

## Anywhere365 Contact Centre Service Schedule Part A – Service Terms

### Section A Service Terms

#### 1. SERVICE SUMMARY

- 1.1** BT's Anywhere365 Contact Centre service is an IP-based contact centre application hosted in the cloud and provides customers with an aligned Microsoft Teams strategy by bringing together unified communications and contact centre to create a unified customer experience. BT will provide, manage and monitor Anywhere365 Contact Centre as set out in any applicable Order, comprising:
- 1.1.1** the standard components of the Service set out in Part B; and
  - 1.1.2** any optional components described in Part B and set out in any applicable Order, up to the point of the Service Management Boundary ("**Service**").
- 1.2** Part A of this Schedule sets out the specific terms and conditions applicable to the Service, and Part B sets out the service description and the terms relating to how BT manages the Service.
- 1.3** 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.

#### 2. GENERAL CUSTOMER OBLIGATIONS

- 2.1** The Customer will:
- 2.1.1** provide BT with the names and contact details of the Customer contact;
  - 2.1.2** 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;
  - 2.1.3** use the Incident reporting procedures notified to the Customer by BT, and ensure that the Customer operational contact is available for all subsequent Incident management communications;
  - 2.1.4** ensure that the local area network (LAN) protocols, applications and equipment used by Customer are compatible with the Service;
  - 2.1.5** complete any preparation activities that BT may request to enable the Customer to receive the Service promptly and in accordance with any agreed timescales;
  - 2.1.6** procure services that are needed to permit the Service to operate, including Enabling Services as defined in Part B, and ensure they meet the minimum technical requirements specified by BT;
  - 2.1.7** where the Customer has provided its own or a third-party Enabling Service, ensure and confirm to BT that the Enabling Service is working correctly before reporting Incidents to BT;
  - 2.1.8** inform BT of any planned maintenance on any third party provided Enabling Service;
  - 2.1.9** 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;
  - 2.1.10** 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;

- (b) ensure that Users have consented or are deemed to have consented to such monitoring and reporting (where such consent is legally required); and
  - 2.1.11 be responsible for its Content and that of its Users (including any Content hosted by the Customer or any User on behalf of third parties).

### 3. CUSTOMER EQUIPMENT

#### 3.1 The Customer will:

- 3.1.1 provide BT with any information reasonably required, including information in relation to the Customer's existing contact centre applications, call flows and procedures, without undue delay, and the Customer will ensure that the information is accurate and complete;
- 3.1.2 monitor and maintain any Customer equipment connected to the Service or used in connection with a Service;
- 3.1.3 ensure that any Customer equipment that is connected to the Service or that the Customer uses, directly or indirectly, in relation to the Service:
  - (a) is adequately protected against viruses and other breaches of security;
  - (b) will not harm or damage BT Equipment, the BT Network, or any of BT's suppliers' or subcontractors' network or equipment; and
  - (c) is 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) is compliant with the specifications of the Supplier's technical requirements document as set out at: <https://golive.anywhere365.io/articles/cloud/anywhere365-dialogue-cloud-prerequisites.html>
- 3.1.4 immediately disconnect any Customer equipment, or advise BT to do so at the Customer's expense, where the Customer's 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 the Customer is contacted by BT about such material,and redress the issues with the Customer equipment prior to reconnection to the Service.

### 4. SUPPLIER TERMS/SOFTWARE LICENCE TERMS

- 4.1 BT will provide the Service I the Customer has entered into the End User License Agreement ("EULA") with the Supplier in the form set out at Paragraph 7 of Part B, as may be amended or supplemented from time to time by the Supplier.
- 4.2 The Customer will observe and comply with the EULA for all and any use of the applicable Software.
- 4.3 If the Customer does not comply with the EULA:
  - 4.3.1 BT may restrict or suspend the entire Service upon notice, in such event:
    - (a) The Customer will continue to pay the Charges for the Service until the end of the Minimum Term; and
    - (b) BT may charge a re-installation fee to re-start the Service.
- 4.4 The Customer will enter into the EULA for their own benefit and the rights, obligations, acknowledgements, undertakings, warranties and indemnities granted in accordance with the EULA are between the Customer and the Supplier and the Customer will deal with the Supplier with respect to any

loss or damage suffered by either the Customer or the Supplier as such loss or damage will not be enforceable against BT.

## **5. PASSWORDS, AUTHORISED USERS AND SECURITY**

- 5.1** The Customer is responsible for the proper use of any usernames, personal identification numbers and passwords or similar used in conjunction with the Service, and the Customer will take all necessary precautions to ensure that the foregoing are kept confidential, secure and not made available to unauthorised persons.
- 5.2** The Customer will distribute, manage and maintain access profiles, passwords and other systems administration information relating to the control of Users' access to the Service.
- 5.3** The Customer will promptly terminate the access of any person who is no longer an authorised User.
- 5.4** The Customer will promptly inform BT if a User's ID or password has, or is likely to, become known to an unauthorised person, or is being or may be used in an unauthorised way.
- 5.5** The Customer will change any or all passwords or other systems administration information used in connection with the Service if BT asks Customer to do so in order to help safeguard ensure the security or integrity of the Service.
- 5.6** The Customer will not allow any specific User license to be used by more than one User unless it has been reassigned in its entirety to another User.

