Voice Calling with Microsoft Teams
Schedule to the General Terms
For Customers joining and re-signing from 1st July 2024 until 23rd April 2025

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Voice Calling with Microsoft Teams Schedule

A note on 'you'

'You' and 'your' mean the Customer.

Words defined in the General Terms

Words that are capitalised but have not been defined in this Schedule have the meanings given to them in the General Terms.

Part A – The Voice Calling with Microsoft Teams Service

1 Service Summary

BT will provide you with professional and in-life managed services in respect of Microsoft Teams, as well as the ability to make and receive external calls, comprising:

1.1 the Standard Service Packages; and

1.2 any of the Service Options as set out in any applicable Order

up to the point of the Service Management Boundary as set out in Paragraph 4 (the "**Voice Calling with Microsoft Teams Service**").

2 Standard Service Packages

2.1 Subject to Paragraph 2.2, BT will provide you with one or a combination of the following standard service packages ("**Standard Service Packages**") in accordance with the table below and the details as set out in any applicable Order:

Standard Service Package		**Collaboration Only**	**Teams with Microsoft Calling Plans**	**Managed Teams as a Service**	**Direct Routing**
Components of Standard Service Packages	Customer Onboarding and Service Transition	Y	Y	Y	Y
	BT Calling Plans	N	N	Y	Y
	Microsoft Calling Plans	N	Y	N	N
	BT Service Desk	Y	Y	Y	Y
	Voice Service Requests	N	Y	Y	N
	Meeting Service Requests	Y	Y	Y	N
	Teams Dashboard and Analytics	Y	Y	Y	Y

You will only be able to order Direct Routing as a standalone Standard Service Package. Direct Routing cannot be ordered or used in combination with any other Standard Service Packages provided under this Schedule.

Components of Standard Service Packages

2.1.1 **Customer Onboarding and Service Transition**: BT will provide Professional Services in respect of onboarding and building the Voice Calling with Microsoft Teams Service to your specified and pre-agreed requirements as set out in your Order. This may include onboarding all in-scope Users, as well as configuration and go-live of all other related in-scope Voice Calling with Microsoft Teams Service Components of Standard Service Packages.

2.1.2 **BT Calling Plans:** BT will provide the ability to make external calls through BT's calling platforms on a suitable calling plan.

2.1.3 **Microsoft Calling Plans:** The Supplier will provide the ability to make external calls through the Supplier's own calling platform.

2.1.4 **BT Service Desk:** BT will provide a support desk for the Customer Contact to report Incidents 24x7x365, and BT will provide you with a Ticket as set out in Paragraph 9. The BT Service Desk uses telephone, email and an online incident management portal to raise and track Incidents and service requests.

2.1.5 **Voice Service Requests:** The Customer Contact can raise Voice Service Requests to the BT Service Desk, and following receipt of the request BT will endeavour to complete within the target times listed in the table set out below in Paragraph 2.1.5.1.

2.1.5.1 The following Voice Service Requests are included in the base Charges for the Teams with Microsoft Calling Plans and Teams as a Managed Service Standard Service Packages. The target completion times are not Service Levels:

Feature	Description	Examples of requests	Target Completion Time
DDI Number Management	Managing DDI ranges for Direct Routing involves the allocation of DDI's to new Users, recovering numbers from leavers, and reporting on DDI range capacity.	BT will: - Assign a number to a User - Recover DDIs from leavers - Report on allocated numbers (monthly) - Alert when agreed capacity limits are reached - Add new ranges when ordered by the Customer	3 Business Days
Dialplan	Dialplans consist of normalistion rules that translate numbers entered or displayed by Users into E164 that can be routed using Microsoft phone system.	Level dialplans consist of: - Create dialplan configuration - Edit existing dialplan - Delete dialplan - Emergency services (for the country) - Mobile networks - Toll free - National numbers - International numbers	5 Business Days
Modify Existing Voice Policy	These policies can control how Users can make calls over PSTN and the associated number masking Note: Customers need the appropriate licenses to use these calling plans.	• Caller ID policy - Edit existing caller ID policy. - Delete caller ID policy. • Configure trunk number masking: - create number mask - Edit number mask. - Delete number mask. • Modifying trunk headers: - Create header definition. - Edit header definition. - Delete header definition.	3 Business Days
Call queues	Call queues are used to redirect people that call in to the correct person or location. When people call in to a call queue, a greeting will be played, the person will be placed on hold, and music will be played for them. While the person is on hold, the call will be redirected to the next available call agent. Call queues require resource accounts, and will consume a virtual phone license.	Cloud call queues can provide: - A pre-recorded greeting message. - Music while people are waiting on hold. - Redirecting calls to call agents in mail-enabled distribution lists and security groups. - Setting different parameters such as queue maximum size, timeout, and call handling options. - Shared voicemail for callers to leave a message for an organization Call queues can be requested via a simple request form.	5 Business Days

