



Operator Connect for Microsoft Teams UK Service Schedule

Section A Service Terms

1. SERVICE SUMMARY

- 1.1. BT's Operator Connect for Microsoft Teams UK Service is a fully managed service whereby BT provides support for your Microsoft Operator Connect functionality as set out in any applicable Order, comprising:
- 1.1.1. the standard components of the Service set out in Paragraph 2; and
 - 1.1.2. any optional components set out in any applicable Order,
- up to the point of the Service Management Boundary ("**Service**").
- 1.2. This Schedule will not apply for the provision of any other services provided by BT (including the Enabling Services) as such services will be governed by their separate terms and conditions.
- 1.3. This Service excludes support for your Microsoft Teams service and Microsoft calling plans.

2. STANDARD COMPONENTS OF THE SERVICE

BT will provide you with the following Services in accordance with the details as set out in the Order:

- 2.1. **Management Service:** BT will manage your telephony with voice gateways and BT Calling Plans.

- 2.1.1. 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 UK (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

- 2.2. **User Adoption Services:** BT will provide you with a webpage that sets out:

- 2.2.1. information from a BT specialist on things you may need to communicate to Users;
- 2.2.2. a video message from a user adoption specialist on how to achieve a successful launch;
- 2.2.3. a launch kit for downloading including posters, digital signage, launch emails, social posts and useful links;
- 2.2.4. a process for booking a training session for the Users; and
- 2.2.5. a process for contacting the user adoption team.

- 2.3. **Voice Quality of Experience:**

- 2.3.1.** Quality of experience is BT's end-to-end support of Microsoft Teams. The quality of experience service will provide you 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)	✓	✓	✓	✓

- 2.3.2.** The BT Service Desk will investigate and, where possible, diagnose the cause of call quality issues and provide supporting evidence. BT can join a call with you to explain the supporting evidence.

- 2.3.3.** Where matters lie outside the direct control of BT, then you 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 your Site, BT will provide the available substantiating evidence to you to assist with solving the issue with your local IT team or local network provider.

2.4. Call Quality Dashboard ("CQD"):

- 2.4.1.** The Call Quality Dashboard for Microsoft Teams, available to your authorised administrators, will enable you to gain insights into the quality of calls made using Microsoft Teams. The CQD is provided, charged for and supported directly by Microsoft.

2.5. Call Analytics:

- 2.5.1.** Call analytics will support your 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 your Office365 account. Call Analytics is provided, charged for and supported directly by Microsoft.

3. SERVICE MANAGEMENT BOUNDARY

- 3.1.** BT's responsibility to provide and manage the Service is physically and logically limited to 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 your responsibility 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 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 your 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;
- 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 your 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 licences 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 licences, and if appropriate, what additional licences 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 your responsibility to obtain these licences directly from 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 E5
Audio conferencing: Schedule or host a dial-in meeting. Users do not need licences.	Audioconferencing Add-on Licence 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.** You will have a Microsoft Teams tenant and associated licences in place that are necessary for the Service to function (each an “**Enabling Service**”).

5. GENERAL CUSTOMER OBLIGATIONS

- 5.1.** You will:
- 5.1.1.** without undue delay provide BT with any information or assistance reasonably required by BT to enable it to comply with Applicable Law and perform its obligations hereunder with respect to the Service. If you provide incomplete or incorrect information or if the information provided by you changes, BT may review the Charges for any applicable Service;
 - 5.1.2.** use the Incident reporting procedures notified to you by BT, and ensure that your operational contact is available for all subsequent Incident management communications;
 - 5.1.3.** procure services that are needed to permit the Service to operate, including Enabling Services, and ensure they meet the minimum technical requirements specified by BT;
 - 5.1.4.** comply with any instructions that BT believes are necessary for reasons of health, safety or the quality of any Service provided by BT to you giving as much notice as possible;

