

## Zoom Phone with BT Service Schedule Part B – Service Description

### Section A The Service

#### 1. STANDARD COMPONENTS OF THE SERVICE

- 1.1 BT will provide the Customer with the following Services in accordance with the details as set out in the Order:
- 1.1.1 hosting, scaling and management of the cloud infrastructure including the Cloud Voice Gateway;
  - 1.1.2 capacity monitoring and management of the Cloud Voice Gateway infrastructure;
  - 1.1.3 firmware and operating system administration and ongoing management of the platform.
  - 1.1.4 licensing of the platform;
  - 1.1.5 monitoring and management of the cloud connectivity to the Zoom cloud via Cloud Peering;
  - 1.1.6 monitoring and management of the cloud connectivity to the Customer's SIP trunking cloud;
  - 1.1.7 routing and configuration of the numbers that connect to the Customer's Cloud Voice Gateway service; and
  - 1.1.8 establishing and configuring the Cloud Voice Gateway trunk groups for the Customer's Zoom platform.
- 1.2 Support, management or administration of the Zoom portal environment or Users is not included as part of the Service.

#### 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 and the applicable additional Charges as set out in that Order (these options may be subject to separate terms):

##### 2.1 Set-up Application or Appliance

This Service option provides configuration, testing and acceptance into service of equipment or applications that are either not hosted in the data centers or are not additional to the standard components of the Service. This includes the set-up for devices such as Customer owned physical or virtual appliances on Customer Sites. All the equipment and applications will be referenced in the Order.

##### 2.2 Physical Voice Gateway Hardware

As the provision (sales or hardware-as-a-service) of the physical voice gateway (and associated hardware) or an analogue gateway is not part of this Service, with this Service option BT will manage the voice gateway as part of the Service. The Customer may also purchase the physical voice gateway from BT subject to a separate Order containing the respective additional terms for sale of equipment.

##### 2.3 Management of On-Premise Gateways

- 2.3.1 With this Service option the Customer may require BT to manage On-Premise Gateways (including monitoring and management) in order to support the Customer's overall solution.
- 2.3.2 For each On-Premise Gateways under BT management, the following features will be provided:

- (a) monitoring of hardware heartbeat;
- (b) escalation of Incident (detected by monitoring or reported by the Customer) to hardware support vendor, including the management of third-party replacements. This shall be subject to the hardware maintenance agreement the Customer has procured from their hardware support vendor;
- (c) Incident management;
- (d) periodic backup of configuration; and
- (e) re-installation of configuration (after hardware support at onsite installation has been performed by vendor or the Customer local technical contact).

**2.3.3** Only management of the hardware is provided. No hardware maintenance or operating system or application software licensing 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.

## **2.4 User Adoption Services**

A User adoption service provides additional support to Customers and their Users to allow for a smoother implementation of the service. The following are examples of the User adoption services:

- 2.4.1** Detailed User adoption plans
- 2.4.2** Communication kits
- 2.4.3** On-demand training and learning
- 2.4.4** Usage analytics

**2.5** If the Customer requires User Adoption Services, the Parties will agree by Order the details of the deliverables of the user adoption services, and any applicable additional conditions for such services.

## **2.6 BT management of third-party suppliers**

The Customer may require BT to work with Customer's third-party suppliers that provide services for integration with the Service. If this Service option is ordered, BT may require a Letter of Agency from the Customer. The additional charges for the Service option will be based upon the number of third-party suppliers, historic Incident volumes, type of third-party supplier, and other determining factors.

## **2.7 Purchasing of Zoom Phone Licensing**

With this Service option, the Customer may request BT to order, on behalf of the Customer, the Zoom licences required as Enabling Service. Those licences shall be subject to the EULA set out in Section B.