Feature	Description	Examples of requests	Target Completion Time
Auto attendants	Auto attendants let people who call in navigate a menu system so they can be connected with the right department, person, or the operator in the Customer´s organization. When the Customer creates an auto attendant, the Customer may choose the greetings, set up the menus, and then choose how to redirect calls	A cloud auto attendant has the following features: - It can provide corporate or informational greetings. - It can provide custom corporate menus. You can customize these menus to have more than one level. - It provides directory search that enables people who call in to search the organization's directory for a name. - It enables someone who calls in to reach or leave a message for a person in your organization. - It supports multiple languages for prompts, text-to-speech, and speech recognition. - It supports specifying holidays and business hours. - It supports transferring call to an operator, other users, call queues, and auto attendants. - It supports shared voicemail for callers to leave a message for an organization. AutoAttendants can be requested via a simple request form.	5 Business Days
Holiday Set	Holidays are used to set specific dates and times that the Customer´s organisation will be taking time off away work and won't be available during business times. The holidays created here can then be linked to auto attendants that are created within the Customer´s organisation.	BT can: - Create a new Holiday Set - Edit an existing Holiday Set - Apply a Holiday Set to an existing AutoAttendant **Note:** Customers must give notice 5 days prior to implementation date.	3 Business Days
Call Park	Call park lets people put a call on hold and transfer it to other people within the Customer´s organization. Call park policies let the Customer control which Users are call park enabled and make other call park setting changes for them.	Some of the common scenarios for using call park are: - A receptionist parks a call for someone working in a factory. The receptionist then announces the call and the code number over the public address system. - A User parks a call on a mobile device because the device battery is running out of power. The User can then enter the code to retrieve the call from a Teams desk phone. - A support representative parks a customer call and sends an announcement on a Teams channel for an expert to retrieve the call and help the customer.	3 Business Days
Audio Conferencing	Audio conference settings and dial in options	- Add Audio conferencing - Remove Audio Conferencing - Pin request - Modify Conference – Toll number change - Modify conference – Dial in options - Modify conference – Dial out options	3 Business Days
Caller ID	Changing the status of the Caller Identification	- Block Caller ID - Allow Caller ID	3 Business Days

Feature	Description	Examples of requests	Target Completion Time
PSTN Calling COS	Changing the Class of Service for users to make calls	- Prevent International calling - Enable International calling - Prevent premium rate calling Enable premium rate calling	3 business days
Voicemail	Creating or deleting a voice mail account associated with a user	- Create a new voicemail account - Delete a voicemail account	3 business days

2.1.6 **Meeting Service Requests:** The Customer Contact can raise Meeting Service Requests to the BT Service Desk, and following receipt of request BT will endeavour to complete within the target times listed in the table set out below in Paragraph 2.1.6.1.

2.1.6.1 The following Meeting Service Requests are included in the base Charges for the Collaboration Only, Teams with Microsoft Calling Plans and Teams as a Managed Service Standard Service Packages:

Feature	Description	Examples of requests	Target Completion Time
Meeting General Options	Administrators can control media options for meetings.	• Allow or restrict Meet Now. • Allow or restrict the Outlook add-in. • Allow or restrict Channel meeting scheduling. • Allow or restrict private meetings.	3 Business Days
Meeting audio and video options	Administrators can control media options for meetings.	• Allow or restrict transcriptions. • Allow or restrict cloud recording. • Allow or restrict IP video. • Restrict media rate bandwidth.	3 Business Days
Meeting participants and guests	Administrators can put policies in place to control how anonymous people join meetings.	• Allow or restrict anonymous dial out. • Allow anonymous users to start meetings, or restrict them. • Allow or restrict the automatic admission of users. • Allow or restrict anonymous join.	3 Business Days
Live events	This feature allows large groups of people to meet. Organisers can broadcast video and meeting content to large online audiences.	• Allow scheduling. • Allow transcription. • Restrict who can join. • Decide recording settings.	3 Business Days
Teams Conferencing Users	Administrators can use this feature to change User settings. They can enable and disable Users and change conference, PIN and coexistence settings.	• Enable Users. • Disable Users. • Reset PIN. • Reset conference ID. • Assign policy. • Change co-existence mode. • Change default dial in conferencing number. • Change dial out from meetings setting.	3 Business Days

2.1.7 **Teams Dashboard and Analytics:** The Customer will have access to several analytical dashboards to provide useful metrics. Those dashboards may include Voice Quality of Experience, Call Quality Dashboard ("**CQD**") and Call Analytics.

