



## Webex Meetings with BT 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 Meetings User.** Each Meetings User can join a meeting globally using any suitable device such as mobile, laptop and video room. The Service offers a rich set of collaboration tools as shown in the table below:

Feature	Description
<b>Attendee engagement</b>	Invite participants to share non-verbal reactions with gesture recognition and provide feedback with live polling and Q&A.
<b>Audio Dial In</b>	Allows meeting attendees to utilise standard PSTN services to access the meeting.
<b>Audio intelligence</b>	Noise Removal - The Customer can be confident it will be heard and can hear everyone in the meeting even in the noisiest environments.
<b>Breakout sessions</b>	Encourage everyone to participate with breakout sessions for smaller group discussions. Ideal for Education & Training sector.
<b>Cloud Device Registration</b>	Cloud Device Registration provides the ability to register and use the Supplier's video devices. Once cloud devices are registered, the Customer will be able to use the device and connect to Webex Meetings with BT.
<b>Custom layouts</b>	Choose the view with endless options to focus on the people or content that matter most to the Customer.
<b>Digital whiteboarding</b>	Visually collaborate, co-create, and store the digital whiteboard in one place, so the Customer can filter, search and share. Webex Board, Desk series devices (except Desk Hub) have inbuilt whiteboarding capabilities
<b>Immersive share</b>	<i>Subject to having a suitable device</i> then layer itself over the content the Customers shares in a meeting to make virtual presentations more engaging. Available on Desk series devices, not older DX series
<b>Messaging</b>	Allows written messaging between Users on the Service. Includes rich messaging facilities such as emojis.
<b>One Button to Push (OBTP)</b>	Start meetings from video end points by simply pressing the green start button for the appropriate meeting displayed either on personal desk device or via Navigator/Touch10 for Room Kit series devices
<b>Polling</b>	Live polling with word cloud, ranking poll, quiz, multiple choice, open text, and rating polls Live Q&A with moderation, labelling, upvoting, text replies
<b>Storage</b>	1Tb of storage is provided per Customer as standard
<b>Transcription</b>	Real-time transcription allows the Customer to have more inclusive and engaging meetings and webinars.
<b>Translation</b>	Real-time translation allows the host to select from 13 spoken languages for a meeting or webinar, which can then be translated into more than 100 other languages in closed captions. This is not included as standard for Meetings Users - price on application.
<b>Virtual Backgrounds</b>	Stop distraction in the background from participants video by blurring or masking what is behind them. Available as both static picture or video on new Webex Devices, static picture currently on the Webex App. Not available on Room Series or older DX-series devices
<b>Webex App</b>	Unified desktop and mobile application that creates a seamless experience across messaging, calling and meetings
<b>Webex Assistant</b>	Control in-meeting actions with voice commands and automate notetaking, transcription, start and stop meetings.



**Webex Webinars**

Enables highly interactive webinar and webcast experiences for the Customers. With Webex Webinars, the Customers can scale from small to large organizations, gain insights on events, and engage with their audience through a feature-rich solution.

## 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 Interworking with Microsoft

The Service can operate jointly with Microsoft Teams Meetings solution using Cisco Webex Video Integration for Microsoft Teams (“VIMT”). VIMT allows connectivity of video endpoints (including the Supplier’s endpoints and third-party SIP endpoints) to Microsoft Teams meetings. VIMT utilizes Microsoft’s CVI to connect to Microsoft Teams meetings via Webex architecture.

### 2.2 Webex Meetings with BT Control Hub

**2.2.1** Webex Meetings with BT Control Hub is a portal which provides the following capabilities:

**(a) Analytics, Dashboard and Reporting**

- (i) Get Webex Meetings with BT data
- (ii) Generate Meetings details report
- (iii) Generate adoption trends and usage report

**(b) Integration management**

- (i) Hybrid calendar
- (ii) Active directory

**(c) Device management**

- (i) Register, configure and manage device
- (ii) Add and delete device

**(d) Meetings Administration**

- (i) Create and set up Users
- (ii) Assign and modify User features

## 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** The port on Webex Meetings with BT edge router/session border controller. The Service does not include connectivity between the Webex Meetings with BT edge router/session border controller and the Customer’s Sites, which would be the internet.

