Collaboration Users (SKU 1)	Teams Collaboration & Phone System Users (SKU 2)	Teams Collaboration & Phone System & BT Direct Routing (SKU 3)	BT Direct Routing (Voice Only) Users* (SKU 4)
Teams	✓	✓	✓	X
Channels	✓	✓	✓	X
Chat	✓	✓	✓	X
Guest Access	✓	✓	✓	X
Activity Feed	✓	✓	✓	X
Meetings	✓	✓	✓	X
Audioconferencing	✓	✓	✓	X
Calling On Premise Voice Gateway	X	X	✓	✓
Cloud Sited Voice Gateway	X	X	✓	✓
Direct Routing BT Calling Plans	X	X	✓	✓
Microsoft Phone System	X	✓	✓	✓
Microsoft Calling Plans	X	✓	X	X

*Please note that the Voice Only SKU 4 is a standalone option and cannot be ordered in conjunction with SKUs 2 and 3.

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	<ul style="list-style-type: none"> Included with E3 	<ul style="list-style-type: none"> Included with E5
Telephony: Capability to use Microsoft Office 365 as a telephony PBX	<ul style="list-style-type: none"> Phone System Add-on Licence needed 	<ul style="list-style-type: none"> Included with E5
BT and/or Microsoft Calling Plans: A DID number and per minute or bundled domestic and international telephony rates	<ul style="list-style-type: none"> Included with E3 	<ul style="list-style-type: none"> Included with E3
Audio conferencing: Schedule or host a dial-in meeting. Users do not need licenses.	<ul style="list-style-type: none"> Audioconferencing Add-on Licence needed 	<ul style="list-style-type: none"> 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.	<ul style="list-style-type: none"> Communications Credits add-on licence needed 	<ul style="list-style-type: none"> Communications Credits add-on licence needed
Voicemail	<ul style="list-style-type: none"> Included with E3 	<ul style="list-style-type: none"> Included with E5



2.3 BT Service Management Boundary (SMB)

The Service management boundary is limited to the provision and in-life management as set out in the SKUs. BT reserves the right to charge the Customer for investigating Customer reported incidents where BT finds no Incident or that 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 a separate Order and agreement on any additional terms applicable for these items:

- (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. APPLICATION MANAGEMENT AND CONFIGURATION

Application management and configuration is only provided with SKU1, SKU2 and SKU3.

In order to provide application management, the Parties will undertake the following activities:

- (a) the Customer will provide appropriate access rights and permissions to allow the BT system administrators to carry out application administration tasks; and
- (b) at the request of the Customer, and in line with the moves, adds, change and deletion process set out in the Customer service plan, BT will carry out application configuration changes on request by the Customer's authorised administrator.

Any Customer specific processes and tasks as well as details of standard application configuration tasks and processes will be set out in the Customer service plan.

4. TEAMS USER ADMINISTRATION AND ROLES

Microsoft Teams User administration is only provided with SKU1, SKU2 and SKU3.

A user administrator is a person who will be responsible for the upkeep, configuration, and reliable operation of Microsoft Teams within Microsoft Office 365. BT's user administrator will organise the uptime, performance, resources, and security of the Services they manage to meet the needs of the Users. To meet these needs, BT's user administrator may grant and



enable features and functions within the service environment, designate appropriate software licences, maintain security policies; troubleshoot; and general upkeep of the Services.

To allow BT to make changes and manage the Customer's Microsoft Teams tenant, BT will require delegated access to the Customer's Microsoft Teams tenant.

Any Customer specific processes and tasks will be set out in the Customer service plan.

