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   Audio call recording license ("ACR License"): The Customer will be able to capture and archive calls on a selected Unified Communications Platform, which they will be able to access via the Supplier Platform. Features of the ACR License include:

1.1.1   40 recorded hours per User per month (pooled across User base). If the Customer exceeds this usage per month, additional Charges will apply;

1.1.2   Retention period defined by customer;

1.1.3   One recorded platform/channel as standard;

1.1.4   2GB data egress from the Supplier Platform per User per month.

1.1.5   Admin access and controls to set permission levels and recording rules.

1.2   Deployment: a standard deployment of the Service includes User training and initial set-up as further detailed in Paragraph 5 of this Part B.

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   Transcription – English language transcription of calls and storage of transcripts

2.2   Video recording – capture video from the call, in the same format as shared to participants – includes screen-sharing.

2.3   Additional Unified Communications Platform – record Users across a second Unified Communications Platform (audio only).

2.4   Additional audio hours – add further recording hours to the Customer's Service in increments of one hour per User per month.

2.5   Additional data egress from the Supplier Platform- increase the amount of data the Customer can egress from the Supplier Platform in increments of 1 GB per User per month.

Where required, the Customer can purchase additional storage for audio hours, chat messages or increase the amount of data they can egress from the Supplier Platform.

2.6   Professional Services – Legacy Data Ingestion: BT shall provide the Customer with professional services on a remote basis to facilitate the ingestion of recording data from legacy recording platforms on behalf of the Customer. This process will allow Users the ability to centralise recording data from disparate platforms. Such professional services shall be subject to additional Charges as set out in the Order and will be subject to an additional statement of work. The scope of each ingestion project will be determined via factors including, but not limited to:

2.6.1   Type and version of legacy recording platform;

2.6.2   Number of recordings;

2.6.3   Format of metadata and audio files; and

2.6.4   Method of access to recording data content.

2.7 The following service options are only available to Customers selecting Microsoft Teams as their Unified Communications Platform:

2.7.1 **Microsoft Teams Chat** – capture chat messages shared in Microsoft Teams.

2.7.2 **Microsoft Teams recording announcement** – add an audio announcement to play at the beginning of calls.

2.7.3 **Microsoft Teams recorder check & reconciliation** – reporting tool to allow Customers to check which calls are being recorded.

2.7.4 **Additional chat messages –** for Customers taking the Microsoft Teams Chat service option, add additional message volumes in increments of 1600 messages per User per month.

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 The quality of any call recordings or transcriptions is dependent on the quality of the call facilitated via the Customer's Unified Communications Platform. BT is not responsible for the quality of any calls, 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 Communications Platform approved by BT for use with the Service; and

4.1.2 A high-speed internet connection

(each an "**Enabling Service**")

Section B   Service Management

5. IMPLEMENTATION OF THE SERVICE

5.1 BT will create one instance for the Customer within one geographical region as part of a standard deployment.

5.2 BT will provide login information and User training to the Customer for up to ten Users, on how to use the Service. Charges for this training will be as set out in the Order.

5.3 BT will activate the ACR License, and confirm the Operational Start Date.

5.4 Standard deployment includes technical pre-requisite readiness, instance creation, administrator training and assistance with Service provisioning for User recording and access.

5.5 Customer must provide a Customer contact who will be responsible for logging support tickets with the Supplier. The Customer contact must have attended the User training.

6. SUPPORT SERVICES AND INCIDENT REPORTING

6.1 For support services and Incident reporting, the Customer will use the Supplier's Service Portal which will be the Customer's main contact point for reporting Incidents or raising any other enquiries or issues relating to the Service.

6.2 Where there is S1 or S2 Incident or the Customer is unable to access the Supplier's Service Portal, the Customer may report Incidents to the Supplier by phone during Business Hours. All Supplier contact details

will be as set out in the Customer handbook.

6.3   The Incident will be assigned to the Supplier's engineer who will manage the Incident through to its resolution.

6.4   BT does not have access to the Supplier Platform or Customer call recordings. The Supplier's Service Portal is provided by the Supplier. The Customer will need to liaise with the Supplier where required.

6.5   Incidents are proactively identified by the Supplier and diagnosed against User issues.

7.   INCIDENT PRIORITY MATRIX

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

Priority Code	Issue Description
S1	Service completely unavailable.
S2	Major functionality is significantly impacted for a high number of users.
S3	Moderate loss of functionality or performance.
S4	Non-critical or minor loss of features or functionality.