

BT One Cloud Microsoft Teams Service Schedule Part B – Service Description

Section A The Service

1. STANDARD COMPONENTS OF THE 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:

1.1 Teams Collaboration Users

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

- (a) BT SKU 1: TEAMS-CAL;
- (b) Requires: E3 user licence;
- (c) Sold on a minimum commitment level but invoiced on enabled Users.

1.2 Teams Collaboration and Phone System (with Microsoft calling plans and/or Operator Connect)

1.2.1 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 or Operator Connect.

- (a) BT SKU 2: TEAMS-PS;
- (b) Management of Microsoft calling plans, Operator Connect plans and voice policies within the Customer's Microsoft Teams Tenant;
- (c) Requires: a minimum of E3+ phone system or E5 user licence;
- (d) Sold on a minimum commitment level but invoiced on enabled Users.

1.3 Teams Collaboration, Phone System, BT Direct Routing and/or Operator Connect (with BT Calling Plans)

1.3.1 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.

- (a) BT SKU 3: TEAMS-PSDR;
- (b) Management of BT calling plans and voice policies;
- (c) Requires: a minimum of E3+phones system or E5 user licence;
- (d) Sold on a minimum commitment level but invoiced on enabled Users.

1.4 Direct Routing and/or Operator Connect with BT Calling Plans

1.4.1 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.

- (a) BT SKU 4: TEAMS-DR;
- (b) Support for the Customer's direct routing service only;
- (c) Requires: a minimum E3 + Phone System or E5 licence;
- (d) Sold on minimum level and invoiced on minimum commitment of Users or Channels.

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 (these options may be subject to separate terms):

2.1 Set-up Application or Appliance

2.1.1 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.

2.2 Physical Voice Gateway equipment

2.2.1 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.

2.3 Professional Services

2.3.1 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.

2.3.2 Professional services can be provided based on a time and material 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 365 tenant configuration.
- (b) Adding session border controllers to the Customer's Microsoft 365 tenant.
- (c) The creation of voice policies within Microsoft Teams.

2.4 User Adoption Services

2.4.1 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.

2.5 Management of Other Appliances and Equipment

2.5.1 Depending on the SKU ordered and the complexity of the device, 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.

2.5.2 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 replacements via third-party;
- (e) periodic backup of configuration; and
- (f) re-instatement of configuration (after hardware support at onsite installation has been performed by vendor or Customer local technical contact).

2.5.3 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.

3. SERVICE MANAGEMENT BOUNDARY

- 3.1** BT's responsibility to provide and manage the Service is physically and logically limited to the provision and in-life management as set out in the SKUs as set out in paragraph 1. 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 "**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** 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:
- 3.4.1** Migration of Users to Microsoft 365 or configuring the Users from Microsoft 365 administration portal;
 - 3.4.2** The configuration and support of the Microsoft Teams client and its deployment in the Customer environment;
 - 3.4.3** Any integration with PBX, VOIP, video, third party unified messaging (UM) system or voice service provider or internet domain registration;
 - 3.4.4** Quality of Service (QoS) or any WAN configuration such as IP routing;
 - 3.4.5** Customised emergency services work;
 - 3.4.6** Travel and expenses for any on-site services;
 - 3.4.7** Evaluation, selection, design or integration with third party applications, including conferencing applications and hardware not specified within scope;
 - 3.4.8** Any software development or migration of third party conferencing data or any configuration of the Customer used monitoring tools such as Microsoft Teams Call Quality Dashboard (CQD);
 - 3.4.9** Any Skype for Business or Lync hybrid configuration or migration from on-premise Lync, Skype for Business or Skype for Business online to Microsoft Teams; and
 - 3.4.10** Any phone device hardware including analog phone end User support.

4. SCOPE OF SERVICE

- 4.1** 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 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 from the Customer's service desk, prioritise them in light of



this scope, and pass back tickets to the Customer's service desk if they are deemed to not be within the scope of the services managed by BT.

5. MICROSOFT TEAMS FEATURES SUPPORTED BY THE STANDARD SERVICE

5.1 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 / Operator Connect (SKU 3)	BT Direct Routing / Operator Connect (Voice Only) Users* (SKU 4)
Teams, Teams Channels, Chat, Guest Access Activity Feed, Meetings and Audio Conferencing	✓	✓	✓	X
Direct Routing BT Calling Plans, Cloud Sited Voice Gateway and Calling, third party SIP and On Premise Voice Gateway	X	X	✓	✓
Operator Connect BT Calling Plans, Cloud Sited Voice Gateway and Calling, On Premise Voice Gateway	X	X	✓	✓
Voice delivered via Microsoft Calling Plans, Third Party Operator Connect	X	✓	X	X

Note 1 : Please note that the Voice Only SKU 4 is a standalone option and cannot be ordered in conjunction with SKUs 1, 2 and 3.