## **6. DOMAIN NAMES**

- 6.1** The Customer warrants that they are the owner of, or are authorised by the owner of, the trademark or name that the Customer wishes to use as Customer's Domain Name.
- 6.2** The Customer will pay all fees associated with registration and maintenance of the Customer's Domain Name and will reimburse BT for any and all fees that BT pays to any applicable Regional Internet Registry, and thereafter pay such fees directly to the applicable Regional Internet Registry.
- 6.3** BT may, in BT's sole discretion, require the Customer to select a replacement Domain Name and may either refuse to provide or may suspend Service if, in BT's opinion, there are reasonable grounds for BT to believe that the Domain Name is, or is likely to be offensive, abusive, defamatory or obscene, or infringe the rights of any person in a corresponding trademark or name.
- 6.4** BT does not ensure that any requested Domain Name is available from or approved for use by the applicable Regional Internet Registry and BT has no liability for any failure in the Domain Name registration, transfer or renewal process.

## **Section B Compliance and Regulation**

### **7. EXPORT OF CONTENT USING CLOUD SERVICES**

- 7.1** The Service comprises of a cloud service that utilises software and technology that may be subject to export control laws of various countries. The Customer is solely responsible for any compliance related to the way the Customer uses the Service and the location the Service is used including access by Users to the Service and for the Customer's Content transferred or processed using the Service, including any publication of such Content.

## **Section C Charges, Subscription Term and Termination**

### **8. CHARGES**

- 8.1** The Customer will pay the Charges for the Service, and any optional features (including upgrades and re-configuration) as specified in the Contract.
- 8.2** In addition to the Charges set out in the Order, the Customer may be liable for the following additional Charges:
- 8.2.1** Service introduction Charges;
  - 8.2.2** Charges for (de-)commissioning the Service outside of Business Hours;
  - 8.2.3** Recurring Charges except Usage Charges, and for any period where the Service is provided for less than one month, the Recurring Charges will be calculated on a daily basis;
  - 8.2.4** Charges for expediting provision of the Service at Customer's request after BT has informed Customer of the delivery date;
  - 8.2.5** Charges for investigating Customer reported Incidents where BT finds no Incident or that the Incident is outside the Service Management Boundary;
  - 8.2.6** Charges for restoring Service if the Service has been suspended by BT in accordance with the terms of the Governing Agreement; and
  - 8.2.7** Charges per element re-configured after the Operational Service Date must be agreed and documented in a new Order.
- 8.3** Named Users and call volumes:
- 8.3.1** The Order will set out the number of Instances, named agents, dialogues and other licenses ("**Volume Commitment**");
  - 8.3.2** The Customer will have a cap that will limit the total number of concurrent calls as set out in the Order ("**Anywhere365 Anticipated Concurrent Dialogues Limit**"). For any concurrent calls in excess of the Anywhere365 Anticipated Concurrent Dialogue Limit, the caller will hear a busy tone and will be disconnected.
  - 8.3.3** In the event that the Customer persistently exceeds the Volume Commitment specified in the initial Order, they will be in material breach of clause 8.3.1. BT will notify the Customer of this breach and agree either a new Volume Commitment and associated charges or, in the event that this cannot be agreed, BT will terminate the Order and the Customer will be subject to the termination charges specified in the Order.
  - 8.3.4** Any other Charges agreed between the parties in writing.

## 9. SUBSCRIPTION TERM AND TERMINATION

- 9.1** The Order sets out any Subscription Term (also called "**Minimum Period of Service**") as well as any Volume Commitment applicable to the Service, invoicing terms.
- 9.2** Unless otherwise agreed to the contrary, following the expiration of the Subscription Term, the Service shall continue unless and until terminated in accordance with the terms of the General Terms.
- 9.3 Termination for Convenience**
- 9.3.1** Either Party may, at any time after the Operational Service Date and without cause, terminate the Service by giving 30 days' Notice to the other Party. Termination Charges shall be payable by the Customer where they terminate the Service or the Contract under this Paragraph.
- 9.4 Cancellation Charges**
- 9.4.1** If the Customer terminates the Contract or the Service for convenience, the Customer will pay BT:
- (a)** all outstanding Charges or payments due and payable under the Contract;
  - (b)** De-installation Charges; and
  - (c)** any other Charges as set out in any applicable Order; and any charges reasonably incurred by BT from a supplier as a result of the early termination



