

Smartnumbers Protect 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 Software as a Service (“SaaS”) capability;
 - 1.1.2 Access to Smartnumbers Hub account as more fully described in paragraph 1.2;
 - 1.1.3 Individual calls assessed against a learning model;
 - 1.1.4 On-demand reports containing telephony data relating to each call (telephony data does not include withheld CLIs due to regulatory and data privacy constraints);
 - 1.1.5 Easy integration and setup using a hosted platform; and
 - 1.1.6 Post-call analysis tools to identify, investigate and prevent fraud.
- 1.2 **Web-based Reporting and Tools** - BT will provide the Customer with a secure self-service web portal (“Smartnumbers Hub”) for access to reporting and administrative tools. Smartnumbers Hub includes the following baseline tools:
- 1.2.1 audit log of User actions within Smartnumbers Hub;
 - 1.2.2 report(s) that show a summary of the service performance such as the number of high-risk calls and the percentage this is of the overall calls seen;
 - 1.2.3 report(s) that allow suspected fraudster activity to be viewed. For example, how many calls received, call metadata for those calls, time and date calls are seen as well as who is investigating;
 - 1.2.4 the ability to assign cases to a User for their management;
 - 1.2.5 report(s) on other insights such as denylists, spoofed numbers, etc;
 - 1.2.6 the ability to manage the fraudster list.
- 1.3 The Customer will be able to monitor the system, view and generate reports and make configuration changes as required.

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 Smartnumbers Protect Plugin Option

2.1.1 This option is selected when the Customer's voice network provider is a carrier other than BT. In that case, it's expected that the customer Contact Center infrastructure will forward the call signaling to Smartnumbers platform to execute the risk score calculation, instead of the voice network.

2.2 Smartnumbers Consortium.

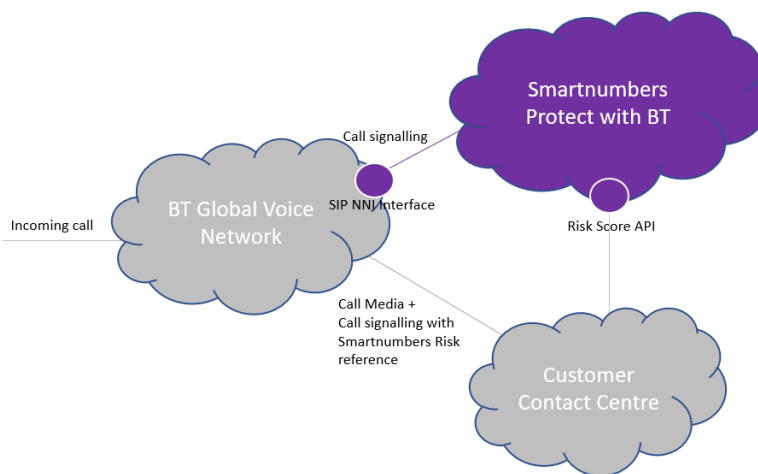
- 2.2.1 The Customer can become a Smartnumbers Consortium member on an opt-in basis. The Customer will set out on the Order whether it wishes to be part of the consortium. BT will provide the Customer with more details on the consortium if the Customer selects this Service option.
- 2.2.2 The Smartnumbers Consortium denylist capability highlights incoming calls from fraudsters who have attacked other Smartnumbers customers.

2.2.3 The Customer can elect to join the Smartnumbers Consortium at any time during the Subscription Term, but membership requires an authorised signature from the Customer.

