

BT Advanced Call Recording Service Schedule

PART B - Service Description

Section A The Service

1. STANDARD COMPONENTS OF THE SERVICE

BT will provide the Customer with the following Services in accordance with the details as set out in the Order:

1.1 Web Portal Features: The Customer will have access to the Dubber platform through a web portal in order to access their recordings and carry out any administrative activities. BT will also provide administration and support of the portal. The portal features are:

- 1.1.1 **Multiple Languages** (English, German, Swedish, Portuguese, Chinese, Japanese, Italian, French, Spanish, Polish, Dutch)
- 1.1.2 **Password Reset** (requests can be made for Users to reset passwords)
- 1.1.3 **Play Recordings** (the portal supports playpack, pause and resume for all content)
- 1.1.4 **Search** (Users can search all aspects of the portal including Users, teams and recordings that they have permission to access)
- 1.1.5 **Filter** (tool to filter view of recordings)
- 1.1.6 **Secure Share** (ability to share recordings from within the application with associated audit trail)
- 1.1.7 **Tagging** (tag recordings with comments to support targeted search)
- 1.1.8 **Legal Hold** (a function to prevent the deletion of certain recordings)
- 1.1.9 **User Audit Information** (each platform interaction is logged and made available)
- 1.1.10 **Live Notifications** (Users are notified as new recordings become available)
- 1.1.11 **Delete** (Users with appropriate permissions can delete recordings)
- 1.1.12 **Download** (Users with appropriate permissions can download recordings in MP3 format)
- 1.1.13 **User Audit Information** (each platform interaction is logged and made available)
- 1.1.14 **Star** (Users can maintain a list of starred recordings)

1.2 Licences: The Customer will select one of three types of licence for each User. The Customer has to have either SKU1 and/or SKU2 licences in the initial Order, they cannot only have SKU3 inactive licences. The three licences are:



SKU1: Unified Call Recording Licence (UCR)	SKU2: Enterprise Licence	SKU3: Inactive User Licence
<ul style="list-style-type: none">• Unlimited recordings• Infinite, instant access cloud storage• Download & delete• Retention periods• Admin console• Call tagging• Private & manager inboxes• Team visibility & controls• Bulk download & delete• Filter recordings• Team search• User controls & permissions• Enforced call recording• Legal hold and discovery• Sharing	<p>All the SKU1 UCR features plus:</p> <ul style="list-style-type: none">• Alerts & notifications• Personal call exception controls• Team search & discovery• Data exporter• Team & individual profiles• Beautiful transcriptions• Advanced sharing• Advanced sentiment analysis• Premium AI (tone & emotion)	<ul style="list-style-type: none">• Retrieval only mode for data

1.3 UCR licence features: A detailed description of the UCR licence features is given below:

- 1.3.1 Unlimited recordings** The Customer has unlimited storage space for audio recordings.
- 1.3.2 Infinite, instant access cloud storage** All media hosted at the same storage level to ensure recordings can be accessed and played back instantly.
- 1.3.3 Download & delete** This facility allows an administrator to download recording files one by one via the portal. This will download a decrypted media file in MP3 format. It is also possible to delete via the portal. Both of these functions can be enabled or disabled independently for the overall account.
- 1.3.4 Retention periods** The Customer can select from a single day to unlimited storage for audio recordings. Each interaction for an account on the Dubber platform is logged and is available to the Customer for audit tracking purposes.
- 1.3.5 Admin Console** The Customer's account administrators who will have access to more advanced features of the Service and also be able to use these features to manage their environment. This includes all of the features required to perform typical moves/adds/changes/deletes, create teams etc.
- 1.3.6 Call Tagging** Single and multiple recordings can be tagged with comments, either by the User or via an external source leveraging the REST API. Tags can be used for quick filters and targeted searching.
- 1.3.7 Private & Manager inboxes** Permissions based access.
- 1.3.8 Team visibility & controls** The ability for an account administrator to provision and assign permissions of Users into a team structure such that a group of Users can have a supervisor or manager listen to multiple users recordings.

