Operator Connect for Microsoft Teams 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   **Management Service:** BT will manage the Customer's telephony using the BT One Voice Global SIP Trunking Service with voice gateways and BT calling plans.

(a)   The following table shows which Microsoft Teams features and other services are supported by BT as part of this Service:

Supported Features	Operator Connect for Microsoft Teams with BT (Voice Only) Users
Teams	X
Channels	X
Chat	X
Guest Access	X
Activity Feed	X
Meetings	X
Audioconferencing	X
Cloud Sited Voice Gateway	✔
Operator Connect - BT Calling Plans	✔
Microsoft Phone System	✔
Microsoft Calling Plans	X

1.1.2   **User Adoption Services:** BT will provide the Customer with a webpage that sets out:

(a)   information from a BT specialist on things the Customer may need to communicate to Users;

(b)   video message from a user adoption specialist on how to achieve a successful launch;

(c)   a launch kit for downloading including posters, digital signage, launch emails, social posts and useful links;

(d)   a process for booking a training session for the Users; and

(e)   a process for contacting the user adoption team.

1.1.3   **Voice Quality of Experience**

(a)   Quality of experience is BT's end-to-end support of the BT One Voice Global SIP Trunking Service 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	Microsoft Call Analytics	CQD	Trunk Info
BT Voice Gateway (Cloud)	✔	✔	✔	✔

(b) The BT Service Desk will investigate and, where possible, diagnose the cause of call quality issues and provide supporting evidence. BT can support a call with the Customer to explain the supporting evidence.

(c) 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 with solving the issue with its local IT team or local network provider.

1.1.4   Call Quality Dashboard (CQD)

(a) 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. The CQD is provided, charged for and supported directly by Microsoft.

1.1.5   Call Analytics

(a) 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. Call analytics is provided, charged for and supported directly by Microsoft.

2.   SERVICE OPTIONS

2.1   There are no optional components of this Service.

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 of the Service (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 separate terms:

3.1.1   Configuring Users to access the service from Microsoft Office 365 administration;

3.1.2   The migration of Users to Microsoft Office 365;

3.1.3   The support of the Microsoft Teams client;

3.1.4   The configuration of the Microsoft Teams client;

3.1.5   PBX, VOIP or voice service provider integration;

3.1.6   Quality of Service (QoS) or any WAN configuration such as IP routing;

3.1.7   Internet domain registration;

3.1.8   Customised emergency services work;

3.1.9   Video integration;

3.1.10   Integration with any third party unified messaging (UM) system;

3.1.11   Deployment of Microsoft Teams and the Microsoft Teams clients in the customer environment;

3.1.12   Travel and expenses for any on-site services;

3.1.13 Evaluation, selection or design of any third party applications and hardware;

3.1.14 Integration with third party applications and hardware not specified within scope;

3.1.15 Integration with third party conferencing application;

3.1.16 Migration of third party conferencing data;

3.1.17 Any software development;

3.1.18 Any configuration of the Microsoft Teams Call Quality Dashboard (CQD);

3.1.19 Any Skype for Business or Lync hybrid configuration;

3.1.20 Migration of users from on-premises Lync or Skype for Business to Skype for Business Online or Microsoft Teams;

3.1.21 Phone devices and hardware; and

3.1.22 Analog end User device support.

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

3.5 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	Included with E3	Included with E5
Telephony: Capability to use Microsoft Office 365 as a telephony PBX	Phone System Add-on Licence needed	Included with E5
Operator Connect - BT Calling Plans: A DID number and per minute or bundled domestic and international telephony rates	Included with E3	Included with E3
Audio conferencing: Schedule or host a dial-in meeting. Users do not need licenses.	Audioconferencing Add-on License needed	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.	Communications Credits add-on licence needed	Communications Credits add-on licence needed
Voicemail	Included with E3	Included with E5

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 Microsoft Teams tenant and associated licences; and

4.1.2 BT One Voice Global SIP Trunking Service.

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

Section B   Service Management

5. CUSTOMER HANDBOOK

5.1 The Customer handbook is a document, included in the welcome email, providing the Customer with information relevant to the Service ordered. The Customer handbook content includes:

5.1.1 The high-level Service scope;

5.1.2 Administrative and operational procedures for interaction between the Customer and BT for the provision of the Services; and

5.1.3 Incident escalation procedures, contact details, and any defined planned maintenance schedule.

5.2 The welcome email will be sent to the Customer upon delivery of the Service to the first Site.

6. BT SERVICE DESK

6.1 The service desk provided by BT is a global support desk providing Incident management 24 hours, 365 days of the year ("**BT Service Desk**"). The BT Service Desk uses telephone, email and an online incident management portal to raise and track Incidents and service requests. The Customer will provide its own first line support via its own service desk that interface with the BT Service Desk. To efficiently resolve reported Incidents, the Customers service desk will pre-qualify Incidents by asking questions to the Customer's service desk personnel reporting the Incident. BT may request BT vendors to interact with Users for further course of action whenever appropriate.

6.2 **Main BT Service Desk Tasks**

6.2.1 The BT Service Desk will:

(a) Be the first point of contact for all Customer authorised administrators.

(b) Provide second and third-line support to the Customer's service desk in English.

(c) Track, manage and troubleshoot Incidents raised by the Customer service desk and by BT's management systems.

(d) Carry out service requests raised by the Customer.

(e) Manage cases raised with Microsoft using standard Microsoft support (underpinned by the Customer's support subscription level).

(f) Provide second line support to the Customer authorised administrators.

(g) Handle general enquiries from the Customer authorised administrators including planned work, requests for information and service requests.

6.2.2 Further description of the BT Service Desk and related process will be set out in the Customer handbook.

6.3 **Service Desk Performance**

6.3.1 BT will triage Incidents received by the BT Service Desk and if identified as serviced by the Service, then BT will proactively manage the recovery from underlying causes by liaising with the relevant third line support teams and customer system administrators.

6.4 **Incident and Service Request Process**

6.4.1 The Incident and service request process is as follows:

(a) The Customer service desk will submit the request from the BT Service Desk via email or BT's on-line portal.

(b) Service requests cannot be raised via telephone, for reasons of quality, auditability and security.

(c) It is recommended that high priority Incidents are supported with a phone call to the BT Service Desk.

(d) The BT Service Desk will provide an initial assessment, a reference number will be provided and a priority level communicated to the Customer. The Customer will retain a record of the reference number which, in the event of a Service Level claim, must be quoted.

(e) The BT Service Desk will then progress the work in accordance with the relevant escalation procedures. The BT Service Desk will escalate any unresolved Incidents to a third level support team which will have administration rights (depending on the Service ordered) over the Service and will receive alerts from the monitoring tools.

(f) The BT Service Desk may escalate unresolved Incidents to vendors in accordance with the relevant responsibility matrix as documented in the Customer handbook.

(g) The BT Service Desk will retain overall ownership of all Incidents until the Incident has been resolved and closed.

7.   INCIDENT MANAGEMENT

7.1 BT has designed its standard Incident management procedures to increase the likelihood that each Incident priority level type will be resolved within the target time listed in the table below (however, target times are not Service Levels). Where available, BT will repurpose additional available BT Service Desk resources to assist with priority 1 Incidents.

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 4 hours
Priority 3	• Minor or no impediments • Minimum business impact • Typically affects fewer than ten Users.	72 hours	24 hours	Every 24 hours