2.2 All Service Packages are subject to BT assessing the complexity and size of your service requirements. These requirements, as well as any assumptions, dependencies and associated Charges, will be set out in your Order.

3 Service Options

BT will provide you with any of the following options ("**Service Options**") in respect of the Voice Calling with Microsoft Teams Service in accordance with the details as set out in that Order:

3.1 additional Professional Services according to your requirements; and

3.2 Non-Standard Service Requests, which may include the following:

3.2.1 Where Customer takes a Teams with Microsoft Calling Plans or Teams as a Managed Service Standard Service Package, the Customer Contact may raise a Non-Standard Service Request and BT will endeavour to complete within the target times listed in the table below. These target times are not Service Levels:

Feature	Description	Examples of requests	Target Completion Time
Direct Routing Voice Policy	Microsoft phone system has a routing mechanism that allows a call to be sent to a specific session border controller (SBC) based on: - The called number pattern - The called number pattern plus the specific User who makes the call SBCs can be designated as active and backup. When the SBC that is configured as active is not available for a specific call route, then the call will be routed to a backup SBC.	Voice policies can be created, edited and amended and applied to Users. Voice routing is made up of the following elements: - Voice routing policy – a container for PSTN usages, which can be assigned to a User or to multiple Users. - PSTN usages – a container for voice routes and PSTN usages, which can be shared in different voice routing policies. - Voice Routes – a number pattern and set of online PSTN gateways to use for calls where the calling number matches the pattern. - Online PSTN gateway - a pointer to an SBC that also stores the configuration that is applied when a call is placed through the SBC, such as forward P-Asserted-Identity (PAI) or Preferred Codecs; can be added to voice routes. Note: Customers need the appropriate licenses to use these calling plans. Note: Direct routing high level designs will be agreed during voice strategy.	Typically implemented within 5 Business Days / according to an agreed schedule Complex Change request initial planning meeting/call within 5 Business Days
Direct Routing SBC Setup	Microsoft phone system direct routing enables you to connect your on-premises telephony infrastructure to Microsoft Teams.	To enable direct routing for an SBC, BT will: - connect the SBC with Microsoft phone system and validate the connection - enable Users for direct routing, voice, and voicemail - Configure voice routing - Translate numbers to an alternate format Note: Requires remote SBC/voice gateway setup - see separate service request. Note: Direct routing high level designs will be agreed during voice strategy.	Complex Change request initial planning meeting/call within 5 Business Days
Complex Call Management	Auto attendants and call queues can be designed and implemented together to deliver complex call management, use cases including multi-level IVRs, self managed Team agent management and call escalation.	BT can help design the complex call management options on request.	Complex Change request initial planning meeting/call within 5 Business Days

3.2.2 Where Customer takes a Collaboration Only, Teams with Microsoft Calling Plans or Teams as a Managed Service Standard Service Package, the Customer Contact may raise a Non-Standard Service Request and BT will endeavour to complete within the target times listed in the table below. These target times are not Service Levels:

Feature	Description	Examples of requests	Target Completion Time
File Restore	Administrators can restore files that have been deleted. This can take up to 24 hours. Note: Files are kept in an administrative recycle bin for 60 days. They can't be restored after this point.	• Restore a file or files	3 Business Days
Channel restore	Administrators can restore Channels that have been deleted. This can take up to 24 hours. Note: Channels are kept in a recycle bin for 21 days. They can't be restored after this point.	• Restore a Channel.	5 Business Days
Federated domains	With federation, Users can find, message and call members of partner organisations.	• Add domain for federation. • Remove domain for federation.	3 Business Days
Email integration	With email integration, Users can send emails to Teams Channels. It displays the contents for Team Users to view	• Enable email integration. • Disable email integration. • Restrict email integration to specified domains.	3 Business Days
Configure guest access	Guests may be invited to use Teams. Note: This requires help from other Microsoft Office 365 admin teams.	• Enable guest access. • Disable guest access.	3 Business Days
File Sharing	Users can use third-parties for file sharing and cloud storage, through this feature. Note: This request updates the Teams settings. It does not establish subscriptions to these services.	• Enable ShareFile. • Enable Share. • Enable DropBox. • Enable GoogleDrive.	3 Business Days
Show organisation	People can see other Users in their organisation's hierarchy.	• Show organisation. • Hide organisation.	3 Business Days
Skype for Business interop	With this setting, Users can chat with Skype for Business users.	• Show Teams chats in Skype for Business for users who don't have Teams. • Hide Teams chats in Skype for Business for users who don't have Teams.	3 Business Days
Search scope	Administrators can configure how Users can search through the Teams directory.	• Use an Exchange address book policy.	3 Business Days
Change coexistence mode	This feature affects how Teams works with Skype for Business. When islands mode is activated, the apps won't affect each other. When Skype for Business Only is activated, chats and calls will flow to Skype.	• Enable islands mode. • Enable Skype for Business Only.	3 Business Days
Messaging Options	Administrators can put policies in place to control how Users meet.	• Allow or restrict editing of sent messages. • Allow or restrict deleting of sent messages. • Allow guests to use Giphy, or restrict them. • Prevent guests from using Giphy content rated Strict or Moderate. • Allow guests to use memes in conversations, or restrict them.	3 Business Days