There are four Microsoft Teams admin roles available: Teams service administrator, Teams communications administrator, Teams communications support specialist and Teams communications support engineer. These are detailed below:

Teams User Admin Roles		
Role	Can do these tasks	Can access the following tools
Teams Service Administrator	Manage the Microsoft Teams Service, and manage and create Microsoft Office 365 groups	<ul style="list-style-type: none"> Everything in the Microsoft Teams admin centre and associated PowerShell controls, including: Manage meetings, including meeting policies, configurations, and conference bridges Manage voice, including calling policies and phone number inventory and assignment Manage messaging, including messaging policies Manage all org-wide settings, including federation, teams upgrade, and teams client settings Manage the teams in the organization and their associated settings, including membership (group management supported via PowerShell, team management in the admin portal rolling out) View user profile page and troubleshoot user call quality problems using advanced troubleshooting toolset Access, monitor and troubleshoot tenant's call quality and reliability using data expose in Call Quality Dashboard (CQD). Create new reports, update and remove reports as needed. Upload and update CQD building data
Teams Communications Administrator	Manage calling and meetings features within the Microsoft Teams Service	<ul style="list-style-type: none"> Manage meetings, including meeting policies, configurations, and conference bridges Manage voice, including calling policies and phone number inventory and assignment View User profile page and troubleshoot User call quality problems using advanced troubleshooting toolset
Teams Communications Support Engineer	Troubleshoot communications issues within Microsoft Teams by using advanced tools.	<ul style="list-style-type: none"> View user profile page and troubleshoot User call quality problems using advanced troubleshooting toolset
Teams Communications Support Specialist	Troubleshoot communications issues within Microsoft Teams by using basic tools.	<ul style="list-style-type: none"> Access to User profile page for troubleshooting calls in Call Analytics. Can only view User information for the specific User being searched for.

5. MEDIA QUALITY AND ANALYTICS

The Services set out in this section are only provided with SKU3 and SKU4.

The Customer will have access to several analytical dashboards which providing useful metrics. This is dependent on BT having read only access to the CQD and Call Analytics data under secure policies.

5.1 Voice Quality of Experience

Quality of experience is BT's end-to-end support of BT's voice services (i.e. BT One Voice) 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	PowerSuite	Microsoft Call Analytics	CQD	Trunk Info
BT Voice Gateway (Cloud)	✓	✓	✓	✓	✓



Deployment Model	OVOC	PowerSuite	Microsoft Call Analytics	CQD	Trunk Info
On-premise Voice Gateway (AudioCodes)	✓	✓	✓	✓	✓*

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.

Note *: BT can only provide trunk information from BT provided SIP services.

5.2 PowerSuite for Teams UC Dashboards

BT will provide the Customer with access to PowerSuite for Microsoft Teams, hosted operations and analytics framework on Microsoft Azure™. PowerSuite collects information from multiple data sources with the intention that the end-to-end service is working for Users.

As Microsoft Teams and PowerSuite are both cloud-based solutions that permanently evolve, actual dashboard availability will depend on available API capabilities from Microsoft and the correspondingly developed integration capabilities from the vendor of PowerSuite.

5.3 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. CQD provides an entry point to the overall call quality information. Summary reports will be provided in a simplified tabbed page report view that will enable Users to browse and understand the overall call quality status and trends. Alternatively, Customer authorised administrators may drill down into the detailed reporting module.

Metrics include:

- (a) Overall call quality - provides information about all streams, which is an aggregation of server-client streams and client-client streams, as well as separate server-client and client-client streams, in the form of monthly and daily trends.
- (b) Server - Client - provides additional details for the streams between server and client endpoints.
- (c) Client - Client - provides additional details for the streams between two client endpoints.

To make full use of the CQD, it is necessary to upload Customer network and building information. The CQD ties quality reports to specific networks providing information to support voice quality trends for Customer Sites. This may be used by the Customer in proactive voice improvement activity, and by the BT Service Desk during Incident management. This information can be maintained via a service request to the BT Service Desk.

The CQD is used by BT for supporting the Customer's voice Users and is also available for the Customer authorised administrators to use.

5.4 Call Analytics

Call analytics is used by BT for supporting the Customer's voice service Users and is also available for the Customer authorised administrators to use.

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.



6. VENDOR SUPPORT

BT will provide vendor support arrangements for operating system and application software for Incidents not resolved by the BT Service Desk.