- 5.1.5. where you have provided your own or a third party Enabling Service, ensure and confirm to BT that the Enabling Service is working correctly before reporting Incidents to BT;
- 5.1.6. inform BT of any Planned Maintenance on any third party provided Enabling Service;
- 5.1.7. provide service assurance support to BT, where reasonably requested, to progress the resolution of Incidents for any BT Equipment installed on an Enabling Service that is not being provided by BT;
- 5.1.8. in jurisdictions where an employer is legally required to make a disclosure to its Users and employees in relation to the Service:
 - (a) inform Users (individually or via local workers councils depending on Applicable Law) that as part of the Service being delivered by BT, BT may monitor and report the use of any targeted applications; and
 - (b) ensure that Users have consented or are deemed to have consented to such monitoring and reporting (where such consent is legally required);
- 5.1.9. be responsible for your Content and that of your Users (including any Content hosted by you or any User on behalf of third parties or when using Microsoft Teams);
- 5.1.10. ensure, at your own expense that your personal computers, mobile devices, handsets, headsets, webcams or accessories which may be required to access the Service are of sufficient technical specification to meet the requirements for the client applications as specified by Microsoft on its website;
- 5.1.11. ensure that Users have the appropriate client(s) installed on their desktop/mobile device(s);
- 5.1.12. provide all information reasonably required by BT to provide the Service including any agreed integration with your own applications. You are responsible for providing and maintaining any such application(s) and for providing access as required by BT for the entire duration of the Service;
- 5.1.13. ensure regulatory compliance of any network and/or voice services that are used in combination with the Service;
- 5.1.14. be responsible for, at your own expense, obtaining and correctly maintaining, all licences for Microsoft Teams;
- 5.1.15. be responsible for User administration of your active directory and Microsoft Office 365 tenant and providing helpdesk support for your Users;
- 5.1.16. provide BT with the relevant access rights to Microsoft Teams within Microsoft Office 365 relevant to the Service that is being provided by BT as outlined in the Customer Handbook;
- 5.1.17. be responsible for the provision, licensing, deployment, administration, management and maintenance of User devices and all call costs;
- 5.1.18. provide all level 1 support service desk functions including all direct interaction with its Users;
- 5.1.19. provide a Customer service desk that will:
 - (a) be available at times appropriate to your reasonable business demands;
 - (b) be familiar with your solution;
 - (c) be the first point of contact for all Users;
 - (d) provide answers to structured questions within the raised Incident ticket; and
 - (e) be responsible for dealing with day-to-day management queries.

6. CUSTOMER EQUIPMENT

- 6.1. You will:
 - 6.1.1. monitor and maintain any Customer Equipment connected to the Service or used in connection with a Service;
 - 6.1.2. for any Customer Equipment used in the Services, be responsible for obtaining (if required) local import and User licences and the written authority from all respective authorities, particularly for countries where the use and import of encryption Software and devices may be restricted by Applicable Law, or the export and re-export of the encryption Software or devices may be subject to the United States of America export control law, and not act to

misuse the Services as provided by BT to contravene or circumvent these laws. BT may treat any contravention of these laws as a material breach and:

- (a) suspend any applicable Service, and BT may refuse to restore these Services until BT receives an acceptable assurance from you that there will be no further contravention; or
- (b) terminate any applicable Services upon Notice for material breach;
- 6.1.3.** ensure that any Customer Equipment that is connected to the Service or that you use, directly or indirectly, in relation to the Service is:
 - (a) adequately protected against viruses and other breaches of security;
 - (b) technically compatible with the Service and will not harm or damage BT Equipment, the BT Network, or any of BT's suppliers' or subcontractors' network or equipment;
 - (c) approved and used in accordance with relevant instructions, standards and Applicable Law and any safety and security procedures applicable to the use of that Customer Equipment; and
 - (d) in conformance with the interface specifications and routing protocols as may be specified by BT;
- 6.1.4.** immediately disconnect any Customer Equipment, or advise BT to do so at your expense, where the Customer Equipment:
 - (a) does not meet any relevant instructions, standards or Applicable Law; or
 - (b) contains or creates material that is in breach of the Acceptable Use Policy and you are contacted by BT about such material, and redress the issues with the Customer Equipment prior to reconnection to the Service.
- 6.1.5.** provide BT, or third parties acting on BT's behalf, with access to any Site(s) during Business Hours, or as otherwise agreed in an Order, to enable BT or its third parties, to set up, deliver, manage, maintain and restore the Service.