Feature	Description	Examples of requests	Target Completion Time
Change ownership of Team	An administrator can use this feature to transfer ownership. Team owners can add and remove members, edit or delete a Team and change the Team picture.	• Add owner. • Remove owner.	3 Business Days
App publishing	The BT Service Desk can set up and support a connection between Teams and an app. Note: The Customer has to purchase or configure the apps they want to use. The BT Service Desk won't be able to operate the app themselves.	• Add or remove an app.	Complex Change Request initial planning meeting/call within 5 business days
Creating Policies	Creating new policies for the various Teams services	• Teams • Meetings • Live Events • Messaging • Setup (apps)	3 business days
Connector publishing	The BT Service Desk can set up and support a connection between Teams and web services, using a connector. Note: The Customer has to purchase or configure the Services they want to use. The BT Service Desk won't be able to operate the web service themselves.	• Add or remove a connector.	Complex Change Request initial planning meeting/call within 5 business days

4 Service Management Boundary

4.1 BT will provide and manage the Voice Calling with Microsoft Teams Service in accordance with Parts B and C of this Schedule and as set out in any applicable Order ("**Service Management Boundary**").

4.2 BT will have no responsibility for the Voice Calling with Microsoft Teams Service outside the Service Management Boundary.

4.3 BT does not make any representations, whether express or implied, about whether the Voice Calling with Microsoft Teams Service will operate in combination with any Customer Equipment or other equipment and software.

4.4 BT will have no responsibility for the availability or functionality of Microsoft Teams itself.

5 Associated Services

5.1 You will have the following services in place that will connect to the Voice Calling with Microsoft Teams Service and are necessary for the Voice Calling with Microsoft Teams Service to function and will ensure that these services meet the minimum technical requirements that BT specifies:

5.1.1 Microsoft Teams procured from either BT, the Supplier or a third party;

5.1.2 if you have a Standard Service Package that contains the ability to make external calls through the Supplier's calling platform, you must purchase appropriate calling plans from the Supplier; and

5.1.3 if you have a Service Package that contains the ability to make external calls through BT's calling platform, you will enter into a contract for a suitable calling plan through either the G-SIP Services or One Voice Service.

(each an "**Enabling Service**").

5.2 If BT provides you with any services other than the Voice Calling with Microsoft Teams Service (including, but not limited to any Enabling Service) this Schedule will not apply to those services and those services will be governed by their separate terms.

6 Specific Terms

6.1 **Changes to the Contract**

6.1.1 BT may amend the Contract (including the Charges) at any time by either:

(a) publishing the amendment online at www.bt.com/pricing or www.bt.com/terms (or any other online address that BT advises you of); or

(b) by giving Notice to you.

6.1.2 If the amendments cause you material detriment, BT will give you Notice at least 30 days before the change is to take effect and, in the case of any other amendments, at least one day before the change is to take effect.

6.1.3 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 in accordance with Clause 17 of the General Terms within:

(a) 90 days after the date of notification if BT has only published the amendment online in accordance with Paragraph 6.1.1(a); or

(b) 30 days after the date of the Notice if BT has given you Notice in accordance with Paragraph 6.1.1(b).

6.2 **Annual Price Increase**

6.2.1 The Recurring Charges are subject to an annual increase of 6% each year. The revised Recurring Charges will be calculated by multiplying the then-current Recurring 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 Recurring Charges as a result of this annual increase will not constitute a material detriment to the Customer and will not give the Customer the right to terminate the Contract without paying Termination Charges.

6.3 **Minimum Period of Service and Renewal Periods**

6.3.1 BT will provide you with the Voice Calling with Microsoft Teams Service for the Minimum Period of Service.

6.3.2 Unless one of us has given 60 days written Notice to the other of an intention to terminate the Voice Calling with Microsoft Teams Service before the expiry of the Minimum Period of Service, BT will continue to provide the Voice Calling with Microsoft Teams Service on a rolling 60 day basis and each of us will continue to perform our obligations in accordance with the Contract ("**Renewal Period**").

6.3.3 During the Renewal Period, you may terminate the Voice Calling with Microsoft Teams Service on 60 days written Notice.

6.3.4 If either of us gives Notice to the other of an intention to terminate the Voice Calling with Microsoft Teams Service, BT will cease delivering the Voice Calling with Microsoft Teams Service at the time of 23:59 on the last day of the Minimum Period of Service or subsequent Renewal Period.