- 1.3.9 Bulk download & delete** This is the facility for an administrator to be able to download recording files in bulk via the portal or via the API. This will create a ZIP file that will contain decrypted media files in MP3 format. It is also possible to bulk delete via the portal and API. Both of these functions can be enabled or disabled independently for the overall account.
 - 1.3.10 Filter recordings** Quick filters are available to allow a User a granular display based on options such as a recording type, legal held calls, favourites, etc.
 - 1.3.11 Team search** For a team supervisor or manager, this feature allows a User, classed as a listener, to be able to search for and playback calls from within their associated team. This can be based on User name, time & date, CLI etc.
 - 1.3.12 User controls & permissions** The ability for an account administrator to provision and assign permissions of Users, as well as perform the typical moves/adds/changes/deletes process.
 - 1.3.13 Enforced call recording** Depending on the source telephony platform, it is possible for recording policies to be put into affect which force all calls, regardless of type, to be recorded.
 - 1.3.14 Legal hold and discovery** A function which is designed to prevent a recording from being deleted.
 - 1.3.15 Sharing** Users can securely share recordings from within the application. A recipient is emailed a link to a secure URL in the portal allowing the playback of the recording for a limited time. All actions related to this share are audit logged.
- 1.4 Enterprise licence features: A detailed description of the additional Enterprise licence features is given below:**
- 1.4.1 Alerts & notifications** - The ability to configure immediate or daily summary-based alerts and notifications based on call related metadata, transcription keywords, sentiment or specific language tones. Allows Users the ability to be alerted to various call conditions so they can take proactive action or ensure company policies or regulations are adhered too. These notifications can also be configured to use a RESThook to push an update direct to a customer relationship management tool, such as a retention queue or an action register.
 - 1.4.2 Personal Call exception controls** - Depending on the source telephony platform, it is possible for configurations to allow certain phone numbers to be whitelisted and therefore not recorded.
 - 1.4.3 Team search & discovery** – The Customer can keyword and sentiment search with a call transcript in addition to the standard call record details making it possible to search for what is being said.
 - 1.4.4 Data exporter** - A utility to enable the extraction of call data, along with sentiment and tone to be able to then utilise within the Customer's preferred business intelligence (BI) tools such as Power BI, Tableau, Google Studio whereby data can be modelled and analysed, or aggregated with other inputs.
 - 1.4.5 Team & Individual Profiles** - In addition to having an individual account for managing a Users own recordings, the Customer can, via permissions, create a team structure whereby a User may have their own recordings accessible by a supervisor or manager, referred to as a listener, or indeed be restricted from access based on profile.
 - 1.4.6 Beautiful transcriptions** –Speech to Text transcription services are accessible for each recording. Transcripts can be combined with notifications as mentioned above to provide near real-time actionable alerts and all transcript data can be extracted via the API if the Customer wishes to leverage this data in their own BI tools. Languages included as standard are:
 - (a)** Arabic (Modern Standard)

- (b) Chinese (Mandarin)
 - (c) Dutch (Belgian)
 - (d) Dutch (Netherlands)
 - (e) English (Australia)
 - (f) English (Canada)
 - (g) English (United Kingdom)
 - (h) English (United States)
 - (i) French (Canadian)
 - (j) French (France)
 - (k) German (Germany)
 - (l) Italian (Italy)
 - (m) Japanese (Japan)
 - (n) Korean (South Korea)
 - (o) Portuguese (Brazil)
 - (p) Spanish (Mexican)
 - (q) Spanish (Spain)
- 1.4.7 Advanced Sharing** Users can securely share recordings from within the application. A recipient is emailed a link to a secure URL in the Dubber portal allowing the playback of the recording for a limited time. Advanced sharing also includes the ability to rate the number of playbacks. All actions related to this share are audit logged.
- 1.4.8 Advanced sentiment analysis** Sentiment analysis is based on the transcription service and uses linguistic analysis to ascertain the sentiment of the entire conversation, as well as each sentence to provide an understanding of how positive or negative the dialogue is. Sentiment can be used in conjunction with the notification service to provide near real-time actionable alerts. All sentiment data can be extracted via the API if the Customer wishes to leverage this data in their own BI tools.
- 1.4.9 Premium AI (tone & emotion)** Tone analysis is based on the transcription service and uses linguistic analysis and word proximity to ascertain the conveyed tone of each sentence to understand the emotional context. Tone can be used in conjunction with the notification service to provide near real-time actionable alerts. All tone data can be extracted via the API if the Customer wishes to leverage this data in their own BI tools.