7. USE OF THE SERVICE

- 7.1.** You will not, and will ensure that your Users do not, use the Service in breach of Applicable Law or in any way that is considered to be:
 - 7.1.1.** detrimental to any person or in a manner which violates or otherwise encroaches on the rights of others (including rights of privacy and free expression); and
 - 7.1.2.** detrimental to the provision of services to you or any other BT customer.
- 7.2.** You will not use the Service to intentionally take, or attempt to take, any action that could:
 - 7.2.1.** transfer files that are, contain or are made up of viruses, worms, Trojans, distributed denial of service, any back door or time-bomb or other harmful programmes or software designed to violate the security of BT, any other person or company; or
 - 7.2.2.** prevent, block or obstruct access to any programme installed on, or data saved in, any computer or damage or harm the operation of any of these programmes or the reliability or accuracy of any of this data.
- 7.3.** Unless agreed in writing with BT:
 - 7.3.1.** you will only use the Services for the commercial and business purposes for which they have been designed; and
 - 7.3.2.** you will not modify, amend, change, reconfigure or otherwise repurpose all or any part of the Services for uses other than those pursuant to Paragraph 7.3.1 above.

8. USE OF MATERIALS

- 8.1.** You will not create, download, receive, store, send, publish, transmit, upload or otherwise distribute any material, including information, pictures, music, video or data, that is considered to be:
 - 8.1.1.** harmful, immoral, improper, indecent, defamatory, offensive, abusive, discriminatory, threatening, harassing or menacing;
 - 8.1.2.** promoting or encouraging of illegal, socially unacceptable or irresponsible behaviour, or that may be otherwise harmful to any person or animal;

- 8.1.3. in breach of the intellectual property rights of BT or any other company or person, for example by using, distributing or copying protected or 'pirated' material without the express permission of the owner;
 - 8.1.4. in breach of the privacy or data protection rights of BT or any other person or company; or
 - 8.1.5. in contravention of any licence, code of practice, instructions or guidelines issued by a regulatory authority.
- 8.2. You will ensure that all material that is derived from the machines or networks that you use in connection with the Service is not in breach of this Contract.

9. SYSTEMS AND SECURITY

- 9.1. You will not:
- 9.1.1. take any action that could:
 - (a) overtake, compromise, hack into or otherwise adversely affect any computer system, network or the internet access of the BT Network or network of any other person or company; or
 - (b) adversely affect or tamper with BT's security, the BT Network or any system or security network that belongs to any other person or company.
 - 9.1.2. access any computer system or network belonging to any person or company for any purpose without permission, including to probe, scan or test the security of a computer system or network or to monitor data traffic;
 - 9.1.3. connect the BT Network to machines, equipment or services that do not have adequate security protection or that are able to be used by others to carry out conduct that is not allowed by this Contract; or
 - 9.1.4. collect, take or harvest any information or data from any BT services, BT's system or network or attempt to undermine any of BT's servers or systems that run BT services.

Section B Compliance and Regulation

10. ACCESS TO EMERGENCY SERVICES

- 10.1. BT will provide the ability for Users to call the emergency services by dialling "999" or "112", therefore:
- 10.1.1. You must provide location information to enable BT to maintain a database of calling numbers and geographic locations so that the emergency services can be dispatched to the right address. You will do this by mapping the BT provided numbers in your Microsoft Teams tenant to their correct location addresses and updating this information where necessary.
- 10.2. BT will not guarantee your ability to use the voice component of the Service to make emergency calls at all times, including where:
- 10.2.1. there is a failure of mains power or Access Line;
 - 10.2.2. you are accessing the voice component of the Service from a mobile device and are not using the mobile network; or
 - 10.2.3. BT has suspended or interrupted the voice component of the Service for any reason, including Maintenance.
- 10.3. BT recommends that you consider an alternative means to support emergency calls for the reasons outlined in Paragraph 10.2.
- 10.4. Where you request the location information of a telephone number to be changed, there may be a delay in updates to caller location information held by the emergency services and until the emergency services receive any updated location information, the location information held by the emergency services will be the address before the request to change was made.



11. PCI DSS COMPLIANCE OBLIGATIONS

- 11.1. The Service is not compliant with PCI DSS and you will not use the Service for the processing, storage or transmission of any Cardholder Data or any data that is subject to PCI DSS.
- 11.2. You will indemnify BT for any Claims, losses, costs or liabilities that it incurs as a result of you storing, processing or transmitting data that is subject to PCI DSS.