Vendor support for other third-party systems and applications is the responsibility of the Customer. If the Customer provides an appropriate letter of agency, BT will route calls to and co-ordinate such third party vendor maintenance and support services on the Customer's behalf.

7. OPTIONAL SERVICES

The following optional Services may be supplied with the standard Service components (but may be subject to separate terms) and are subject additional charges that will be agreed in an Order:

7.1 Set-up Application or Appliance

This option provides configuration, testing and acceptance into service of equipment or applications that are either not hosted in the data centres or are not additional to the standard Service components. This includes the set-up for devices such as Customer owned physical or virtual voice gateways on Customer Sites. All the equipment and applications will be referenced in the Order or any agreed professional services work order associated with the governing Agreement.

7.2 Physical Voice Gateway equipment

Provision (sales or equipment-as-a-service) of a physical voice gateway (and associated equipment) is not part of this Service however BT will manage the voice gateway as part of this Service. If the Customer requires BT to provide a physical voice gateway, the Parties will agree by Order the details of the provision of a physical gateway, subject to the charges and agreement on any applicable additional conditions for the provision of such physical gateway.

7.3 Professional Services

BT can provide additional professional services. If the Customer requires additional professional services, the Parties will agree by Order the details of the deliverables of the professional service, subject to the charges and agreement on any applicable additional conditions for such professional services.

Professional services can be provided based on a time and materials basis to carry out any additional services that the Customer may require if not included in the chosen SKU. Examples are shown below:

- (a) Microsoft Office 365 tenant configuration.
- (b) Adding session border controllers to the Customer's Microsoft Office 365 tenant.
- (c) The creation of voice policies within Microsoft Teams.

7.4 User Adoption Services

A full range of adoption services are also available including the following:

- (a) Pre-transformation consultation services.
- (b) Awareness and communication services.
- (c) Welcome email communications, account details and how to get started, web portal for self-serve learning, genius desk coaching, in-room material with best practice.
- (d) Microsoft Teams education services.
- (e) Ongoing measurement to see business targets are met and adoption services have been successful.

7.5 Management of Other Appliances and Equipment

Depending on the SKU ordered and the complexity of the device then additional appliances or equipment (including its management) might be required to support the Customer's overall solution. This will be agreed as part of the Order together with the set-up for that service and will be an additional Charge.

For each additional appliance or equipment that BT agrees to manage as part of the Service, the following features will be provided:

- (a) monitoring of equipment heartbeat;

- (b) escalation of Incident (detected by monitoring or reported by Customer to the BT Service Desk) to hardware support vendor;
- (c) Incident management;
- (d) management of third party replacement;
- (e) periodic backup of configuration; and
- (f) re-instatement of configuration (after hardware support vendor has performed onsite installation).

Only management is provided: no hardware maintenance or operating system or application software licencing is included as part of this Service but may be ordered separately and will be subject to additional Charges to be agreed in the Order and additional conditions.

8. SERVICE REQUEST CATALOG

8.1 Service Requests Included in Service Charges

The following categories of administrative change are provided with the Service based on the SKU elected by Customer.

8.1.1 Included Enterprise Voice and Meeting Service Requests

The following enterprise voice service requests are included in the base Charges of the Service for SKU 2 & SKU 3 only.

Feature	Description	Examples of requests	Target Completion Time
Microsoft calling plans	With these plans, Users can make calls over PSTN. Note: Customers need the appropriate licenses to use these calling plans. Note: Bulk means up to 50.	<ul style="list-style-type: none"> • Assign direct inward dialing (DID) (this is sometimes referred to as DDI, direct dial-in). • Remove DID. • Add emergency location. • Assign emergency location. • Bulk assign DID. • Bulk remove DID. • Bulk assign emergency location. 	3 Business Days
DID Number Management	Managing DID ranges for Direct Routing involves the allocation of DID's to new Users, recovering numbers from leavers, and reporting on DID range capacity.	BT will: <ul style="list-style-type: none"> - Assign a number to a User - Recover DIDs from leavers - Report on allocated numbers (monthly) - Alert when agreed capacity limits are reached - Add new ranges when ordered by the Customer 	3 Business Days
Emergency Policies	Emergency calling policies are used to control how Users can use dynamic emergency calling features. You can use the global (org-wide default) policy and customize it or create one or more custom policies for those people within your organization.	You can set emergency calling policies for your Sites to support security or facilities management teams: <ul style="list-style-type: none"> • Notification only: a Teams chat message is sent to the Users and groups that you specify. • Conferenced in but are muted: a Teams chat message is sent to the Users and groups that you specify and they can listen (but not participate) in the conversation between the caller and the public safety answering point (PSAP) operator <p>Note: emergency policies will be agreed during voice strategy. Note: This requires that location services are enabled for the Customer, and the User is one of the enabled locations.</p>	3 Business Days