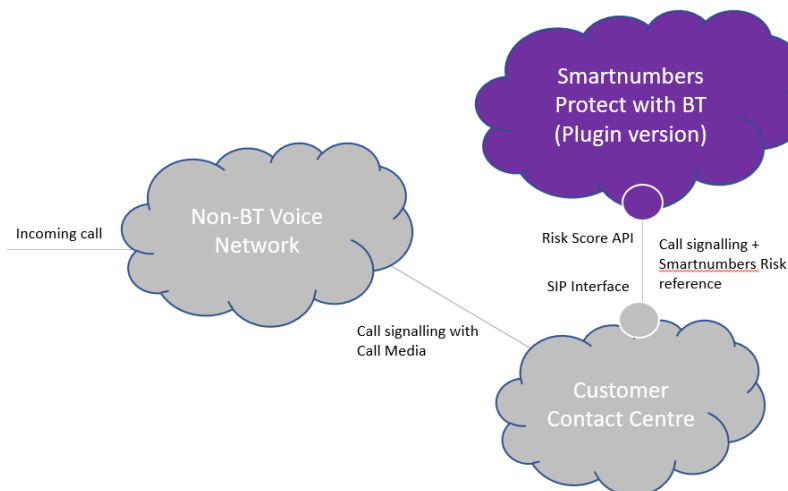
3. SERVICE MANAGEMENT BOUNDARY

3.1 BT's responsibility to provide and manage the Service is physically and logically limited to the following service management boundary:

3.1.1 Standard (Also known as Network Integrated version): BT will provide and manage the Service from the SIP NNI interface to the risk score API as detailed in purple on the below diagram; or



3.1.2 Plugin Option: BT will provide and manage the Service for the the risk score calculation and presenting its results via SIP or API as detailed in purple on the below diagram.





- 3.2 Paragraph 3.1.1 or 3.1.2, depending upon the option selected, constitutes the “**Service Management Boundary**”.
- 3.3 BT will have no responsibility for the Service outside the Service Management Boundary.
- 3.4 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.
- 3.5 The Customer is responsible for configuring their systems to call the Smartnumbers Protect API to receive the Smartnumbers Protect Risk Score and consume the results within their end system based on the Customer’s business requirements.
- 3.6 For the Plugin version, the Customer is responsible for ensuring their contact center infrastructure to forward the call signalling delivered by the 3rd party carrier to SmartNumbers platform for the risk score calculation, either via SIP NNI hairpinning or a call analysis API.
- 3.7 The Customer acknowledges that where the Customer opts to become a Smartnumbers Consortium member in accordance with paragraph 2.2 BT’s responsibility is solely to facilitate Customer’s participation in the Smartnumbers Consortium. BT will incur no liability with respect to (i) any data, including Personal Data, which the Customer shares with the Smartnumbers Consortium or (ii) any breach of the Smartnumbers Consortium terms of reference to which the Customer commits.

4. ENABLING SERVICES

- 4.1 The Customer will have the following services in place that are necessary for the Service to function:
 - (a) A BT voice service (Inbound Contact Global or BT One Voice Global SIP Trunking). This will be required for the Standard options and will not be required for the Plugin Options.
 - (b) A contact centre platform – does not need to be provided by BT;
 - (c) internet connectivity. – does not need to be provided by BT(each an “**Enabling Service**”)

5. ACCEPTANCE TESTS

- 5.1 The Customer will carry out the Acceptance Tests for the Service within five (5) Business Days after receiving notice from BT (“**Acceptance Test Period**”).
- 5.2 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.
- 5.3 Subject to paragraph 5.4 the Operational Service Date will be the earlier of the following:
 - 5.3.1 the date that the Customer confirms or BT deems acceptance of the Service in writing in accordance with paragraph 5.2;
 - 5.3.2 the date of the first day following the Acceptance Test Period; or
 - 5.3.3 the date the Customer starts to use the Service.
- 5.4 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

6. SERVICE MANAGEMENT

6.1 The Service Management Schedule as referred to in the Order will apply to this Service, subject to the following amendments:

6.1.1 The initial response, update frequency and the target resolution for this Service shall be as follows:

Service Care Levels

Incidents received will be logged on the BT incident logging tools and managed through to resolution as per the guidelines provided. This includes the initial response, update frequency, to the target resolution time. This will be reported as part of BT's regular service updates.

Severity	Definition	Initial Response	Update frequency	Target
1	High impact with one or more core business functions completely unable to be performed.	15 mins	1 hour	4 hours
2	Significant service interruption which cannot be mitigated, i.e., reduced capacity or functionality	30 mins	2 hours	8 hours
3	Medium impact to customer i.e., intermittent impact to service.	4 hours	4 hours	24 hours
4	Very minor or no business impact, i.e., loss of a noncritical feature.	24 hours	24 hours	48 hours

Initial notification and response time begins from the point at which BT is advised of the Service issue via the helpdesk.