12. EXPORT OF CONTENT USING CLOUD SERVICES

- 12.1. The Service comprises of a cloud service that utilises software and technology that may be subject to export control laws of various countries. You are solely responsible for any compliance related to the way you use the Service and the location the Service is used, including access by Users to the Service and for your Content transferred or processed using the Service, including any publication of such Content.
- 12.2. You will indemnify BT against all Claims, losses, costs or liabilities brought against BT as a result of, or arising out of or in connection with, your non-compliance with any laws (including sanctions and export control laws) of any country you use, access or transfer Content to.

Section C Charges, Minimum Term and Termination

13. CHARGES

- 13.1. You will pay the Charges for the Service and any optional features (including upgrades and re-configuration) as specified in the Contract.
- 13.2. In addition to the Charges set out in the Order, you may be liable for the following additional Charges:
 - 13.2.1. Charges for (de-)commissioning the Service outside of Business Hours;
 - 13.2.2. Charges for expediting provision of the Service at your request after BT has informed you of the delivery date;
 - 13.2.3. Charges for investigating your reported Incidents where BT finds no Incident or that the Incident is outside the Service Management Boundary;
 - 13.2.4. Charges for restoring Service if the Service has been suspended by BT in accordance with the terms of the Contract;
 - 13.2.5. Charges per element re-configured after the Operational Service Date must be agreed and documented in a new Order; and
 - 13.2.6. Any other Charges agreed between us in writing.

14. ANNUAL PRICE INCREASE

- 14.1. The Regular Charges are subject to an annual increase of 6% each year. The revised Regular Charges will be calculated by multiplying the then-current Regular Charges by 1.06 (rounded to the nearest whole pence and will take effect on bills dated on or after 1 April of each year. The change to the Regular Charges as a result of this annual increase will not constitute a material detriment to you and will not give you the right to terminate the Contract without paying Termination Charges.

15. CHANGES TO THE CONTRACT

- 15.1. BT may amend the Contract (including the Charges) at any time by either:
 - 15.1.1. publishing the amendment online at <https://business.bt.com/business/terms/> (or any other online address that BT advises); or
 - 15.1.2. giving Notice to you.

- 15.1.3.** If the amendments cause you material detriment, BT will give you Notice at least 30 days before the change is to take effect.
- 15.2.** If BT makes any amendment to the Contract that causes you material detriment, you will not have to pay any Charges if you give Notice to terminate the affected Service within:
- 15.2.1.** 90 days after the date of notification if BT has only published the amendment online in accordance with Paragraph 15.1.1; or
- 15.2.2.** 30 days after the date of the Notice if BT has given you Notice in accordance with Paragraph 15.1.2.

16. MINIMUM TERM AND TERMINATION

- 16.1.** At the end of the Minimum Term, unless one of us has given Notice to the other of an intention to terminate the Service in accordance with the Contract, BT will continue to provide the Service and each of us will continue to perform our obligations in accordance with the Contract.
- 16.2. Termination Charges**
- 16.2.1.** The Termination Charges apply where the Service or Contract is terminated by you under Clause 17.1 of the General Terms or by BT in accordance with the Contract for your breach.
- 16.2.2.** If you terminate the Contract or the Service for convenience in accordance with Clause 17 of the General Terms you will pay BT:
- (a) all outstanding Charges or payments due and payable under the Contract; and
 - (b) any other Charges as set out in any applicable Order.
- 16.2.3.** In addition to the Charges set out at Paragraph 16.2.2 above, if you terminate during the Minimum Term, you will pay BT 100 per cent of the Recurring Charges for any remaining months of the Minimum Term.

17. END OF SERVICE

- 17.1.** On termination of the Service, you will:
 - 17.1.1.** retrieve all your data from the Service;
 - 17.1.2.** provide BT with all assistance necessary to remotely decommission all network and applications supporting the Service at each of your Site(s); and
 - 17.1.3.** return to BT the software or intellectual property provided by BT and all copies of such.
- 17.2.** On termination of the Service BT will where permitted under applicable mandatory law, delete any Content, including stored logs or any configuration data relating to BT's management of the Service.

Section D Service Management

18. CUSTOMER HANDBOOK

- 18.1.** The Customer handbook is a document, included in the welcome email, providing you with information relevant to the Service ordered. The Customer handbook content includes:
- 18.1.1.** the high-level Service scope;
 - 18.1.2.** administrative and operational procedures for interaction between you and BT for the provision of the Services; and
 - 18.1.3.** Incident escalation procedures, contact details, and any defined Planned Maintenance schedule.
- 18.2.** The welcome email will be sent to you upon delivery of the Service to the first Site.