## **3. SERVICE MANAGEMENT BOUNDARY**

**3.1** BT shall provide and manage the Service up to and within the following demarcation points ("**Service Management Boundary**"):

- 3.1.1** For the Standard Components as set out in paragraph 1; from the point of interconnection between the Zoom Phone cloud and the BT Cloud Voice Gateway.
- 3.1.2** For the Service options as set out in paragraph 2:
  - (a) where physical equipment such as physical voice gateways or analogue gateways are provided and managed by BT, the Service Management Boundary is limited to the equipment only. Third-party telephony providers connecting to any such equipment are expressly outside of the SMB, unless otherwise agreed;
  - (b) where a third-party telephony provider is connecting to BT Cloud Voice Gateways, the Service Management Boundary is as per paragraph 3.1.1. Third-party telephony

providers connecting to BT Cloud Voice Gateways are expressly outside of the Service Management Boundary, unless otherwise agreed; and

- (c) for any professional services or bespoke management of third-party suppliers, the Service Management Boundary will be defined by the relevant statement of works forming part of the Order.

- 3.1.3 BT will have no responsibility for the Service outside the Service Management Boundary.
- 3.1.4 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.

#### 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 valid subscription to Zoom Phone Licences for each User consuming this Service for the duration of the Service; and
  - 4.1.2 an outbound voice service provided by BT or a subscription to a third party PSTN service, wherever applicable.

(each an “**Enabling Service**”)

#### 5. COMMISSIONING OF THE SERVICE

- 5.1 Before the Operational Service Date, BT will:
  - 5.1.1 deliver and configure the Service as set out in the Order;
  - 5.1.2 conduct a series of standard tests on the Service to ensure that it is configured correctly;
  - 5.1.3 connect the Service to each Enabling Service; and
  - 5.1.4 on the date that BT has completed the activities in this paragraph 5.1, confirm to the Customer that the Service is available for performance of any Acceptance Tests.
- 5.2 It is the responsibility of the Customer to set-up the Zoom portal environment and assign BT phone numbers to their Users, once BT has provisioned them.
- 5.3 The Service may not offer all of the features generally expected from a conventional phone line.

#### 6. ACCEPTANCE TESTS

- 6.1 The Customer will carry out the Acceptance Tests for the Service within five (5) Business Days after receiving notice from BT (“**Acceptance Test Period**”).
- 6.2 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.
- 6.3 Subject to paragraph 6.4, the Operational Service Date will be the earlier of the following:
  - 6.3.1 the date that the Customer confirms, or BT deems acceptance of the Service in writing in accordance with paragraph 6.2;
  - 6.3.2 the date of the first day following the Acceptance Test Period; or
  - 6.3.3 the date the Customer starts to use the Service.
- 6.4 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.



## 7. EULA

7.1 The applicable EULA will be: <https://explore.zoom.us/en/eula-terms-of-service/>

## Section C Service Management

This section describes the service management capabilities that will be provided as part of the Service.

### 8. SERVICE MANAGEMENT

8.1 The BT service desk will provide:

- 8.1.1 Incident management;
- 8.1.2 problem management;
- 8.1.3 monitoring; and
- 8.1.4 change enablement.

8.2 The BT service desk:

- 8.2.1 will act as a single point of contact for Incidents, escalations and queries relating to the Service;
- 8.2.2 is available 24 hours a day, 7 days a week to receive Incidents and escalations;
- 8.2.3 will communicate in the English language, unless otherwise agreed; and
- 8.2.4 is responsible for the management and resolution of all Incidents, problems and operational changes throughout their lifecycle.

8.3 BT will deploy standard systems and tools to support the Service.

8.4 The Customer will be supported from a shared-desk environment and will not receive a dedicated team of service desk staff.

### 9. CUSTOMER HANDBOOK

9.1 The Customer Handbook is a document agreed with the Customer upon completion of the deployment services phase providing Customer specific information relevant to the Service. The Customer Handbook will be prepared by BT during Service transition with input from the Customer. Examples of content included in the Customer Handbook are:

- 9.1.1 the high-level Service scope specific to the Customer;
- 9.1.2 administrative and operational procedures governing the interaction between the Customer and BT; and
- 9.1.3 Incident escalation procedures, contact details, and any defined Planned Maintenance scheduled.