**3.2** Paragraphs **Error! Reference source not found.** constitutes the “**Service Management Boundary.**”

**3.3** BT will have no responsibility for the Service outside the Service Management Boundary.

**3.4** BT is not responsible in any way for any service, (or any part of such service), provided by other telecommunications service providers or using networks other than the BT network.

**3.5** As the Service is internet based and reliant on the Customer internal network, BT will not be responsible for the quality of the voice and video made over the Service.

**3.6** 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 suitable internet access as defined by BT to each Site, with sufficient bandwidth to provide the Service effectively for the volume of Users at that Site;
  - 4.1.2 a LAN access at a Site between the internet access point and the Service termination equipment configured to prioritise or expedite the passage of real-time binary speech encodings where these are being transported with less time critical data traffic; and
  - 4.1.3 either an IP Handset or the Webex App to use the Service together with internet access. IP Handsets are not included as part of the Service, however IP Handsets can be ordered separately from BT.

#### 5. COMMISSIONING OF THE SERVICE

- 5.1 Before the Operational Service Date, BT will:
- 5.1.1 deliver and configure the Service;
  - 5.1.2 conduct a series of standard tests on the Service to ensure that it is configured correctly; and
  - 5.1.3 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.

#### 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.

### Section B Supplier Terms

#### 7. EULA

- 7.1 The applicable EULA will be: <http://www.cisco.com/go/eula>.

### Section C Service Management



## 8. SERVICE SUPPORT

8.1 If the Customer reports an Incident with the Service BT will respond to an incident in accordance with the table as set out below by:

8.1.1 providing advice by telephone, including advice, where appropriate, as to tests and checks to be carried out by the Customer;

8.1.2 where possible, carrying out diagnostic checks from BT premises; and

8.1.3 where it is considered necessary and as soon as reasonably practicable visiting the affected Site if Paragraph 8.1.1 and 8.1.2 above do not diagnose or clear the Incident.

Priority	Description	Target Response	Target Fix	Updates
<b>Priority one</b>	<ul style="list-style-type: none"> <li>The Service is unusable or functionality severely impaired to the extent the Service is unusable, and workaround is not available</li> <li>Significant loss or degradation of Service</li> <li>Critical business impact</li> <li>Typically affects all Users</li> </ul> e.g., can apply where the entire Service is unavailable to all customers or Service is unavailable for a single Customer's userbase	1 hour	4 hours	Every hour
<b>Priority two</b>	<ul style="list-style-type: none"> <li>Service functionality is impaired however there is a workaround available, and the Service is still available</li> <li>Moderate loss or degradation of Services</li> <li>Moderate business impact</li> <li>Work is impaired, but can reasonably continue</li> <li>Typically affects a large group of Users or degrades everyone's Service</li> </ul> e.g., can apply where the specific non-core functionality is unavailable to all Customers globally or (ii) to a single group of Customers within a specific region, or where the Service at a small Customer Site is down	1 hour	12 hours	Every 4 hours
<b>Priority three</b>	<ul style="list-style-type: none"> <li>Minimum business impact</li> <li>Does not prevent the operation of a Service</li> <li>Typically affects fewer than ten people</li> </ul> e.g., loss of one area of Service, such as access to voicemail, to a small number of Users but core business functions can be carried out as normal	4 hours	24 hours	N/A
<b>Priority four</b>	<ul style="list-style-type: none"> <li>general Service query or request for information etc, where there is no Incident/fault being experienced</li> </ul> e.g., request to add or delete Users, requests to make configuration change to User/Site	4 hours	3 Business Days	N/A