19. BT SERVICE DESK

19.1. The service desk provided by BT is a 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. You will provide your own first line support via your own service desk that interfaces with the BT Service Desk. To efficiently resolve reported Incidents, your service desk will pre-qualify Incidents by asking questions to your service desk personnel reporting the Incident. BT may request BT vendors to interact with Users for further course of action whenever appropriate.

19.2. Main BT Service Desk Tasks

19.2.1. The BT Service Desk will:

- (a) be the first point of contact for all of your authorised administrators;
- (b) provide second and third-line support to your service desk in English;
- (c) track, manage and troubleshoot Incidents raised by your service desk and by BT's management systems;
- (d) carry out service requests raised by you;
- (e) manage cases raised with Microsoft using standard Microsoft support (underpinned by your support subscription level);
- (f) provide second-line support to your authorised administrators; and
- (g) handle general enquiries from your authorised administrators including planned work, requests for information and service requests.

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

19.3. Service Desk Performance

19.3.1. 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.

19.4. Incident and Service Request Process

19.4.1. The Incident and service request process is as follows:

- (a) Your service desk will submit the request to 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, and a reference number will be provided and a priority level communicated to you. You 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.

20. INCIDENT MANAGEMENT

20.1. 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 you	How often BT will update you
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 Users' 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

Section E Service Levels and Service Credits

21. SERVICE LEVELS

21.1. BT will calculate the Service Levels over the Reporting Period on a per Order basis and provide you with detailed reporting on achievement.

22. SERVICE AVAILABILITY SERVICE LEVEL

22.1. Service Availability is measured on the Service components set out in Paragraph 22.9.1 across a Reporting Period. For the purposes of calculating the monthly uptime percentage for a Service, Downtime minutes commence from the point at which a relevant Incident is logged by the BT Service Desk and ends when you are notified that the Incident has been resolved.

22.2. Only BT's measurements shall be used to calculate Service Credits.

22.3. The monthly uptime percentage is calculated based on the following formula for each Service:

$$\left(\frac{\text{Available Minutes} - \text{Aggregate Incident Downtime Minutes}}{\text{Available Minutes}} \right) \times 100\%$$

22.4. Where, for the relevant Service component set out in section 22.9.1, measured and reported by BT:

Monthly uptime percentage Service Level	Service component
99.9%	Where you have elected dual voice gateways
99.7%	Where you have elected only a single voice gateway or analogue gateway.

22.5. Available minutes = (Total Minutes in the Reporting Period – Any pre-agreed interruption to the Service) x Number of Users reported as registered for the Service in the relevant Reporting Period.

22.6. Incident Downtime minutes = duration of an Incident causing Downtime x number of Users affected.

22.7. Aggregate Incident Downtime minutes = total of Incident Downtime minutes for Incidents occurring in the Reporting Period.

22.8. Service Availability shall not apply:

22.8.1. if you ask BT to test the Service although no Incident has been detected and/or reported;

22.8.2. if the Service has been modified or altered in any way by you without BT's approval;

22.8.3. during Planned Maintenance, emergency maintenance or any other pre-agreed scheduled maintenance periods;

22.8.4. for Incidents due to any network configurations not approved or performed by BT;

22.8.5. for changes or alterations made other than by BT to the Service or to BT equipment, connections, routing plan, applications or test equipment, or the mapping of applications; or

22.8.6. if an Incident is reported and BT cannot confirm that an Incident exists after performing tests.

22.9. Incidents Included in Downtime Calculation

22.9.1. If the following conditions are met (for the relevant Service), an Incident will contribute to Downtime:



Service component	Components / Functions	Condition	Likely Incident Priority Level
BT provided session border controllers (SBCs) Virtual SBCs	• MS Data Center • Azure Hosting Cloud • SBC virtual machine • Connection to public internet (not dedicated) ◦ Connection to BT Network ◦ Connections to Teams clients • Azure Private Network Connection to Customer's Microsoft 365 tenant	Users at two or more Sites with independently provided internet service (that BT has confirmed is functioning properly) are unable to access these functions due to outage of BT provided or managed SBC.	Priority 1 Incident

22.9.2. Monthly uptime percentage performance by Service and fault type is measured by BT and this data is provided in reports to you per Reporting Period.