Note 2: For any Operator Connect and/or SIP (PSTN) service provided by a third party, BT will support management of the configuration on Teams Tenant. The Customer must resolve any fault in relation to any Operator Connect and/or SIP (PSTN) service provided by a third party, directly with the third party. BT will not be responsible for any aspect related to the provision of any Operator Connect and/or third party SIP (PSTN) service provided by a third party.

6. APPLICATION MANAGEMENT AND CONFIGURATION

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

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

6.2.1 the Customer will provide BT with relevant access rights and appropriate licenses within Microsoft 365 relevant to the Service to allow the BT system administrators to carry out application administration tasks; and

6.2.2 at the request of the Customer, and in line with the moves, adds, change and deletion process set out in the Customer Handbook, BT will carry out application configuration changes on request by the Customer's authorised administrator.

6.3 Customers who have chosen Operator Connect with BT Calling Plans without application management and configuration will be responsible to do all necessary activities as recommended by Microsoft to add BT as an operator in Microsoft Tenant which enables BT to provide the Service. Any Customer specific

processes and tasks as well as details of standard application configuration tasks and processes will be set out in the Customer Handbook.

7. TEAMS USER ADMINISTRATION AND ROLES

- 7.1 Microsoft Teams User administration is only provided with SKU1, SKU2 and SKU3.
- 7.2 User administrators are a team responsible for the upkeep, configuration, and reliable operation of Microsoft Teams within Microsoft 365. BT's User administrators 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 administrators 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.
- 7.3 To allow BT to make changes and manage the Customer's Microsoft Teams Tenant, BT will require appropriate delegated administrator access to the Customer's Microsoft Teams Tenant. If the Customer grants BT restricted access to the Customer's Microsoft Teams Tenant, BT's Service Levels will not apply.
- 7.4 Any Customer specific processes and tasks will be set out in the Customer Handbook.

8. MEDIA QUALITY AND ANALYTICS

- 8.1 The Services set out in this section are only provided with SKU2, SKU3 and SKU4 along with Operator Connect with BT Calling Plans if chosen by Customer.
- 8.2 The Customer will have access to several analytical dashboards including BT provided Monitoring tool and Microsoft Call Quality Dashboards (CQD) which provide metrics. This is dependent on BT having read only access to appropriate data within Teams under secure policies.
- 8.3 **Monitoring Tool for Teams UC Dashboards**
 - 8.3.1 BT will provide the Customer with access to Monitoring Tool for Microsoft Teams, hosted operations and analytics framework on Microsoft Azure™. Monitoring Tool will collect information from multiple data sources with the intention that the end-to-end service is working for Users.
 - 8.3.2 As Microsoft Teams and Monitoring Tool 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 Monitoring Tool.
 - 8.3.3 To make full use of the Monitoring Tool, it is necessary to upload Customer network and site information. The Monitoring Tool 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.

9. ENABLING SERVICES

- 9.1 The Customer will have the following services in place that are necessary for the Service to function:
 - 9.1.1 The Customer must subscribe to the appropriate Microsoft 365 licenses for the duration of the Service to enable Microsoft Teams Tenant and it's services, which are required by BT to configure and manage the Service. It is the Customer's responsibility to obtain these licences directly from Microsoft;
 - 9.1.2 Subscription to third party PSTN services wherever applicable; and
 - 9.1.3 Subscription to third party service required for Microsoft 365 Teams to function;(each an "**Enabling Service**").



10. COMMISSIONING OF THE SERVICE

- 10.1** During Service Transition, the Customer specific configuration details will be agreed for the Services and will be implemented in accordance with the statement of work (**SOW**) agreed between the Parties. Service Transition ends on the completion of all tasks described in the SOW.
- 10.2** As part of the SOW, BT and the Customer shall jointly define the acceptance criteria for the Service at each in-scope Site.
- 10.3** Before the Operational Service Date, BT will:
- 10.3.1** deliver and configure the Service;
 - 10.3.2** conduct a series of standard tests on the Service to ensure that it is configured correctly;
 - 10.3.3** connect the Service using each Enabling Service;
 - 10.3.4** on the date that BT has completed the activities in this paragraph 10.310.1, confirm to the Customer that the Service is available for performance of any Acceptance Tests.