2. SERVICE OPTIONS

BT will provide the Customer with any of the following options as set out in any applicable Order and in accordance with the details as set out in that Order:

- 2.1 Additional Licences:** BT will provide the Customer with the following optional licences as set out in any applicable Order and in accordance with the details as set out in that Order:



Premium API Licence	UCR Additional Services Licences	Video	Additional Storage
<ul style="list-style-type: none"> • Full access to all Service call and AI data via API • Ability to integrate the Service with third party systems • Ability to export all AI metadata and insights via API • Ability to add metadata to the Service • API based provisioning • Access to export all data from the Service including recordings 	<ul style="list-style-type: none"> • UCR licence for multiple Unified Communication platforms • Manage recordings across multiple Unified Communications platforms from a single account: <ul style="list-style-type: none"> ○ Zoom ○ Microsoft Teams ○ WebEx ○ Movius • User recordings stored and presented in a single interface 	<ul style="list-style-type: none"> • Video capture for UCR: 50Gb storage 	<ul style="list-style-type: none"> • Additional 3Tb storage

2.2 Professional Services: BT can provide the Customer with the following professional services if set out in an Order. These are subject to additional Charges set out in the Order and may be subject to an additional statement of work. All professional services are provided remotely:

2.2.1 Legacy Data Integration – BT will provide professional services for the ingestion of recording data from legacy recording platforms on behalf of the Customer. This process will allow Users the ability to centralise all recording data from disparate platforms. The scope of each ingestion project will be determined via factors including, but not limited to:

- (a) Type and version of legacy recording platform
- (b) Number of recordings
- (c) Format of metadata and audio files
- (d) Method of access to recording data content

2.2.2 AI Custom Language Packs – This is a speech to text Service. A professional services team may improve the quality of transcriptions by generating specific custom language packs on behalf of the Customer. The process for generating custom language packs are:

- (a) Access to recording files to perform analysis
- (b) Access to Customer documentation to harvest Customer specific language
- (c) Engagement with Users for verification of data

3. SERVICE MANAGEMENT BOUNDARY

3.1 BT's responsibility to provide and manage the Service is physically and logically limited to the Service as described in this Part B (the "**Service Management Boundary.**")



- 3.2 BT will have no responsibility for the Service outside the Service Management Boundary.
- 3.3 BT does not make any representations, whether express or implied, about whether the Service will operate in combination with any Customer Equipment or other equipment and software.
- 3.4 BT is not responsible for the quality of any call recordings or transcriptions.

4. ENABLING SERVICES

- 4.1 The Customer will have the following services in place that are necessary for the Service to function:
 - 4.1.1 A Unified Communication system approved by BT for use with the Service; and
 - 4.1.2 A high-speed internet connection.
(each an “**Enabling Service**”)

Section C Service Management

5. IMPLEMENTATION OF THE SERVICE

- 5.1 BT will create one organisation within one geographical region as part of a standard deployment.
- 5.2 BT will create the Customer hierarchy structure, and provide login information to the Customer’s required support team, administrators, compliance officers and Users.
- 5.3 BT will activate the UCR or Enterprise licence and, where selected in the Order, Premium API licence.
- 5.4 BT will, where requested by the Customer, configure the Service to capture the necessary call data from the Customer’s Unified Communications platform (supported platforms only).
- 5.5 Standard deployment includes technical pre-requisite readiness, organisation creation, administrator training and assistance with Service provisioning for User recording and access.

6. SUPPORT SERVICES

- 6.1 BT will provide the Customer with the contact details for its service desk (“**Service Desk**”), which will be the Customer’s main contact point for placing orders, reporting Incidents or raising any other enquiries or issues relating to the Service. The Customer will be able to use these contact details to report Incidents 24 hours a day, 365 days a year.
- 6.2 BT will provide a level 1 Service Desk and does not have access to the Dubber platform or Customer call recordings. Level 2 and level 3 service desks are provided by the Suppliers. The Customer may need to liaise with the Suppliers where required.

7. NOTIFICATION OF INCIDENTS

- 7.1 This Section 7 applies to all Incidents other than a Qualifying Incident, which is subject to the process set out in the Service Level section in Part A. Where the Customer becomes aware of an Incident affecting the Service:
 - 7.1.1 the Customer operational contact will report it to the Service Desk;
 - 7.1.2 BT will open a trouble ticket;
 - 7.1.3 BT will inform the Customer when it considers the Incident is cleared and will close the trouble ticket when either:
 - (a) Customer confirms that the Incident is cleared within twenty four (24) hours of it being so informed; or
 - (b) BT has attempted unsuccessfully to contact Customer, in accordance with the Incident reporting procedures, and Customer has not responded within twenty four (24) hours



following BT's attempts to make contact.