Feature	Description	Examples of requests	Target Completion Time
Dialplan	Dialplans consist of normalisation rules that translate numbers entered or displayed by Users into E164 that can be routed using Microsoft phone system.	Level dialplans consist of: <ul style="list-style-type: none"> - Create dialplan configuration - Edit existing dialplan - Delete dialplan - Emergency services (for the country) - Mobile networks - Toll free - National numbers - International numbers 	5 Business Days
Modify Existing Voice Policy	These policies can control how Users can make calls over PSTN and the associated number masking Note: Customers need the appropriate licenses to use these calling plans.	<ul style="list-style-type: none"> • Caller ID policy <ul style="list-style-type: none"> - Edit existing caller ID policy. - Delete caller ID policy. • Configure trunk number masking: <ul style="list-style-type: none"> - create number mask - Edit number mask. - Delete number mask. • Modifying trunk headers: <ul style="list-style-type: none"> - Create header definition. - Edit header definition. - Delete header definition. 	3 Business Days
Call queues	Call queues are used to redirect people that call in to the correct person or location. When people call in to a call queue, a greeting will be played, the person will be placed on hold, and music will be played for them. While the person is on hold, the call will be redirected to the next available call agent. Call queues require resource accounts, and will consume a virtual phone license.	Cloud call queues can provide: <ul style="list-style-type: none"> - A pre-recorded greeting message. - Music while people are waiting on hold. - Redirecting calls to call agents in mail-enabled distribution lists and security groups. - Setting different parameters such as queue maximum size, timeout, and call handling options. - Shared voicemail for callers to leave a message for an organization Call queues can be requested via a simple request form.	5 Business Days
Auto attendants	Auto attendants let people who call in navigate a menu system so they can be connected with the right department, person, or the operator in the Customer’s organization. When the Customer creates an auto attendant, the Customer may choose the greetings, set up the menus, and then choose how to redirect calls	A cloud auto attendant has the following features: <ul style="list-style-type: none"> - It can provide corporate or informational greetings. - It can provide custom corporate menus. You can customize these menus to have more than one level. - It provides directory search that enables people who call in to search the organization’s directory for a name. - It enables someone who calls in to reach or leave a message for a person in your organization. - It supports multiple languages for prompts, text-to-speech, and speech recognition. - It supports specifying holidays and business hours. - It supports transferring call to an operator, other users, call queues, and auto attendants. - It supports shared voicemail for callers to leave a message for an organization. AutoAttendants can be requested via a simple request form.	5 Business Days



Feature	Description	Examples of requests	Target Completion Time
Holiday Set	Holidays are used to set specific dates and times that the Customer's organisation will be taking time off away work and won't be available during business times. The holidays created here can then be linked to auto attendants that are created within the Customer's organisation.	BT can: - Create a new Holiday Set - Edit an existing Holiday Set - Apply a Holiday Set to an existing AutoAttendant	3 Business Days
Call Park	Call park lets people put a call on hold and transfer it to other people within the Customer's organization. Call park policies let the Customer control which Users are call park enabled and make other call park setting changes for them.	Some of the common scenarios for using call park are: - A receptionist parks a call for someone working in a factory. The receptionist then announces the call and the code number over the public address system. - A User parks a call on a mobile device because the device battery is running out of power. The User can then enter the code to retrieve the call from a Teams desk phone. - A support representative parks a customer call and sends an announcement on a Teams channel for an expert to retrieve the call and help the customer.	3 Business Days
Network and quality of service	Administrators can restrict real-time media traffic to specific ports.	<ul style="list-style-type: none"> • Add or remove quality of service markers. • Set port range for audio traffic. • Set port range for video traffic. • Set port range for screen sharing traffic. 	3 Business Days
Update subnets on request	The BT Service Desk can use this feature to change which subnets are monitored by the call quality dashboard. Reporting labels are used in the Customer's organization to indicate the physical locations of offices, buildings, or organizational sites.	<ul style="list-style-type: none"> • Add subnet to the call quality dashboard. • Remove subnet from the call quality dashboard. 	3 Business Days