22.10. Incidents Excluded from Downtime Calculation

22.10.1. Where the root cause of an Incident is traced to one of the following Service components, the Incident will not be included in the calculation of Downtime:

Service component	Components / Functions	Condition	Likely Incident Priority Level
Teams User licence and Microsoft-hosted Teams tenant	• Customer supplied Microsoft User licence • Microsoft hosted Teams application tenant located in redundant Azure Data Centers	Teams functionality that should accompany User licence is not available	No associated priority level; BT will assist in raising an incident ticket with Microsoft, but BT is not responsible for Microsoft-provided or hosted components
Local Carriers	• Porting of direct inward dialing from other carriers • Rental of direct inward dialing • Billing of usage-based Charges • Incident management of BT-escalated local Incidents	Outage/unavailability of access circuit or other telephony functionality not directly provided as part of the Service (i.e. repair responsibility resides with a third-party local access carrier).	Priority 2 Incident

23. SERVICE CREDITS

23.1. In the event of a Service Availability failure on a Service component set out in section 22.9.1, the Customer is entitled to claim the following Service Credits:

Monthly uptime percentage for relevant Service	Service Credit due
Calculated as a percentage of the Regular Charges for the Service (i.e. the then-current aggregate per-User-per-month Charges)	
< 99.9% (dual voice gateways)	5%
< 99.0%	7%
< 97.0%	10%

23.2. Payment of Service Credits:

- 23.2.1.** To qualify for Service Credits, and before any Service Credits can be applied, you must make a claim, providing details of the reason for the claim, within 25 days of the end of the month in which the Service Level was not achieved or where a longer time period is required by mandatory local law then the shortest period that can be applied. Service Credits will normally be made by deduction from your invoice within two billing cycles of a claim being received.

24. SERVICE CREDIT EXCLUSIONS

- 24.1.** In addition to the exclusions as set out in Paragraph 22, Service Levels will not apply where the unavailability of the Services is due to:
- 24.1.1.** the acts or omissions of you or any third party (excluding BT's suppliers) which lead to BT not being able to provide all or part of the Services;
 - 24.1.2.** any cause beyond BT's reasonable control as set out in the General Terms or this Schedule;
 - 24.1.3.** a fault on your network (however supplied or managed) or your equipment configuration;
 - 24.1.4.** if you do not provide access, delay providing access or deny permission for BT or its agents to repair the Service;
 - 24.1.5.** to any Qualifying Incident not reported in accordance with BT's Incident reporting procedures;
 - 24.1.6.** a fault on any third-party software not provided by BT such as the licences used for Microsoft Teams and application, operating system, the application software or your web application;
 - 24.1.7.** BT awaiting information from you or awaiting your confirmation that the Service has been restored;
 - 24.1.8.** Planned Maintenance and any emergency maintenance;
 - 24.1.9.** faults or omissions of other internet or network service providers not related to any BT-provided Service;
 - 24.1.10.** faults or omissions in equipment, wiring, cabling, software or other services which are not maintained by BT or which are not provided by BT under this Schedule;
 - 24.1.11.** any faults caused by your management of the Services;
 - 24.1.12.** any breach by you of your obligations under the Contract; or
 - 24.1.13.** any faults found to be caused by a virus introduced negligently or otherwise by you onto your equipment due to any or all of the following: (i) any of your employees failing to abide by BT's or your virus protection policy; (ii) you omitting to implement a virus protection policy.
- 24.2.** Failure to meet the Service Levels is not a material breach of the terms of the Contract. The Service Credits are your sole and exclusive remedy and BT's only obligation and liability for failure to achieve any Service Levels. You acknowledge that the amounts payable by BT are fair and reasonable and, so far as it is aware, represent a genuine pre-estimate of any resulting loss or expense to you.

Section F Data Protection

25. DATA PROTECTION

- 25.1.** The Operator Connect for Microsoft Teams UK Data Processing Annex applies to this Service as set out at <https://business.bt.com/terms-and-conditions/gdpr> or attached to this Schedule and supplements the data provisions in the Contract.