6.4 **Termination for Convenience**

6.4.1 For the purposes of Clause 17 of the General Terms, either of us may, at any time after the Service Start Date and without cause, terminate the Voice Calling with Microsoft Teams Service by giving 60 days' Notice to the other.

6.4.2 If you terminate the Voice Calling with Microsoft Teams Service in accordance with Paragraph 6.4.1 during the Minimum Period of Service, you will be required to pay Termination Charges in accordance with Paragraph 6.10.

6.5 **Customer Committed Date**

6.5.1 If you request a change to the Voice Calling with Microsoft Teams Service or any part of the Voice Calling with Microsoft Teams Service, then BT may revise the Customer Committed Date to accommodate that change.

6.5.2 BT may expedite delivery of the Voice Calling with Microsoft Teams Service for operational reasons or in response to a request from you, but this will not revise the Customer Committed Date.

6.6 **Service Transition**

6.6.1 If you are transitioning your existing services to BT, you will provide any information or access BT reasonably requests within a reasonable period of time.

6.7 **Access to Emergency Services**

6.7.1 BT will not provide the ability for Users to call the emergency services by dialling "**999**" or "**112**" through the Voice Calling with Microsoft Teams Service alone. If used in conjunction with any of the SIP Services referenced in Paragraph 5.1.3 above then emergency calling is supported. If the Voice Calling with Microsoft Teams Service is not used by you in conjunction with any of the SIP Services referenced in Paragraph 5.1.3 above you will make alternative arrangements for Users, including the maintenance of a fixed telephone number.

6.8 **IP Addresses, Domain Names and Telephone Numbers**

6.8.1 All IP Addresses and Domain Names made available with the Voice Calling with Microsoft Teams Service will at all times remain BT's property or the property of BT's suppliers and are non-transferable.

6.8.2 All of your rights to use IP Addresses or Domain Names will cease on termination or expiration of the Voice Calling with Microsoft Teams Service.

6.8.3 BT cannot 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.

6.8.4 You warrant that you are the owner of, or are authorised by the owner of, the trade mark or name that you wish to use as a Domain Name.

6.8.5 You will pay all fees associated with registration and maintenance of your 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.

6.8.6 You will not own any telephone number related to the Voice Calling with Microsoft Teams Service and, apart from your right to number portability where you change communications provider, all your rights to use telephone numbers will cease on termination or expiration of the Voice Calling with Microsoft Teams Service.

6.9 **Invoicing**

6.9.1 Unless set out otherwise in any applicable Order, BT will invoice you for the following Charges in the amounts set out in any applicable Order:

(a) Installation Charges, on the Service Start Date, or where the installation period is estimated to be longer than one month, monthly in arrears starting from when you place an Order until the Service Start Date;

(b) Recurring Charges, except Usage Charges, monthly in advance on the first day of the relevant month and for any period where the Voice Calling with Microsoft Teams Service is provided for less than one month, the Recurring Charges will be calculated on a daily basis. After the Service Start Date, for a period of 6 months, BT will charge you for users as of when they are activated, then 6 months after the Service Start Date, BT will apply charges with respect to all licenses you have ordered regardless of thether they have been activated or not;

(c) Usage Charges, monthly in arrears on the first day of the relevant month, calculated at the then current rates;

(d) Professional Services Charges;

(e) De-installation Charges within 60 days of de-installation of the Voice Calling with Microsoft Teams Service; and

(f) any Termination Charges incurred in accordance with Paragraph 6.10 upon termination of the relevant Service.

6.9.2 BT may invoice you for any of the following Charges in addition to those set out in any applicable Order:

(a) Charges for investigating Incidents that you report to BT where BT finds no Incident or that the Incident is caused by something for which BT is not responsible under the Contract;

(b) Charges for commissioning the Voice Calling with Microsoft Teams Service in accordance with Paragraph 7.1 outside of Business Hours;

(c) Charges for expediting provision of the Voice Calling with Microsoft Teams Service at your request after BT has informed you of the Customer Committed Date; and

(d) any other Charges as set out in any applicable Order or the BT Price List or as otherwise agreed between both of us.

6.10 **Termination Charges**

6.10.1 If you terminate the Contract or the Voice Calling with Microsoft Teams 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;

(b) De-installation Charges;

(c) any other Charges as set out in any applicable Order; and

(d) any Charges reasonably incurred by BT from a supplier as a result of early termination of the Voice Calling with Microsoft Teams Service.

6.10.2 In addition to the Charges set out at Paragraph 6.10.1 above, if you terminate during the Minimum Period of Service, you will pay BT 100 per cent of the Recurring Charges in respect of any Minimum Revenue Commitment for the remaining months of the Minimum Period of Service.