8.1.2 Included Meeting Service Requests

The following requests are included in the base Charges for the Service in SKU 1, SKU 2, and SKU 3 only.

Feature	Description	Examples of requests	Target Completion Time
Devices	The BT Service Desk can update settings to control how meeting room devices operate.	<ul style="list-style-type: none"> • Require secondary authentication. • Require a PIN. • Allow devices to send messages. 	3 Business Days
Advanced guest access	With this feature, people outside the Customer's organisation can access Teams and Channels.	<ul style="list-style-type: none"> • Allow guests to make private calls, or restrict them. • Allow guests to use IP Video, or restrict them. • Allow guests to share their entire screen, or restrict them. • Allow guests to share a single app screen, or restrict them. • Allow guests to use Meet Now, or restrict them. • Allow guests to edit sent messages, or restrict them. • Allow guests to delete sent messages, or restrict them. • Allow guests to use Giphy, or restrict them. • Prevent guests from using Giphy content rated strict or moderate. • Allow guests to use memes in conversations, or restrict them. • Allow guests to use stickers in conversations, or restrict them. 	3 Business Days



Feature	Description	Examples of requests	Target Completion Time
Meeting General Options	Administrators can control media options for meetings.	<ul style="list-style-type: none"> • Allow or restrict Meet Now. • Allow or restrict the Outlook add-in. • Allow or restrict Channel meeting scheduling. • Allow or restrict private meetings. 	3 Business Days
Meeting audio and video options	Administrators can control media options for meetings.	<ul style="list-style-type: none"> • Allow or restrict transcriptions. • Allow or restrict cloud recording. • Allow or restrict IP video. • Restrict media rate bandwidth. 	3 Business Days
Meeting participants and guests	Administrators can put policies in place to control how anonymous people join meetings.	<ul style="list-style-type: none"> • Allow or restrict anonymous dial out. • Allow anonymous users to start meetings, or restrict them. • Allow or restrict the automatic admission of users. • Allow or restrict anonymous join. 	3 Business Days
Meeting email invite customization	Administrators can customise Outlook meeting invites with logos, legal disclaimer and URLs. Note: This feature uses files hosted on a website accessible by those who receive meeting invites.	<ul style="list-style-type: none"> • Add or remove logo. • Add or remove legal URL. • Add or remove help URL. • Add or remove footer. 	3 Business Days
Live events	This feature allows large groups of people to meet. Organisers can broadcast video and meeting content to large online audiences.	<ul style="list-style-type: none"> • Allow scheduling. • Allow transcription. • Restrict who can join. • Decide recording settings. 	3 Business Days
PSTN dial in number	With these conference bridges, participants can dial into meetings using a phone.	<ul style="list-style-type: none"> • Add or remove toll number. • Add or remove toll-free number. • Enable or disable meeting entry announcements. • Force participants to announce their name on entry. • Set PIN length. • Automate the announcement of names or tones on entry. 	3 Business Days
Teams Conferencing Users	Administrators can use this feature to change User settings. They can enable and disable Users and change conference, PIN and coexistence settings.	<ul style="list-style-type: none"> • Enable Users. • Disable Users. • Reset PIN. • Reset conference ID. • Assign policy. • Change co-existence mode. • Change default dial in conferencing number. • Change dial out from meetings setting. 	3 Business Days

8.2 Service Requests Available at Additional Charges

The following requests may be requested as part of the Service, for SKU2 and SKU3 only, for an additional Charge quoted by BT based on the scope of the request.