- 9.4.2** In addition to the Charges set out at Paragraph 11.4.1 above, if the Customer terminates during the Subscription Term or any Renewal Period, the Customer will pay BT for any parts of the Service that were terminated during the first 12 months of the Minimum Period of Service, Termination Charges equal to:
- (i) 100 per cent of the Recurring Charges for any remaining months of the first 12 months of the Minimum Period of Service;
  - (ii) 75 per cent of the Recurring Charges for the remaining months, other than the first 12 months of the Minimum Period of Service; and
  - (iii) any waived Installation Charges;
- 9.4.3** for any parts of the Service that were terminated after the first 12 months of the Minimum Period of Service or during a Renewal Period, Termination Charges equal to per cent of the Recurring Charges for any remaining months of the Minimum Period of Service,

## 10. END OF SERVICE

- 10.1** On termination of the Service, Customer will:
- 10.1.1** retrieve all Customer data from the Service;
  - 10.1.2** provide BT with all assistance necessary to remotely decommission all network and applications supporting the Service;
  - 10.1.3** return to BT the software or intellectual property provided by BT and all copies of such.
- 10.2** On termination of the Service BT will:
- 10.2.1** provide configuration information relating to the Service provided at the Site(s) in a format that BT reasonably specifies;
  - 10.2.2** decommission all network and applications supporting the Service;
  - 10.2.3** 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 Levels and Service Credits

There are no service levels with service credits provided with this Service, only service availability targets as set out in Part B.

## Section E Data Protection

The Anywhere365 Contact Centre Data Processing Annex applies to this Service as set out at European data protection regulation (GDPR) <https://gdpr-info.eu/> | attached to this Service Schedule and supplements the data provisions in the Contract.

## Section F Defined Terms and Abbreviations

For the purposes of this Schedule defined terms and abbreviations shall have the meaning ascribed to them within the body of the Schedule or below:

**"Acceptable Use Policy"** means the policy as set out at Part A, Section C.

**"Acceptance Tests"** means those objective tests conducted by the Customer that when passed confirm that the Customer has accepted the Service and that the Service is ready for use save for any minor non-conformities that will be resolved as an Incident.

**"Applicable Laws"** means the laws as set out in the Governing Agreement as may be amended from time to time.

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





**“Business Day”** means generally accepted working days at the locality of the Site, excluding any national or bank holidays.

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

**“CCaaS”** means Contact Centre as a Service and is ordered on a per agent basis.

**“Charges”** means those sums agreed between the Parties in the Order Form.

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

**“Controller”** shall have the meaning given to it in the GDPR.

**“CPaaS Contact Centre”** or **“Anywhere365 Contact Centre CPaaS”** means Communications Platform as a Service and is ordered on a per named User or per Instance basis.

**“CRM”** stands for customer relationship management, which is a system for managing all of Customer's interactions with current and potential Customer's customers.

**“Customer Personal Data”** means any Personal Data Processed as a Processor by BT in the context of providing the Services under this Governing Agreement.

**“Data Subjects”** shall have the meaning given to it in the GDPR.

**“Domain Name”** means a readable name on an internet page that is linked to a numeric IP Address.

**“DTMF”** means Dual-tone multi-frequency which is a telecommunication signaling system that uses the voice-frequency band over telephone lines. It allows Users to input information by pressing keys on a telephone keypad

**“Enabling Services”** means the services as defined in Part B – Service Description

**“End Customer”** means any individual who interacts with a Customer contact centre.

**“GDPR”** means the General Data Protection Regulation (EU) 2016/679 (“EU GDPR”) and any amendment or replacement to it, (including any corresponding or equivalent national law or regulation that implements the GDPR as applicable to the Processing).

**“Governing Agreement”** means the general terms and conditions which govern this Schedule.

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

**“Instance”** means a unique deployment within a specific region as part of the Customer's Service, designed to support the core components, dialogues, and User licenses associated with the applicable Order, and allocated to one or more UCC-services within that deployment.

**“Interactive Voice Response”** means a technology that allows telephony users to interact with a contact centre through the use of voice and Dual Tone Multiple Frequency (DTMF) tones input with a keypad and navigate to the most appropriate department.

**“Operational Service Date”** means the date upon which the Service is made operationally available to the Customer at a Site and may be called the “Service Start Date” in some Governing Agreements.

**“Order”** means means an Order that accompanies a Service Schedule for a new Service and contains the Parties agreement on Charges, rate card (where applicable) and any other relevant commercial information related to the Service referred to in the Order.

**“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.

**“PCI SSC”** means Payment Card Industry Security Standards Council.

**“Personal Data”** shall have the meaning given to it in the GDPR.

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



**“PowerBI”** means an interactive data visualization software product developed by Microsoft with a primary focus on business intelligence.

**“Priority 1”** means a Qualifying Incident which cannot be circumvented, and which also constitutes a complete loss of the Service at the Site(s).