- 7.1.4 If Customer confirms that the Incident is not cleared within twenty four (24) hours after having been so informed, the trouble ticket will remain open, and BT will continue to work to resolve the Incident; and
- 7.1.5 BT will not record Downtime caused by reported Incidents until Customer has provided confirmation to BT that the Enabling Service is working correctly.

8. INCIDENT PRIORITY MATRIX

8.1 Priority levels of Incidents are determined based on the following priority matrix:

Priority Code	Issue Description
P1	A loss of Service affecting the majority of Users
P2	A major degradation of Service impacting multiple Users
P3	A degraded service impact
P4	A non-service affecting issue

9. SERVICE REQUEST MANAGEMENT

- 9.1 BT will endeavour to resolve all simple service requests raised by the Customer. In the scenario whereby a simple service request cannot be completed by following the standard procedures, BT will escalate the simple service request to the Supplier for assistance, resolution or mitigation.
- 9.2 Where access to the Customer's Unified Communication platform is required to complete a simple service request, BT (or the Supplier) will work with the Customer, or where necessary with a third-party managing the Unified Communication platform on behalf of the Customer, to complete the simple service request.
- 9.3 BT will complete the following simple service requests on behalf of the Customer at no additional charge:

Simple Service Request	Technology	Portals required	Additional access or information required? (e.g. tenant login access)
Add a portal administrator	Microsoft Teams, Zoom, Cisco	Dubber portal	No
Remove a portal administrator	Microsoft Teams, Zoom, Cisco	Dubber portal	No
Reset portal password	Microsoft Teams, Zoom, Cisco	Dubber portal	No
Change a portal Users role	Microsoft Teams, Zoom, Cisco	Dubber portal	No
Create a team within portal and assign contributors	Microsoft Teams, Zoom, Cisco	Dubber portal	No



Simple Service Request	Technology	Portals required	Additional access or information required? (e.g. tenant login access)
and listeners			
Amend a team within portal and assign contributors and listeners	Microsoft Teams, Zoom, Cisco	Dubber portal	No
Delete a team within portal and unassign contributors and listeners	Microsoft Teams, Zoom, Cisco	Dubber portal	No
Set retention rules	Microsoft Teams, Zoom, Cisco	Dubber portal	No
Assign unidentified Dub Point	Microsoft Teams, Zoom, Cisco	Dubber portal	No
Add a recorded User	Microsoft Teams	Dubber portal & Microsoft Teams tenant (powershell 5.1)	Yes
Remove recording feature from a User	Microsoft Teams	Dubber portal & Microsoft Teams tenant (powershell 5.1)	Yes
Turn off recording announcement	Microsoft Teams	Dubber portal & Microsoft Teams tenant (powershell 5.1)	Yes
Add a recorded User	Cisco	Dubber portal & Cisco Webex tenant admin user	Yes
Remove recording feature from a User	Cisco	Dubber portal & Cisco Webex tenant admin user	Yes
Add a recorded User	Zoom	Dubber portal & Zoom tenant admin user	No
Remove recording feature from a User	Zoom	Dubber portal & Zoom tenant admin user	No

10. PROBLEM MANAGEMENT

10.1 A problem is defined as the cause of one or more Incidents. Where Incident management focuses on service restoration, problem management is concerned with establishing the underlying cause (root cause) of an Incident and the implementation of a permanent corrective action (PCA) in order to prevent recurrence, or to minimise the impact of Incident(s) that cannot be prevented.

10.2 BT will perform the following problem management tasks and activities:

- Identify the existence of problems;
- Classifying and prioritising problems in terms of their adverse impact on the Customer's business;
- Identification and communication of the root cause of problems, including performing formal

root cause analysis;

- Communicating the existence and nature of any designed workaround to eliminate or reduce the adverse effects of a problem while a more permanent solution is developed;
- Identifying, documenting, tracking and implementing permanent corrective actions (PCAs);
- Developing and maintaining recovery procedures to be followed when known errors occur;
- Establishing, maintaining, and following problem escalation, response, and notification procedures;
- Identifying actions or potential areas of change intended to prevent the recurrence of incidents related to problems, including through performing historical problem trend analysis.

11. REPORTING

11.1 BT will carry out a virtual quarterly service review with the Customer.