Feature	Description	Examples of requests	Target Completion Time
Emergency Call Routing	Emergency call routing policies are used to set up emergency numbers for direct routing and then specify how those emergency calls are routed.	Emergency Location Identification Numbers (ELIN) require an additional product (ELIN Gateway or SIP service). These are available on request.	typically implemented within 5 Business Days / according to an agreed schedule Complex change request initial planning meeting/call within 5 Business Days



Feature	Description	Examples of requests	Target Completion Time
Direct Routing Voice Policy	<p>Microsoft phone system has a routing mechanism that allows a call to be sent to a specific session border controller (SBC) based on:</p> <ul style="list-style-type: none"> - The called number pattern - The called number pattern plus the specific User who makes the call <p>SBCs can be designated as active and backup. When the SBC that is configured as active is not available for a specific call route, then the call will be routed to a backup SBC.</p>	<p>Voice policies can be created, edited and amended and applied to Users. Voice routing is made up of the following elements:</p> <ul style="list-style-type: none"> - Voice routing policy – a container for PSTN usages, which can be assigned to a User or to multiple Users. - PSTN usages – a container for voice routes and PSTN usages, which can be shared in different voice routing policies. - Voice Routes – a number pattern and set of online PSTN gateways to use for calls where the calling number matches the pattern. - Online PSTN gateway - a pointer to an SBC that also stores the configuration that is applied when a call is placed through the SBC, such as forward P-Asserted-Identity (PAI) or Preferred Codecs; can be added to voice routes. <p>Note: Customers need the appropriate licenses to use these calling plans. Note: Direct routing high level designs will be agreed during voice strategy.</p>	<p>typically implemented within 5 Business Days / according to an agreed schedule</p> <p>Complex change request initial planning meeting/call within 5 Business Days</p>
Direct Routing SBC Setup	<p>Microsoft phone system direct routing enables you to connect your on-premises telephony infrastructure to Microsoft Teams.</p>	<p>To enable direct routing for an SBC, BT will:</p> <ul style="list-style-type: none"> - connect the SBC with Microsoft phone system and validate the connection - enable Users for direct routing, voice, and voicemail - Configure voice routing - Translate numbers to an alternate format <p>Note: Requires remote SBC/voice gateway setup - see separate service request. Note: Direct routing high level designs will be agreed during voice strategy.</p>	<p>typically implemented within 5 Business Days / according to an agreed schedule</p> <p>Complex change request initial planning meeting/call within 5 Business Days</p>
Complex Call Management	<p>Auto attendants and call queues can be designed and implemented together to deliver complex call management usecases including multi-level IVRs, self managed Team agent management and call escalation.</p>	<p>BT can help design the complex call management options on request.</p>	<p>typically implemented within 5 Business Days / according to an agreed schedule</p> <p>Complex change request initial planning meeting/call within 5 Business Days</p>
Remote SBC/Voice Gateway Setup	<p>Adding SBC/Voice gateway to Customer Site.</p>	<p>Remote configuration of the SBC/voice gateway.</p>	<p>typically implemented within 5 Business Days / according to an agreed schedule</p> <p>Complex Change Request initial planning meeting/call within 5 Business Days</p>
Remote Analogue Gateway Setup	<p>Adding analogue gateway to Customer Site.</p>	<p>Remote configuration of the analogue gateway.</p>	<p>typically implemented within 5 Business Days / according to an agreed schedule</p> <p>Complex Change Request initial planning meeting/call within 5 Business Days</p>



The following requests may be requested as part of the Service, for SKU1, 2 and 3 only, for an additional Charge.