9.2 The Customer Handbook is updated in-life, as required.

### 10. INCIDENT MANAGEMENT SCOPE

10.1 Incident management involves diagnosing and resolving Incidents so that Services can be restored to normal business operations as quickly as possible.

10.2 BT:

- 10.2.1 will only progress Incidents that are within BT's Service Management Boundary;
- 10.2.2 may request BT vendors to interact with Users where appropriate;
- 10.2.3 has responsibility for coordinating and managing each Incident from the time the Incident is created within BT's incident management system, through to its resolution or reassignment to the Customer, as applicable; and

**10.2.4** will progress Incidents in line with the contracted service Levels.

## **11. INCIDENT CREATION**

**11.1** Incidents will be identified in one of two ways, either:

**11.1.1** proactively detected by BT's monitoring systems; or

**11.1.2** reactively reported by the Customer to BT (whether via the Customer's own service desk or via a third party/service partner service desk) using the telephony and e-mail contact information as appropriate, as found in the Customer Handbook. Please note, in the event of a Major Incident it's advised that incidents should be logged via telephone.

**11.2** All Incidents are recorded on BT's standard incident management system. Once created, the Customer is provided with a unique reference number and priority level.

## **12. INCIDENT RESPONSE AND KEEPING THE CUSTOMER INFORMED**

**12.1** Throughout the lifecycle of the Incident, BT will provide regular updates, the details of which can be found in the Customer Handbook.

**12.2** The Incident clock starts when the Incident is recorded in the BT Incident management system.

**12.3** When BT is waiting for further information or input from the Customer, when the Incident falls outside of the Business Hours, the Incident clock will be suspended. It will be restarted once input has been received or when the Service is back within the Business Hours. During any suspension time, there will be no status updates and any affected Service Levels shall be disappplied.

## **13. MAJOR INCIDENTS**

**13.1** If an Incident is categorised as "major" (i.e. highest-impact, highest-urgency), then the major Incident management procedure will become effective. Details of how BT handles major Incidents are included in the Customer Handbook.

## **14. DOWNGRADING OF PRIORITY LEVELS**

**14.1** If an Incident is found to have been caused by a Customer power related issue, Customer induced (i.e. caused by an issue within the Customer's own scope of responsibility), or Customer planned maintenance work, the priority level may be downgraded relative to the cause of the fault.

## **15. ESCALATION**

**15.1** BT will automatically escalate Incidents if certain trigger thresholds arise during the Incident management process. BT acknowledges there may be times when the Customer may want to escalate an Incident itself. In this case, the Customer will need to follow the escalation process defined in the Customer Handbook.

**15.2** Key principles of escalation are as follows:

**15.2.1** escalations will only be handled for active Service-impacting Incidents;

**15.2.2** to escalate, Customer should always contact the BT service desk to perform escalations. The BT service desk will then escalate to the right level within BT to ensure appropriate action is taken; and

**15.2.3** Incidents related to matters beyond BT's reasonable control cannot be escalated (e.g. force majeure Incidents). These types of Incidents will also be excluded from any availability Service Level measurements.



**16. INCIDENT INVESTIGATION AND DIAGNOSTICS**

**16.1** BT will carry out necessary diagnostics to identify the cause of the Incident and devise a plan to resolve it. BT will engage with the Customer's service desk if further information is required to assist the diagnosis and resolution of the Incident.

