



BT Managed Service Voice – MiCloud UC & MiCloud CC Annex to the Managed Service Schedule

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A note on 'you'

'You' and 'your' mean the Customer.

Words defined in the Managed Service Schedule and General Terms

Words that are capitalised but have not been defined in this Annex have the meanings given to them in the General Terms, Managed Service Schedule to the General Terms or the MiCloud UC & MiCloud CC Schedule and the General Terms.

1 Service Summary

- 1.1 BT will provide you with a management service to your MiCloud UC & MiCloud CC Service ("**Managed Service Voice – MiCloud UC and MiCloud CC**").
- 1.2 Your Managed Service Voice – MiCloud UC and MiCloud CC will consist of the following standard components:
 - 1.2.1 Packaged Deployment Services;
 - 1.2.2 Professional Services; and
 - 1.2.3 Managed Service Package 1.
- 1.3 The terms set out in this Appendix are in addition to:
 - (a) The General Terms;
 - (b) The Managed Services Schedule; and
 - (c) MiCloud UC & MiCloud CC Service Schedule.
- 1.4 For the purpose of this Annex, the MiCloud UC and MiCloud CC Service is an Associated Service, and this Annex is subject to the MiCloud UC and MiCloud CC Schedule except for the variations in this Annex.
- 1.5 For the purpose of this Annex, you must sign up for the Managed Service Package 1 under the Managed Service Schedule to the General Terms along with the MiCloud UC & MiCloud CC Service.
- 1.6 The Managed Service Package 1 is subject to the Managed Service Schedule to the General Terms except for the amendments listed in Paragraph 2 of this Annex.

2 Amendments to Managed Service Schedule

- 2.1 For the purpose of the Annex:
 - (a) Paragraphs 2.3, 2.4 and 2.5 of the Managed Service Schedule are removed in their entirety and will not apply;
 - (b) Paragraph 2.7.1 of the Managed Service Schedule is amended as follows:

"2.7.1 BT will monitor the status and performance of the vital ports for your Associated Services ("Vital Port Monitoring")."
 - (c) Paragraphs 2.9.1(b) and 2.9.1(c), 2.10.2, 2.11.3, 2.11.4, 2.11.5, 2.12 and 2.13 of the Managed Service Schedule are removed in their entirety and will not apply;
 - (d) Paragraph 2.14.8 of the Managed Service Schedule is amended as follows:

"2.14.8 If you choose the Managed Service 1 Package, BT will provide you with SSR Pay as You Go."
 - (e) Paragraph 8 of the Managed Service Schedule is removed and will not apply.

3 Invoicing

- 3.1 BT will invoice you in accordance with Invoicing Paragraph as set in the MiCloud UC & MiCloud CC Service Schedule and Managed Services Schedule.

4 BT's Obligations

4.1 Commissioning of the Associated Services

Before the Service Start Date, BT will:

- 4.1.1 configure the Associated Services;
- 4.1.2 conduct a series of standard tests on the Associated Services to ensure that they are configured correctly;
- 4.1.3 confirm to you the expected Service Start Date;
- 4.1.4 connect the MiCloud UC & MiCloud CC Service to each Enabling Service; and
- 4.1.5 on the date that BT has completed the activities in this Paragraph 4.1, confirm to you that the MiCloud UC & MiCloud CC Service is available for performance of any Acceptance Tests in accordance with Paragraph 9.2 of the MiCloud UC and MiCloud CC Schedule.

4.2 During Operation



On and from the Service Start Date, BT:

- 4.2.1 will respond and use reasonable endeavours to remedy an Incident without undue delay and in accordance with the Service Care Levels in Paragraph 5 of this Annex if BT detects or if you report an Incident with the MiCloud UC & MiCloud CC Service;
- 4.2.2 may, in the event of a security breach affecting the MiCloud UC & MiCloud CC Service, require you to change any or all of your passwords; and
- 4.2.3 may carry out Maintenance from time to time and will endeavour to inform you at least five Business Days before any Maintenance to the Managed Service or Associated Services, however you agree BT may inform you with less notice than normal where emergency Maintenance is required or where BT has not been provided by sufficient notice by a Supplier.

4.3 **The End if the Service**

On expiry or termination of the Managed Service Voice – MiCloud UC and MiCloud CC by either of us, BT:

- 4.3.1 will remove the existing configuration information relating to the Managed Service Voice – MiCloud UC and MiCloud CC provided at the Site(s);
- 4.3.2 may disconnect and remove any BT Equipment located at the Site(s); and
- 4.3.3 may delete any Content.



Part C – Service Levels

5 Service Care Levels

5.1 From the Service Start Date, BT will repair an Incident in accordance with the Service Care Level that you select and as set out in the Order, in accordance with the below table:

Service Care Level	Description
Standard Care (Voice)	BT will aim to respond to an Incident within four hours and to repair an Incident by the end of the next working day after you report the Incident to BT in accordance with Paragraph 7 of the Manged Service Schedule. BT will treat an Incident reported after 2100 on a weekday or a Saturday, or anytime on Sundays or on public or bank holidays, as if you reported the Incident at 0800 on the next weekday or Saturday after the day you actually reported the Incident to BT.
Enhanced Care (Voice)	BT will aim to respond to an Incident within four hours and repair an Incident within 24 hours of you reporting the Incident to BT (including public or bank holidays) in accordance with Paragraph 7 of the Manged Service Schedule.

5.2 The Service Care Levels will be subject to the additional terms set out in Section 14 of the BT Price List.

6 Service Levels

There are no service levels for the Managed Service Voice – MiCloud UC and MiCloud CC.



Part D – Defined Terms

7 Defined Terms

In addition to the defined terms in the General Terms, Managed Service Schedule to the General Terms and MiCloud UC & MiCloud CC Schedule to the General Terms, capitalised terms in this Annex will have the below meanings (and in the case of conflict between these defined terms and the defined terms in the General Terms, Managed Service Schedule to the General Terms or MiCloud UC & MiCloud CC Schedule to the General Terms, these defined terms will take precedence for the purposes of this Annex). BT has repeated some definitions in this Annex that are already defined in the General Terms and in the Managed Service Schedule to the General Terms. This is to make it easier for you to find the definitions when reading this Annex.

“Incident” means an unplanned interruption to, or a reduction in the quality of the Managed Service Voice – MiCloud UC and MiCloud CC or particular element of it.

“Managed Service Schedule” means the Schedule that this Annex is appended to which details the management services that can apply to the Managed Service Voice – MiCloud UC and MiCloud CC.

“Managed Service Voice – MiCloud UC and MiCloud CC” has the meaning given in Paragraph 1.1.