11. ACCEPTANCE TESTS

- 11.1** The Customer will carry out the Acceptance Tests for the Service within five (5) Business Days after receiving notice from BT ("**Acceptance Test Period**").
- 11.2** The Service is accepted by the Customer if the Customer confirms acceptance in writing during the Acceptance Test Period or is treated as being accepted by the Customer if the Customer does not provide BT with notice to the contrary by the end of the Acceptance Test Period.
- 11.3** Subject to paragraph 11.4, the Operational Service Date will be the earlier of the following:
- 11.3.1** the date that the Customer confirms or BT deems acceptance of the Service in writing in accordance with paragraph 11.2;
 - 11.3.2** the date of the first day following the Acceptance Test Period; or
 - 11.3.3** the date the Customer starts to use the Service.
- 11.4** If, during the Acceptance Test Period, the Customer provides BT notice that the Acceptance Tests have not been passed, BT will remedy the non-conformance without undue delay and provide the Customer notice that BT has remedied the non-conformance and inform the Customer of the Operational Service Date.

Section B Service Management

12. SERVICE MANAGEMENT

- 12.1** The Service Management Schedule as referred to in the Order will apply to this Service; except for following matters:
- 12.2 BT Service Desk**
- 12.2.1** The BT Service Desk will additionally:
- (a)** Manage cases raised with Microsoft using standard Microsoft support (underpinned by the Customer's support subscription level).
 - (b)** Manage cases with other vendors, where within service scope.
 - (c)** Take responsibility for dealing with day-to-day technical Microsoft Teams administration.
 - (d)** Provide second line support to the Customer authorised administrators.
- 12.3 Incident Management**
- 12.3.1** BT aims to resolve each Incident for the Service within the target times listed in the table below. Please note these are targets only and will not incur penalty or result in Service Credits.



Incident Priority	Description	Target for resolving Incidents	Target for responding to Customers	How often BT will update Customer
Priority 1	Significant loss or degradation of Service Critical business impact Typically affects all Users.	4 hours	1 hour	Every hour
Priority 2	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 all User's Service.	24 hours	1 hour	Every 2 hours
Priority 3	Minor or no impediments Minimum business impact Typically affects fewer than ten Users.	72 hours	4 hours	Every 4 hours
Priority 4	General service query or request for information. BT might ask Customers to raise a request for change, instead.	n/a	24 hours	n/a

12.3.2 In variance to the section "Escalation" of the Service Management Schedule, for this Service, service impacting Incidents will only be escalated in case of Priority 1 Incidents and not for Priority 2-4 Incidents.

12.3.3 Where local contracts for supporting services (i.e. with local telecoms providers) are held directly by the customer not through BT, any issues with those services and escalations with those providers is to be initiated and coordinated by the customer.

12.3.4 For this Service, on-premises devices may need remote hand support by the Customer. The customer must have a skilled IT person at the site to support the Incident break fix.

12.3.5 In order to resolve Incidents more quickly, the Customer must provide answers to structured questions from the BT Service Desk.

12.4 Service Requests

12.4.1 Service requests must be raised by a Customer authorised administrator. Customer authorised administrators are named individuals that are authorised to log service requests.

12.4.2 For this Service, all Simple Service Requests, within reasonable use, are included in the monthly fee.

12.4.3 For this Service, there are no pre-defined Complex Service Requests. Therefore paragraph 21.2 of the Standard Service Management Schedule is not applicable for this Service.

12.5 Vendor Support

12.5.1 Customer is responsible to provide vendor support arrangements for operating system and application software for Incidents not resolved by the BT Service Desk.

12.5.2 Vendor support for other third-party systems, infrastructure, networks and applications is the responsibility of the Customer.

12.6 Configuration Management

12.6.1 In addition to paragraph 16 of the Standard Service Management Schedule, in the case of SKU4 User base model, the Customer must grant BT access to the Customer's Configuration



Management Database via the Teams tenant to validate the inventory, count the User base and ensure accurate billing.

12.7 Business Continuity and Disaster Recovery

12.7.1 The Section “Business Continuity and Disaster Recovery” of the Service Management Schedule applies to BT core functions and not specifically to this Service.