Feature	Description	Examples of requests	Target Completion Time
File Restore	Administrators can restore files that have been deleted. This can take up to 24 hours. Note: Files are kept in an administrative recycle bin for 60 days. They can't be restored after this point.	<ul style="list-style-type: none"> Restore a file or files 	3 Business Days
Channel restore	Administrators can restore Channels that have been deleted. This can take up to 24 hours. Note: Channels are kept in a recycle bin for 21 days. They can't be restored after this point.	<ul style="list-style-type: none"> Restore a Channel. 	5 Business Days
Team restore	Administrators can restore Teams that have been deleted. This can take up to 24 hours. Note: Teams are kept in a recycle bin for 30 days. They can't be restored after this point.	<ul style="list-style-type: none"> Restore a Team. 	5 Business Days
Federated domains	With federation, Users can find, message and call members of partner organisations.	<ul style="list-style-type: none"> Add domain for federation. Remove domain for federation. 	3 Business Days
Email integration	With email integration, Users can send emails to Teams Channels. It displays the contents for Team Users to view	<ul style="list-style-type: none"> Enable email integration. Disable email integration. Restrict email integration to specified domains. 	3 Business Days
Configure guest access	Guests may be invited to use Teams. Note: This requires help from other Microsoft Office 365 admin teams.	<ul style="list-style-type: none"> Enable guest access. Disable guest access. 	3 Business Days
File Sharing	Users can use third-parties for file sharing and cloud storage, through this feature. Note: This request updates the Teams settings. It does not establish subscriptions to these services.	<ul style="list-style-type: none"> Enable ShareFile. Enable Share. Enable DropBox. Enable GoogleDrive. 	3 Business Days
Show organisation	People can see other Users in their organisation's hierarchy.	<ul style="list-style-type: none"> Show organisation. Hide organisation. 	3 Business Days
Skype for Business interop	With this setting, Users can chat with Skype for Business users.	<ul style="list-style-type: none"> Show Teams chats in Skype for Business for users who don't have Teams. Hide Teams chats in Skype for Business for users who don't have Teams. 	3 Business Days
Search scope	Administrators can configure how Users can search through the Teams directory.	<ul style="list-style-type: none"> Use an Exchange address book policy. 	3 Business Days
Change coexistence mode	This feature affects how Teams works with Skype for Business. When islands mode is activated, the apps won't affect each other. When Skype for Business Only is activated, chats and calls will flow to Skype.	<ul style="list-style-type: none"> Enable islands mode. Enable Skype for Business Only. 	3 Business Days



BT One Cloud Microsoft Teams Service Schedule

Part B – Service Description

Feature	Description	Examples of requests	Target Completion Time
Messaging Options	Administrators can put policies in place to control how Users meet.	<ul style="list-style-type: none">• Allow or restrict editing of sent messages.• Allow or restrict deleting of sent messages.• Allow guests to use Giphy, or restrict them.• Prevent guests from using Giphy content rated Strict or Moderate.• Allow guests to use memes in conversations, or restrict them.	3 Business Days
Change ownership of Team	An administrator can use this feature to transfer ownership. Team owners can add and remove members, edit or delete a Team and change the Team picture.	<ul style="list-style-type: none">• Add owner.• Remove owner.	3 Business Days
Microsoft Teams	Administrator can use this feature to change settings for individual Teams.	<ul style="list-style-type: none">• Create Teams.• Archive Teams.• Rename Teams.• Add Channels.• Remove Channels.	3 Business Days
App publishing	The BT Service Desk can set up and support a connection between Teams and an app. Note: The Customer has to purchase or configure the apps they want to use. The BT Service Desk won't be able to operate the app themselves.	<ul style="list-style-type: none">• Add or remove an app.	3 Business Days
Bot Publishing	The BT Service Desk will publish a bot to a Team. Note: The Customer has to purchase or configure the bots they want to use. The BT Service Desk won't be able to operate the bot themselves.	<ul style="list-style-type: none">• Add or remove a bot.	3 Business Days
Connector publishing	The BT Service Desk can set up and support a connection between Teams and web services, using a connector. Note: The Customer has to purchase or configure the Services they want to use. The BT Service Desk won't be able to operate the web service themselves.	<ul style="list-style-type: none">• Add or remove a connector.	3 Business Days