6.11 **PCI DSS Compliance Obligations**

6.11.1 The Voice Calling with Microsoft Teams Service is not compliant with PCI DSS and you will not use the Voice Calling with Microsoft Teams Service for the processing, storage or transmission of any Cardholder Data or any data that is subject to PCI DSS.

6.11.2 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.

6.12 **Activation of the Voice Calling with Microsoft Teams Service**

6.12.1 You will request BT to activate your Voice Calling with Microsoft Teams Service in accordance with Paragraph 7.1.3 within six months from your Effective Date.

6.12.2 If you do not activate your Voice Calling with Microsoft Teams Service in accordance with Paragraph 6.12.1 above, BT will activate your Voice Calling with Microsoft Teams Service automatically after six months from your Effective Date.

6.12.3 Once your Voice Calling with Microsoft Teams Service is activated, billing of your Voice Calling with Microsoft Teams Service will commence.

6.13 **Content**

6.13.1 You will be responsible for your Content and that of your Users, including obtaining all necessary rights, clearances, and permissions for Content that you transmit or provide to BT to use on your behalf, or otherwise make available in connection with the Voice Calling with Microsoft Teams Service; and

6.13.2 You will indemnify BT for any Claims, losses, costs, or liabilities brought against BT that result from or relate to your failure to comply with Paragraph 6.13.1.

Part B – Service Delivery and Management

7 BT's Obligations

7.1 Commissioning of the Service

Before the Service Start Date, BT will:

7.1.1 provide you with contact details to assist with implementation of the Voice Calling with Microsoft Teams Service;

7.1.2 in accordance with Paragraph 2.2, assess your requirements for the Voice Calling with Microsoft Teams Service and work with you to create and implement a delivery plan for the Teams Service;

7.1.3 activate the Voice Calling with Microsoft Teams Service;

7.1.4 where required, configure the Voice Calling with Microsoft Teams Service;

7.1.5 conduct a series of standard tests on the Voice Calling with Microsoft Teams Service to ensure that it is configured correctly;

7.1.6 connect the Voice Calling with Microsoft Teams Service to each Enabling Service; and

7.1.7 on the date that BT has completed the activities in this Paragraph 7.1, confirm to you the Service Start Date.

7.2 During Operation

On and from the Service Start Date, BT:

7.2.1 will provide you with contact details for the Service Desk;

7.2.2 may carry out Maintenance from time to time and will use reasonable endeavours to inform you at least five Business Days before any Planned Maintenance on the Voice Calling with Microsoft Teams Service or the BT Network, however, BT may inform you with less notice than normal where Maintenance is required in an emergency.

7.2.3 BT will comply with all reasonable health and safety rules and regulations and reasonable security requirements that apply at the Site(s) and that you have notified to BT in writing, but BT will not be liable if, as a result of any such compliance, BT is in breach of any of it's obligations under this Contract.

7.3 The End of the Service

On termination of the Voice Calling with Microsoft Teams Service by either of us, BT will:

7.3.1 provide configuration information relating to the Voice Calling with Microsoft Teams Service in a format that BT reasonably specifies to allow any software or other BT applications to be uninstalled; and

7.3.2 delete any Content

8 Your Obligations

8.1 Service Delivery

Before the Service Start Date and, where applicable, throughout the provision of the Voice Calling with Microsoft Teams Service, you will:

8.1.1 where required, configure the Voice Calling with Microsoft Teams Service;

8.1.2 provide BT with administrative access to the Microsoft Teams environment used in relation to the Voice Calling with Microsoft Teams Service;

8.1.3 provide BT with all reasonably requested information as requested by BT;

8.1.4 provide BT with access to any Site(s) during Business Hours, or as otherwise agreed, to enable BT to set up, deliver and manage the Voice Calling with Microsoft Teams Service; and

8.1.5 provide BT with Notice of any health and safety rules and regulations and security requirements that apply at the Site(s).

8.2 During Operation

On and from the Service Start Date, you will:

8.2.1 ensure that Users report Incidents to the Customer Contact and not to the Service Desk;

8.2.2 ensure that the Customer Contact will take Incident reports from Users and pass these to the Service Desk using the reporting procedures agreed between both of us, and is available for all subsequent Incident management communications;

8.2.3 monitor and maintain any Customer Equipment connected to the Voice Calling with Microsoft Teams Service or used in connection with a Voice Calling with Microsoft Teams Service;

8.2.4 ensure that any Customer Equipment that is connected to the Voice Calling with Microsoft Teams Service or that you use, directly or indirectly, in relation to the Voice Calling with Microsoft Teams Service is:

(a) adequately protected against viruses and other breaches of security;
(b) technically compatible with the Voice Calling with Microsoft Teams Service and will not harm or damage the BT Network, or any of BT's suppliers' or subcontractors' network or equipment; and
(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;

8.2.5 immediately disconnect any Customer Equipment, or advise BT to do so at your expense, where 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 Voice Calling with Microsoft Teams Service;

8.2.6 distribute, manage and maintain access profiles, passwords and other systems administration information relating to the control of Users' access to the Voice Calling with Microsoft Teams Service; and

8.2.7 ensure the security and proper use of all valid User access profiles, passwords and other systems administration information used in connection with the Voice Calling with Microsoft Teams Service and:

(a) immediately terminate access for any person who is no longer a User;
(b) inform BT immediately 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;
(c) take all reasonable steps to prevent unauthorised access to the Voice Calling with Microsoft Teams Service;
(d) satisfy BT's security checks if a password is lost or forgotten; and
(e) change any or all passwords or other systems administration information used in connection with the Voice Calling with Microsoft Teams Service if BT requests you to do so in order to ensure the security or integrity of the Voice Calling with Microsoft Teams Service.

8.3 **The End of the Service**

8.3.1 On termination of the Voice Calling with Microsoft Teams Service by either of us, you will disconnect any Customer Equipment from BT Equipment located at the Site(s).

9 Notification of Incidents

Where you become aware of an Incident:

9.1 the Customer Contact will report it to the Service Desk;

9.2 BT will give you a Ticket;

9.3 BT will inform you when it believes the Incident is cleared and will close the Ticket when:

9.3.1 you confirm that the Incident is cleared within 24 hours after having been informed; or

9.3.2 BT has attempted unsuccessfully to contact you, in the way agreed between both of us in relation to the Incident, and you have not responded within 24 hours following BT's attempt to contact you.

9.4 If you confirm that the Incident is not cleared within 24 hours after having been informed, the Ticket will remain open, and BT will continue to work to resolve the Incident.

10 Incident Management

10.1 After the Customer Contact has reported an Incident, BT will endeavour to resolve an Incident relating to the Voice Calling with Microsoft Teams Service within the target time listed in the table below:

Incident Priority	Description	Target for resolving Incidents	Target for responding to Customers	How often BT will update Customer
Priority 1	Significant loss or degradation of service Critical business impact Typically affects all Users.	4 Business Hours	1 Business Hour	Every Business Hour
Priority 2	Moderate loss or degradation of services	24 Business Hours	1 Business Hour	Every 2 Business Hours

Incident Priority	Description	Target for resolving Incidents	Target for responding to Customers	How often BT will update Customer
	Moderate business impact Work is impaired, but can reasonably continue Typically affects a large group of Users, or degrades all User's service.			
Priority 3	Minor or no impediments Minimum business impact Typically affects fewer than ten Users.	72 Business Hours	4 Business Hours	Every 4 Business Hours
Priority 4	General service query or request for information. BT might ask Customers to raise a request for change, instead.	n/a	24 Business Hours	n/a

10.2 The target times listed in the table set out in Paragraph 10.1 are not Service Levels.

10.3 The target times listed in the table set out in Paragraph 10.1 do not apply where an Incident originates from Supplier's underlying platform and core functionalities.

Part C – Defined Terms

11 Defined Terms

In addition to the defined terms in the General Terms, capitalised terms in this Schedule will have the below meanings (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.