**“Processing”** and **“Processor”** shall have the meaning given to it in the GDPR.

**“Provider Independent Resources”** or **“PIR”** means resources assigned to Users that include autonomous system numbers, provider independent IPv4 addresses, any cast assignments, provider independent IXP IPv6 addresses and all future provider independent resources.

**“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 Customer, or by BT in accordance with Customer's 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
- Customer requests BT to test the Service at a time when no incident has been detected or reported.

**“Recurring Charges”** means the Charges for the Service or applicable part of the Service that are invoiced repeatedly in every payment period (e.g. every month), as set out in any applicable Order.

**“Regional Internet Registry”** means an organisation that manages the allocation and registration of internet number resources within a particular region of the world. Internet number resources include IP Addresses and autonomous system (AS) numbers.

**“Site”** means the physical Customer location to which the Service will be provided. Such Site may be Customer or third party owned.

**“Sub-Processor”** means a BT Affiliate or BT's supplier or subcontractor that BT engages to Process Customer Personal Data for the purposes of this Governing Agreement.

**“Subscription Term”** means the term contracted for this Service as set out in the Order. In some Governing Agreements this may also be called “Minimum Period of Service”.

**“Supplier”** means Workstreampeople B.V. a company incorporated in The Netherlands having its registered office at Van Nelleweg 1, 3044 BC Rotterdam.

**“Unified Contact Centre”** or **“UCC”** means the combination of communications and collaboration technologies in a call centre environment.

**“Usage Charges”** means the Charges for the Service or applicable part of the Service that are calculated by multiplying the volume of units that you used or incurred in a period (e.g. number of agents using the Service, or the number of minutes the Service was used for) with the relevant fee as set out in any applicable Order.

**“User”** means any agents, supervisors and administrators who are permitted by the Customer to use or access a Service.



## Anywhere365 Contact Centre 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 (each a “**Service Bundle**”). The Customer can select a CCaaS Contact Centre bundle, a CPaaS Contact Centre bundle or a combination of both for each Instance:

##### 1.1 Anywhere365 Contact Centre - CCaaS:

BT will provide the Customer with a CCaaS Anywhere365 Contact Centre via a selection of one or more of the bundled CCaaS products on a per named User license:

CCAAS PRODUCT BUNDLE	DESCRIPTION	FEATURES
(a) <b>CCaaS Voice Basic Bundle</b>	This CCaaS product bundle enables the Customer to control every incoming and outgoing contact centre interaction integrated with their Microsoft Teams service.	<ul style="list-style-type: none"><li>(i) <b>Handling inbound voice:</b> includes Interactive Voice Response, management of the contact centre business hours and holidays, advanced routing strategies, DTMF and key phrase routing, presence-based routing, queued call back, voicemail, skill-based routing and quality monitoring;</li><li>(ii) <b>Handling outbound voice:</b> includes preview campaign dialler, queued and scheduled call backs;</li><li>(iii) <b>Access to WebAgent Essentials:</b> Allows Users to manage voice interactions, basic call and recording controls and for supervisors to monitor calls. Embed WebAgent as an App within Microsoft Teams client;</li><li>(iv) <b>Access to applicable administrator consoles:</b> to administer applications, Users and basic call routing strategies;</li><li>(v) <b>Recording:</b> includes voice recording (recordings are stored in the Customer's Enabling Services);</li><li>(vi) <b>Licenses:</b> This bundle includes “Anywhere365 Enterprise User” and “Anywhere365 WebAgent Essentials” for each User, one (1) “Anywhere365 Concurrent Dialogue” for every four (4) Users, one (1) “Anywhere365 Enterprise” and one (1) “Anywhere365 Additional UCC” for every twenty (20) Users.</li></ul>
(b) <b>CCaaS Voice Standard Bundle</b>	This CCaaS product bundle provides the Customer with all the features of the CCaaS Voice Basic Bundle together with the following features:	<ul style="list-style-type: none"><li>(i) <b>Access to WebAgent for Voice Communication:</b> Allows Users to retrieve End Customer contact information, case information from a Customer CRM system, access User interaction history and End Customer contact timeline;</li><li>(ii) <b>Standard CRM Connector (Read-only):</b> Allows the Customer to connect a CRM/Database to Anywhere365 standard list of supported CRM/Databases.</li><li>(iii) <b>Licenses:</b> This bundle includes the features as detailed above for the CCaaS Voice basic Bundle plus “Anywhere365 WebAgent for Voice Communications” for each User, one (1) Instance of “Standard CRM Connector (Read Only)”.</li></ul>
(c) <b>CCaaS Omnichannel</b>	This CCaaS product bundle provides the	<ul style="list-style-type: none"><li>(i) <b>Handling inbound omnichannel:</b> including email and Webchat</li></ul>