**17. RESTORATION AND CLOSURE OF INCIDENTS**

- 17.1** BT will restore Service by addressing the root cause of the Incident or providing an acceptable workaround agreed with the Customer.
- 17.2** When a potential solution has been identified, BT will test it, apply it and document it in the BT incident management system.
- 17.3** Where possible, BT will resolve Incidents remotely. Where this is not possible, the BT service desk will engage with resolver groups and third-party suppliers, if required, and co-ordinate the resolution of the Incident. If an engineer is required to attend Site, the Customer will be required to provide reasonable access so that BT can remedy the Incident.
- 17.4** When BT determines that the Incident is resolved, the ticket will be marked as resolved and the Customer will be informed. BT will verify with the Customer to make sure that the Customer is reasonably satisfied that the Incident is resolved before BT closes the Incident ticket. If the Incident is still not resolved for any objective reason, BT may carry out further diagnostics until the Incident is remedied. If BT is unable to reach the Customer to confirm resolution of the Incident, BT will attempt to contact the Customer three times in total, at regular intervals, before automatically closing the Incident ticket.
- 17.5** BT keeps a record of all Incidents, including the cause of the Incident and what action has been taken to resolve the Incident.

**18. PRIORITISATION AND TARGETS**

- 18.1** Priority levels are based on impact (the severity of the situation) and urgency (how important and business critical the Site or Service is to the Customer).
- 18.2** The table below outlines the targets for service restoration. Restoration time is measured as described in

Incident Priority	Description	Service restoration time target
Priority 1	<ul style="list-style-type: none"> <li>• Significant or complete loss of Service, with no workaround available. With critical business impact.</li> <li>• Typically affecting all Users of the Service globally for a Customer or an entire region e.g. EMEA.</li> </ul>	4 hours
Priority 2	<ul style="list-style-type: none"> <li>• Moderate loss of Service, where a workaround may be available. With a moderate business impact.</li> <li>• Typically affects a large group of Users (such as all Users on a site) or degrades the Service for all Users.</li> </ul>	24 hours
Priority 3	<ul style="list-style-type: none"> <li>• Minor loss of Service, with a minor business impact.</li> <li>• Does not prevent overall operation of the Service</li> <li>• Typically affecting a small group of Users e.g. a subset of Users of a given site.</li> </ul>	72 hours
Priority 4	<ul style="list-style-type: none"> <li>• General service query or request for information.</li> <li>• No fault detected.</li> </ul>	N/A

paragraph 18.

## 19. PROBLEM MANAGEMENT

**19.1** BT manages problem tickets to identify the underlying root cause of issues in order to prevent Incidents from re-occurring. A problem is characterised as the cause of one or more Incidents. The effective management of problems is essential to reduce and mitigate the risk of new or recurrent Service interruptions or degradation.

## 20. MONITORING AND EVENT MANAGEMENT

- 20.1** All assets of the Service with monitoring capability are proactively monitored in order to detect and pre-empt issues early. If an issue is detected through proactive monitoring, an Incident record is automatically generated in BT's Incident management system for initial investigation.
- 20.2** When an alert results in an Incident ticket, it becomes the responsibility of the service desk to own the Incident through to resolution following the process defined in this schedule. Incidents will be progressed in line with the contracted Service Levels. When a problem ticket is generated, it is progressed in accordance with BT's standard problem management process.
- 20.3** When areas which have the potential to impair the performance of the Services are identified, BT will use all reasonable endeavours to act before they impact the Customer, thereby maintaining the quality of the Service. Actions are taken via problem management, change enablement and in discussion with the Customer.

## 21. CHANGE ENABLEMENT

- 21.1** BT manages the governance and controls the delivery of all operational changes for:
- 21.1.1** changes needed to resolve (or following) an Incident; and
  - 21.1.2** changes needed to resolve a problem.
- 21.2** BT ensures that notifications of Planned Maintenance are taken account of when planning operational changes.

## 22. SERVICE REQUESTS

- 22.1** No pre-defined standardised service requests are offered with the Service.
- 22.2** If the Customer wants to make a revision or change to the Service, the Customer will need to contact the BT Account Manager or Sales Specialist whose details will be provided in the Customer Handbook.
- 22.3** Any changes as a result of such service requests shall be agreed by an Order.