Section G Defined Terms and Abbreviations

In addition to the defined terms in the General Terms, for the purposes of this Schedule capitalised terms will have the below meanings ascribed to them within the body of the Schedule or below (and in the case of conflict between these defined terms and the defined terms in the General Terms, these defined terms will take precedence for the purposes of this Schedule). BT has repeated some definitions in this Schedule that



are already defined in the General Terms. This is to make it easier for you to find the definitions when reading this Schedule.

“Acceptable Use Policy” has the meaning given to it in the General Terms.

“Access Line” means a Circuit connecting the Site(s) to the BT Network.

“BT Calling Plan(s)” means BT’s direct routing service, allowing you to make and receive telephone calls with session border controller infrastructure hosted in the cloud.

“BT Network” means the communications network owned or leased by BT and used to provide the Service.

“Business Hours” means between the hours of 0800 and 1700 in a Business Day at the locality of the specific Site.

“Cardholder Data” means the unique payment card number (typically for credit or debit cards) that identifies the issuer and the particular cardholder account.

“Charges” means the fees and charges that are payable in relation to the Service, as set out in the Contract, or calculated in accordance with the terms set out in this Schedule.

“Circuit” means any line, conductor, or other conduit between two (2) terminals by which information is transmitted, and that is provided as part of the Service.

“Content” means applications, data, information (including emails), video, graphics, sound, music, photographs, software or any other material.

“Customer Equipment” means any equipment including and any software, other than BT Equipment, used by you in connection with the Service.

“Downtime” is the period during which a qualifying priority 1 Incident(s) exists.

“Enabling Service” has the meaning given to it in Paragraph 4.1.

“General Terms” means the general terms specified in your Order.

“Incident” means any unplanned interruption to, or a reduction in the quality of, the Service or particular element of the Service.

“Microsoft Office 365” is a line of subscription services offered by Microsoft, as part of the Microsoft Office product line. Microsoft offers plans that allow use of the Microsoft Office software suite over the life of the subscription, as well as cloud-based software as a service products for business environments.

“Microsoft Office 365 Tenant” describes the group of applications hosted by Microsoft dedicated and configured for a single customer that normally resides in a single datacentre.

“Microsoft Teams” is a unified communications platform that combines persistent workplace chat, video meetings, file storage, and application integration. The service integrates with the company’s Microsoft Office 365 subscription office productivity suite.

“Minimum Term” means the term contracted for this Service as set out in the Order.

“Operational Service Date” means the date upon which the Service is made operationally available to you at a Site.

“Operator Connect” is a Microsoft capability offered from within the Microsoft Teams admin centre that allows operator-managed services to provide voice calling for Teams users.

“Order” means any order or part of an Order you give to BT that is accepted by BT for the Service.

“PCI DSS” means the Payment Card Industry Data Security Standards, a set of policies and procedures, issued by the PCI Security Standards Council LLC (as may be adopted by local regulators) and intended to optimise the security of credit and debit card transactions and protect cardholders against misuse of their personal information.

“Planned Maintenance” means scheduled maintenance that is planned in advance.

“Qualifying Incident” means any Incident affecting the Service within the Service Management Boundary, with the exception of Incidents caused by:

- modifications or alterations to the Service made by you, or by BT in accordance with your instructions;
- Planned Maintenance;
- network configurations that BT did not approve;
- incidents that have been reported but BT cannot confirm that an incident exists after performing tests; or
- your requests to BT to test the Service at a time when no incident has been detected or reported.

“Regular Charges” means the Charges for the Service or applicable part of the Service that are invoiced repeatedly in every payment period (e.g. monthly), as set out in the Contract.

“Reporting Period” means monthly.

“Schedule” means this Operator Connect for Microsoft Teams UK Service Schedule.

“Service Credits” are any agreed remedy for BT’s failure to meet a Service Level as more fully described in this Schedule.

“Service Levels” are any agreed minimum level of service to be achieved by BT as set out in Section E.

“Service Desk” means the helpdesk that you can contact to submit service requests, report Incidents and ask questions about the Operator Connect for Microsoft Teams UK Service.

“Service Management Boundary” shall have the meaning given to it in Paragraph 3.1.

“Teams” is a collection of people, content, and tools surrounding different projects and outcomes within an organisation. Teams can be created to be private to only invited Users. Teams can also be created to be public and open and anyone within the organisation can join (up to 2500 members).

“Termination Charges” means any charges payable by you to BT on termination of the Service or the Contract in whole or in part during the Minimum Term.

“User” has the meaning given to it in the General Terms.