<b>Premium Bundle:</b>	Customer with all the features of the CCaaS Voice Basic Bundle and CCaaS Voice Standard Bundle together with the following features:	<p><b>(ii) Access to WebAgent for Omnichannel Communication:</b> Allows Users to take inbound webchat, email and via third parties for other text based social media and messaging applications;</p> <p><b>(iii) Licenses:</b> This bundle includes the features as detailed above for CCaaS Voice Standard Bundle plus "Anywhere365 WebAgent for Omnichannel Communication" for each User.</p>
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## 1.2 Anywhere365 Contact Centre - CPaaS:

Anywhere365 Contact Centre CPaaS offers the core Dialogue Cloud license on a per Instance basis. Anywhere365 Contact Centre enables the Customer to control every incoming and outgoing contact centre interaction from a central point. BT will provide the Customer with a CPaaS Anywhere365 Contact Centre via a selection of one or more of the bundled CPaaS products on a per named User license:

CPAAS PRODUCT BUNDLE	DESCRIPTION	FEATURES
<b>(d) CPaaS Corporate Basic</b>	This product bundle provides an Anywhere365 Dialogue Cloud Service per Platform Corporate Instance Licence, (unlimited number of core Named Users) providing contact centre capabilities.	<p><b>(i) Handling inbound voice:</b> includes Interactive Voice Response, management of the contact centre business hours and holidays, advanced routing strategies, DTMF and key phrase routing, Microsoft Graph presence routing, queued call back, voicemail, skill-based routing and post call surveys;</p> <p><b>(ii) Voice Dialogues:</b> For every four Users, one Anywhere365 Concurrent Dialogue is licenced. Additional Dialogues can be ordered as a Service Option;</p> <p><b>(iii) Access to WebAgent Essentials:</b> allows agents to take inbound and place outbound voice calls, control call recording, and supervisory features to monitor their agents. Embed WebAgent as an App in Microsoft Teams client;</p> <p><b>(iv) Access to applicable administrator consoles:</b> to administer applications, Users and basic call routing strategies;</p> <p><b>(v) Recording:</b> includes inbound voice recording.</p> <p><b>(vi) Unified Contact Centre (UCCs):</b> allows up to a maximum of eight (8) UCCs for every CPaaS Corporate Basic bundle.</p> <p><b>(vii) Licenses:</b> This bundle includes "Anywhere365 WebAgent Essentials" for each User, one (1) "Anywhere365 Concurrent Dialogue" for every four (4) Users, and one (1) Instance of "Anywhere365 Corporate".</p>
<b>(e) CPaaS Enterprise Standard</b>	This CPaaS product bundle provides the Customer with all the features of CPaaS Corporate Basic together with the following features:	<p><b>(i) Access to Anywhere365 Enterprise:</b> includes additional features, call classifications, direct and outbound call recording, enhanced routing and queuing capabilities</p> <p><b>(ii) Handling outbound voice:</b> includes preview campaign dialler, queued and scheduled call backs;</p> <p><b>(iii) Access to WebAgent for Voice Communications:</b> allows agents and supervisors to retrieve CRM contact, case information from a CRM system. Access their interaction history and customer contact timelines;</p> <p><b>(iv) Unified Contact Centre:</b> Each Instance can support multiple UCCs up to the architectural limits.</p> <p><b>(v) Licenses:</b> This bundle includes "Anywhere365 WebAgent for Voice Communications" for each User, one "Anywhere365 Concurrent Dialogue" for every four (4) Users, and one (1) Instance of "Anywhere365 Enterprise".</p>



<b>(f) CPaaS Enterprise Premium</b>	Service Bundle includes the following features in addition to those included with the 'CPaaS Corporate Basic' Service and 'CPaaS Enterprise Standard' Service Bundle:	<b>(i) Voice Dialogues:</b> For every three agents, one Voice Dialogue is licensed, voice additional dialogues can be added as a Service Option; <b>(ii) Access to Enterprise Plus:</b> includes Anywhere365 Dialogue Studio, integrate to third party bots and AI Speech services <b>(iii) Access to WebAgent for Omnichannel Communication:</b> includes Users to take inbound webchat, email and via third parties for other text based social media and messaging applications; <b>(iv) Licences:</b> "Anywhere365 Enterprise Plus", "Anywehere365 WebAgent for Omnichannel Communication for each User" and one (1) Instance of "Anywhere365 Concurrent Dialogues" for every three (3) named users.
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### 1.3 Anywhere365 Attendant Console:

Anywhere365 Attendant console provides a Service for Customers to manage both incoming and outgoing communications, facilitating the transfer of these interactions to the appropriate recipients, similar to traditional switchboard or reception functions. In the absence of a Core CCaaS or CPaaS Service bundle, BT will provide access to Anywhere365 Reception Queue Service. This Service enables telephone operators to route voice interactions to internal users within Microsoft Teams, offering the following features:

- 1.3.1** Anywhere365 Reception Queue instance: includes one (1) UCC;
- 1.3.2** Voice Dialogues: For each 'Anywhere365 Reception Queue' ten (10) Voice Dialogue is licensed, voice additional dialogues can be added as a Service Option;
- 1.3.3** Access to Attendant Console for Dialogue Cloud Client per User;
- 1.3.4** Licences: the licence included in this bundle are one (1) instance of 'Anywhere365 Reception Queue', and 'Anywhere365 Attendant Console for Dialogue Cloud'

### 1.4 Anywhere365 Contact Centre Administrative Services.

In addition to the support services as detailed in the Service Management Schedule, BT will provide the Customer with service templates for SharePoint and PowerBI to enable the Customer to perform the following:

- 1.4.1** capability to create, modify and delete agents, supervisors and skills;
- 1.4.2** create and change contact centre basic call flows and user configuration;
- 1.4.3** access contact centre dashboards;
- 1.4.4** provide PowerBI template that visualises the real-time and historical data of Services; and
- 1.4.5** create and change advanced call flows with Dialogue Studio in accordance what is set out in the applicable Order.

## 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 Additional Licences.** The following licenses are available in addition to any licences which are already contained in the product bundles set out at paragraphs 1.1-1.2 above:

Licence	Anywhere365 Contact Centre type	Restrictions on Licence
Anywhere365 Enterprise User	CCaaS	Minimum of twenty (20) named users per Instance.



## Anywhere365 Contact Centre Service Schedule

### Part B – Service Terms

		Maximum of fifty (50) UCCs and three hundred and fifty (350) concurrent dialogues per UCC Service
Anywhere365 Reception Queue Dialogue Cloud Instance	CCaaS	Per Instance Including one (1) UCC and ten (10) Concurrent Dialogues, only for use in combination with Anywhere365 Attendant Console for Dialogue Cloud Users
Anywhere365 Additional UCC	CCaaS	Per Instance Not available in combination with the Anywhere365 Reception Queue Maximum of fifty (50) UCCs per UCC Service
Anywhere365 Dialogue Studio	CCaaS and CPaaS	Per Instance
Anywhere365 Corporate	CPaaS	Maximum of eight (8) UCCs
Anywhere365 Enterprise	CPaaS	Maximum of fifty (50) UCCs per UCC Service and three hundred and fifty (350) concurrent dialogues per UCC Service
Anywhere365 Enterprise Plus	CPaaS	Maximum of fifty (50) UCCs per UCC Service and three hundred and fifty (350) concurrent dialogues per UCC Service
Anywhere365 Test / Acceptance Instance for Enterprise	CCaaS and CPaaS	Per Instance
Anywhere365 Test / Acceptance Instance for Enterprise Plus per Instance	CCaaS and CPaaS	Per Instance
Anywhere365 Concurrent Dialogue	CCaaS and CPaaS	Per Dialogue For each <b>additional</b> UCC Service within each Instance, a minimum of 25 dialogues must be assigned to the UCC Service.
Anywhere365 WebAgent Essential	CCaaS and CPaaS	Per named User
Anywhere365 WebAgent for Voice Communication	CCaaS and CPaaS	Per named User
Anywhere365 WebAgent for Omnichannel Communication	CCaaS and CPaaS	Per named User
Anywhere365 WebAgent add-on: CRM Embedded	CCaaS and CPaaS	Per named User Requires Anywhere365 WebAgent for Voice Communication or Anywhere365 WebAgent for Omnichannel Communication
Anywhere365 Hybrid PSTN Agents	CPaaS	Per block of 100 named users available with Anywhere365 Enterprise or Anywhere365 Enterprise Plus or CPaaS Enterprise Standard or CPaaS Enterprise Premium
Anywhere365 Attendant Console for Dialogue Cloud	CCaaS	Per named User Must purchase Anywhere365 Reception Queue Dialogue Cloud Instance



Anywhere365 Attendant Console for Dialogue Cloud	CPaaS	Per named User Requires a dedicated UCC within the Instance order.
Anywhere365 Standard CRM Connector (Read Only)	CCaaS and CPaaS	Per Instance One Standard CRM Service per UCC Service
Anywhere365 Non-Standard CRM Connector (Read-Only)	CCaaS and CPaaS	Per Instance Dialogue Studio restricted usage to CRM/Database Integrations.
Anywhere365 Third Party Workforce Management Connector	CCaaS and CPaaS	Per Instance Restricted to standard third party WFM connectors
Anywhere365 Non-Standard Third-Party Workforce Management Connector	CCaaS and CPaaS	Per Instance Dialogue Studio restricted usage to WFM Integrations.