"**BT Price List**" means the document containing a list of BT's charges and terms that may be accessed at: www.bt.com/pricing (or any other online address that BT may advise you).
"**BT Calling Plan**" has the meaning given in Paragraph 2.1.2.
"**Business Hours**" means between the hours of 0800 and 1700 in a Business Day.
"**Call Analytics**" means the dashboard used by BT for supporting the Customer's voice service Users and is also available for the Customer authorised administrator to use. Call analytics will support Customer authorised administrators to troubleshoot call or quality problems with Microsoft Teams and shows information about devices, networks, and connectivity.
"**Call Quality Dashboard**" means the entry point to reports and call quality information accessible by the Customer's authorised administrators, enabling the Customer to gain insights into the quality of calls made using Microsoft Teams.
"**Cardholder Data**" means the unique payment card number (typically for credit or debit cards) that identifies the issuer and the particular cardholder account.
"**Complex Change**" means a change that does not fit the existing knowledge of the solution's service delivery teams or are changes that may have an impact on wider products and services that are within BT's wider delivery to you.
"**Content**" means content, such as music, sound effects, audio, brands, names, or any other material.
"**Customer Equipment**" means any equipment including any Purchased Equipment and any software, other than BT Equipment, used by you in connection with a Voice Calling with Microsoft Teams Service.
"**Customer Onboarding and Service Transition"** has the meaning given in Paragraph 2.1.1.
"**De-installation Charges**" means the charges payable by you on de-installation of the Voice Calling with Microsoft Teams Service that are equal to the then current rates for Installation Charges on the date of de-installation.
"**Device**" means any mobile handset, laptop, tablet or other item of handheld equipment, including all peripherals, excluding SIM Cards and applications, which are in scope of the Voice Calling with Microsoft Teams Service, as set out in the Order.
"**Direct Routing**" means a method of providing voice services to Microsoft Teams using a SBC and SIP services.
"**Domain Name**" means a readable name on an Internet page that is linked to a numeric IP Address.
"**Enabling Service**" has the meaning given in Paragraph 5.1.
"**EU**" means European Union.
"**General Terms**" means the general terms to which this Schedule is attached or can be found at www.bt.com/terms, and that form part of the Contract.
"**G-SIP Service"**means the global voice service that enables voice over internet calling.
"**Incident**" means an unplanned interruption to, or a reduction in the quality of, the Voice Calling with Microsoft Teams Service or particular element of the Voice Calling with Microsoft Teams Service.
"**Installation Charges**" means those Charges set out in any applicable Order in relation to installation of the Voice Calling with Microsoft Teams Service.
"**Internet**" means a global system of interconnected networks that use a standard Internet Protocol to link devices worldwide.
"**Internet Protocol**" or "**IP**" means a communications protocol for devices connected to the Internet that specifies the format for addresses and units of transmitted data.
"**IP Address**" means a unique number on the Internet of a network card or controller that identifies a device and is visible by all other devices on the Internet.
"**Meeting Service Request**" has the meaning given in Paragraph 2.1.6.
"**Microsoft Calling Plan**" has the meaning given in Paragraph 2.1.3.
"**Microsoft Teams**" means the business collaboration service and unified communication platform provided by either BT, the Supplier or a third party.
"**Minimum Period of Service**" means a period of months beginning on the Service Start Date, as set out in any applicable Order.
"**Minimum Revenue Commitment**" means the minimum number of Users (as set out in your Order) that will use the Voice Calling with Microsoft Teams Service within a calendar month.

"**Monthly Recurring Charges**" means the monthly Recurring Charges for the Voice Calling with Microsoft Teams Service and the sum of the Usage Charges for the three full previous months divided by three.
"**Non-Standard Service Request**" has the meaning given in Paragraph 3.2.
"**One Voice Service**" means the UK voice service that enables voice over internet calling.
"**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 any Maintenance BT has planned to do in advance.
"**Professional Services**" means those services provided by BT which are labour related services.
"**PSTN**" means Public Switched Telephone Network, which is the concentration of the world's public circuit switched telephone networks.
"**Recurring Charges**" means the Charges for the Voice Calling with Microsoft Teams Service or applicable part of the Voice Calling with Microsoft Teams 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 organization 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.
"**Renewal Period**" has the meaning in Paragraph 6.3.2.
"**SBC**" means a router for PSTN connectivity, offering a gateway between voice over IP calls and traditional analogue or digital PSTN, as well as private branch exchange calls.
"**Service Desk**" means the helpdesk that you are able to contact to submit service requests, report Incidents and ask questions about the Voice Calling with Microsoft Teams Service.
"**Service Management Boundary**" has the meaning given in Paragraph 4.1.
"**Service Options**" has the meaning given in Paragraph 3.
"**SIP Services**" means either the G-SIP Services or One Voice Service.
"**Site**" means a location at which the Voice Calling with Microsoft Teams Service is provided.
"**Standard Service Packages**" has the meaning given in Paragraph 2.
"**Supplier**" means Microsoft Corporation with registered address at One Microsoft Way Redmond, WA 98052-7329, USA.
"**Teams Dashboard and Analytics"** has the meaning given in Paragraph 2.1.7.
"**Territory**" means the UK.
"**Ticket**" means the unique reference number provided by BT for an Incident and that may also be known as a "**fault reference number**".
"**Usage Charges**" means the Charges for the Voice Calling with Microsoft Teams Service or applicable part of the Voice Calling with Microsoft Teams 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 Voice Calling with Microsoft Teams Service, or the number of minutes the Voice Calling with Microsoft Teams Service was used for) with the relevant fee as set out in any applicable Order.
"**Voice Quality of Experience**" means BT's end-to-end support of BT's Calling Plans integrated with Microsoft Teams. The quality of experience service will provide the Customer with a cross-service, cross-supplier view of the voice services. It provides analysis to optimise performance and maximise User satisfaction. BT can only provide trunk information from BT provided SIP services.
"**Voice Calling with Microsoft Teams Service**" has the meaning given in Paragraph 1.
"**Voice Service Request**" has the meaning given in Paragraph 2.1.5.