### 3. SERVICE MANAGEMENT BOUNDARY

- 3.1** BT's responsibility to provide and manage the Service is physically and logically limited up to the demarcation points where the voice and data services (including any equipment managed or controlled by the Customer) interconnects with:
- 3.1.1** In respect of voice connectivity, the media gateway(s) used by the Service; and
  - 3.1.2** In respect of data connectivity, the Anywhere365 firewall used to protect the Anywhere365 platform against unauthorized access.
- 3.2** Paragraph 3.1 together 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 Service is not suitable for any confidential message exchange.
- 3.6** Incidents which result from additional features and configurations of the Service which have been carried out directly by the Customer, or any third-party suppliers of the Customer, are outside of BT's responsibility and will not be supported by BT.
- 3.7** Where an Incident has arisen as a result of the Customer implementing a change on the portal and the Customer needs BT to provide assistance to resolve it, BT will use reasonable effort to resolve such Incident and reserves the right to apply additional charges for any corrective action and the resolution of the Incident.

### 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 Microsoft365 and Microsoft Azure subscription that is configured to allow BT to integrate with the Service as outlined in the product handbook provided by BT;
  - 4.1.2** A service supplied by BT that enable inbound telephony calls;
  - 4.1.3** A service supplied by BT that enables outbound telephony calls;
  - 4.1.4** A service supplied by BT that enables Microsoft Teams telephony e.g. One Cloud Microsoft or Voice Calling with Microsoft Teams;
  - 4.1.5** A service supplied by BT or a third party that enables data transport between the Anywhere365 contact platform and the Users; and
  - 4.1.6** A service supplied by BT or a third party that enables messaging services between Users on the Anywhere365 contact Platform and Customer end-users



5. (each an “**Enabling Service**”)

## 5. COMMISSIONING OF THE SERVICE

- 5.1 Before the Operational Service Date, BT will:

- 5.1.1 deliver and configure the Service as set out in the Order;
- 5.1.2 conduct a series of standard tests on the Service to ensure that it is configured correctly;
- 5.1.3 connect the Service to each Enabling Service;
- 5.1.4 on the date that BT has completed the activities in this paragraph 14, 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:
- 6.1.1 the date that the Customer confirms, or BT deems acceptance of the Service in writing in accordance with paragraph 6.2;
  - 6.1.2 the date of the first day following the Acceptance Test Period; or
  - 6.1.3 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: <https://www.anywhere.now/terms-conditions>

## Section C Service Management

### 8. SERVICE MANAGEMENT

- 8.1 The Service Management for this Service is set out below:

### 9. SERVICE AVAILABILITY SERVICE LEVEL TARGET

- 9.1 The Service Availability Targets for the Service elements are as follows:

Service element	Description of criteria	Monthly Target	Service Availability
Anywhere365 CCaaS	Monthly Service Uptime of Anywhere365 Dialogue Cloud Instance	99.9%	





Anywhere365 CPaaS Contact Centre	Monthly Service Uptime of Anywhere365 Dialogue Cloud Instance	99.9%
Anywhere365 Attendant Console for Dialogue Cloud	Monthly Service Uptime of Anywhere365 Dialogue Cloud Instance	99.9%

- 9.2** Service Availability Target is measured on a monthly calendar basis and using actual Anywhere365 service availability data. Availability is calculated as a percentage based on agreed Service uptime and downtime, impacted by the duration of a legitimate P1 severity incident for each Service Element and shall be calculated in accordance with the following formula:

$$\begin{array}{rcl} & 1. & \text{Actual Month Duration} - \text{Cumulative P1 Outage Duration} \\ 2. \quad \text{Uptime \%} & = & \frac{\text{-----}}{\text{3. Actual Month Duration}} \end{array}$$

- 9.3** When BT determines that the incident is resolved, the ticket will be marked as resolved and Customer will be informed. BT will verify with Customer to make sure that Customer is reasonably satisfied that the incident is resolved before BT closes the incident ticket. If the incident is still not resolved for any objective reason, BT may carry out further diagnostics until the incident is remedied. Note that availability Service Level downtime is measured until the timepoint when the ticket is marked as resolved by BT. Where reasonably appropriate, BT will continue to measure availability Service Level downtime until resolution is confirmed. If BT is unable to reach Customer to confirm incident resolution, BT will attempt to contact Customer three times in total, at regular intervals, before automatically closing the incident ticket.

## 10. INCIDENT CREATION

- 10.1** Incidents will be identified in one of two ways, either:

**10.1.1** proactively detected by BT's monitoring systems; or

**10.1.2** reactively reported by Customer to BT (whether via the Customer's own service desk or via a third party/service partner service desk).

- 10.2** All incidents are recorded on BT's standard incident management system. Once created, a system generated message is sent to Customer providing a unique reference number and priority level.

## 11. INCIDENT RESPONSE AND KEEPING THE CUSTOMER INFORMED

- 11.1** Throughout the lifecycle of the incident, BT will provide regular updates via the BT Portal.

- 11.2** The incident clock starts when the incident is recorded in the BT incident management system. Response time is measured from the time an incident record is created until Customer has been informed that the incident has been received and is being worked on.

- 11.3** When BT is waiting for further information or input from Customer, or when the incident falls outside of the contracted hours of service, the incident clock will be suspended. It will be restarted once input has been received or when the Service is back within the contracted hours of service. During any suspension time, there will be no status updates, and any affected Service Levels are disapplied.

## 12. INCIDENT MANAGEMENT

- 12.1** After the Customer Contact has reported an Incident, BT will endeavour to resolve an Incident relating to the Anywhere365 Contact Centre Service within the target time listed in the table below:

Incident Priority	Target for responding to Customers	Mean Target Time for repair
Priority 1	1 Hour	4 Hours
Priority 2	1 Hour	1 Business Day
Priority 3	1 Hour	3 Business Days
Priority 4	1 Hour	n/a

**12.2** The target times listed in the table set out in Paragraph 12.1 are not Service Levels.

**12.3** The target times listed in the table set out in Paragraph 12.1 do not apply where an Incident originates from Supplier's underlying platform and core functionalities.

### 13. PRIORITISATION

**13.1** Priority levels are based on impact (the severity of the situation) and urgency (how important and business critical the site or Service is to Customer).

**13.2** Incident priority levels are assigned as follows:

Urgency		Impact		
		High: 70-100% Agents per UCC	Medium: 20-70% Agents per UCC	Low <20% Agents per UCC
High	Dialogues can't be established or maintained, AND there is no alternative process or workaround	P1	P2	P3
Medium	Dialogues can't be established or maintained. BUT there is an alternative process or workaround	P2	P2	P3
	Dialogues can be stabilised and maintained, but functionality doesn't work, AND there is no alternative process or workaround	P2	P3	P3
Low	Functionality does not work, BUT there is an alternative process or workaround	P3	P3	P4
	Functionality's performance is degraded or malfunctions sporadically	P3	P4	P4

**13.3** The Urgency level is determined by the malfunction that agents are experiencing.

**13.4** Dialogue is defined as the connection and interaction between the **Customer** and the **User**, independently of the channel used (Voice, email, chat, etc.). Any malfunction impacting the capacity to establish and/or maintain a dialogue, will be considered a P1 when it impacts >70% of agents on the

same UCC. We will endeavour to treat all UCC's equally however BT reserves the right to reduce priority on non-critical / internal UCC's.

- 13.5** Functionality is defined as any feature that provides additional capabilities, enhancing the customer experience. This includes, but is not limited to, call recording, supervisor tools, reports, CRM integration, etc. Any malfunction impacting a functionality will be considered a P2 when it impacts >70% of agents on the same UCC.

#### **14. DOWNGRADING OF PRIORITY LEVELS**

- 14.1** If an incident is found to have been caused by a Customer-power related issue, customer induced (i.e. caused by an issue within the Customer's own scope of responsibility), or planned maintenance work, the priority level will be downgraded. In each of these cases, Customer will be informed, with reasons, prior to downgrading the priority level to P4.

#### **15. INCIDENT INVESTIGATION AND DIAGNOSTICS**

- 15.1** BT will carry out necessary diagnostics to identify the cause of the incident and devise a plan to resolve it. BT will engage with Customer's service desk if further information is required to assist the diagnosis and resolution of the incident.

#### **16. RESTORATION AND CLOSURE**

- 16.1** BT will restore Service by addressing the root cause of the incident or providing an acceptable workaround agreed with Customer.
- 16.2** When a potential solution has been identified, BT will test it, apply it and document it in the BT incident management system.
- 16.3** Where possible, BT will resolve incidents remotely. Where this is not possible, the BT service desk will engage with resolver groups and third-party suppliers, if required, and co-ordinate the resolution of the incident. If an engineer is required to attend site, Customer will be required to provide reasonable access so that BT can remedy the incident. If the site is not accessible 24/7, the engineer will attend on-site the following business day, and the incident ticket clock will be suspended during the hours in which site access is not available.
- 16.4** When BT determines that the incident is resolved, the ticket will be marked as resolved and Customer will be informed. BT will verify with Customer to make sure that Customer is reasonably satisfied that the incident is resolved before BT closes the incident ticket. If the incident is still not resolved for any objective reason, BT may carry out further diagnostics until the incident is remedied. Note that availability Service Level downtime is measured until the timepoint when the ticket is marked as resolved by BT. Where reasonably appropriate, BT will continue to measure availability Service Level downtime until resolution is confirmed. If BT is unable to reach Customer to confirm incident resolution, BT will attempt to contact Customer three times in total, at regular intervals, before automatically closing the incident ticket.
- 16.5** BT keeps a record of all incidents, including the cause of the incident and what action has been taken to resolve.
- #### **17. HOURS OF SERVICE AND HOW TO REPORT AN INCIDENT**
- 17.1** Customer may raise incidents with BT 24 hours a day, 7 days a week via the BT Portal, the details for which are set out in the Customer Service Handbook.