



Conditions for ICT Partner Solutions – Service Schedule for IPscape Services

1. Definitions and Interpretation

The following definitions shall apply to the provisions of the Service, in addition to those in the General Terms and Conditions.

“**BT’s Supplier**” means IPscape Ltd whose registered office is at c/o Cotswold Accountancy Limited, Old Forge Court Iron Cross, Salford Priors, Evesham, Worcestershire, WR11 8SH, **Company No. 05537408** who has agreed to supply the various services to BT.

“**CDR**” means the call data record for each terminated call that will be made available to the Customer in accordance with clause 3.8 below.

“**Flagfall**” will have the meaning given to it in the Rate Card.

“**Go-Live Date**” means the date when either the Customer first uses the Service to make live calls to or from its customers or the date when BT first makes the Service available to make such calls, whichever happens first.

“**Minimum Charge**” will have the meaning given to it in the Rate Card.

“**Rate Card**” means the applicable charges for outbound calls made using the Service which is attached as Annex 1 to this Service Schedule and will be made available to the Customer via its dedicated portal on BT’s Supplier’s platform.

“**Service**” means the service(s) as described in clause 3.1 of this Service Schedule.

“**Service Hours**” means, unless otherwise agreed, the hours of 9.00 a.m. to 6.00 p.m. Monday to Friday (excluding UK Public Holidays).

“**SOW**” means the document expressly incorporated as part of the Contract, which sets out the specific details of the Service to be provided to the Customer and the technical requirements that the Customer must comply with so that the Service can be provided..

2. Provision of Service

The Service will be provided by BT to the Customer using BT’s Supplier. For the avoidance of doubt no contractual relationship is formed between the Customer and BT’s Supplier.

3. Service Description

3.1 The Service comprises the provision and on-going support of the Service(s) as set out in this Service Schedule. Users access the Service via a workspace management portal with a suitable broadband connection. Access can be obtained via open internet, SSL, VPN or private circuit.

3.2 Where the Customer chooses one or more of the following Service(s) the relevant description below will apply:-

(a) IPscape Contact Centre is a cloud contact centre platform for inbound, outbound or blended centres offering pre-integrated and multi channel enterprise level functionality. IPscape™ Inbound offers a complete suite of functionality including ACD,IVR, CTI, voice recording and reporting. IPscape Contact Centre Outbound offers predictive dialling, scripting, voice recording, reports and full campaign management for the outbound contact centre.

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- (b) IPscape Network IVR and Call Recording. This Service provides a fully hosted Network IVR to control, divert and manage Customer calls. Calls can be forwarded to the Customer via its PSTN or SIP services. Call recording can also be offered either in addition to the network IVR or on a stand-alone basis.
- 3.3 The Service permits Users to access the BT's Supplier's platform via the Customer's dedicated portal, which is housed in the BT Supplier's data centres in the UK.
- 3.4 Unless otherwise agreed, any voice recordings will be stored for 3 months.
- 3.5 Unless otherwise agreed, the standard application including all communications using the Service will be provided in the English language.
- 3.6 Between the Operational Service Date and the Go-Live Date, BT will set-up User IDs for up to 2 of the Customer's nominated Supervisors and 1 Administrator. It will also set up User IDs for the number of Users agreed in the Contract.
- 3.7 Between the Operational Service Date and the Go-Live Date, BT will provide the Customer's nominated Supervisors and Administrator with a 2 hour training course on the Service at one of the Customer's Sites to allow the Supervisors to provide first level support to the Users. Unless otherwise agreed, BT will also provide the Customer with up to 1 day of remote technical support to the Supervisors and the Administrator.
- 3.8 Following the Go Live Date:
- the Customer will be able to access associated CDRs via its dedicated portal on BT's Supplier's platform.
 - only the Customer's nominated support contact(s) nominated under clause 4.3 below will be able to access the BT Helpdesk online and by telephone;
 - the BT Helpdesk will be available for telephone calls, and will respond to email and online requests for support from the Customer's nominated support contact(s), during the Service Hours;
 - in the unlikely event that an issue requires remote access by the BT Helpdesk to the User's desktop, the Customer will be responsible for providing BT with access via secure port forwarding or VPN;
 - where an issue cannot be resolved remotely by BT's Helpdesk, BT's Supplier may visit the Customer's Site. BT's visit to the Site will be subject to the payment by the Customer of the time and material charges set out in clause 5 below.
 - Any configuration, changes, enhancements or applications management required by the Customer will be subject to further agreement between the parties.
- 3.9 Support Boundary
- The BT Helpdesk support will only cover BT's Supplier's software running on BT's Supplier's platform and BT will not be responsible for:
- any support regarding the User's PC or the Customer Equipment;
 - the User's headset or soft phone;
 - configuration of the Customer's network;
 - application administration (e.g. creating and maintaining users, groups, routing strategies etc);
 - software replacement, installation, modifications; and
 - software outside the Service management boundary set out above (e.g. (including Operating Systems, any other non-BT's Supplier software, Virus Scanner, Backup Tools etc).

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3.10 Service Level

The BT Helpdesk will aim to respond to requests for support in accordance with the following fault categories and Service levels:

Fault	Category 1	Category 2	Category 3	Category 4
Definition	100% extensions or workstations are down and no calls can be made or received	Less than 60% of extensions or workstations are down or cannot make or receive calls	Individual User issues or non critical service affecting issues	Minor bugs or change requests
Service Level	BT's Supplier will aim to respond within 1 hour and have a workaround, explanation or resolution in place within 4 hours from time initial call or email is logged.	BT's Supplier will aim to respond in 4 hours and have a workaround, explanation or resolution within 1 working day.	BT's Supplier will aim to respond by 5pm next working day and have workaround, explanation or resolution within 1 week	BT's Supplier will aim to respond by 5pm 2 working days later and agree timescales with the Customer

4. Customer's Obligations

- 4.1 The Customer will nominate a single point of contact for BT to liaise with.
- 4.2 From the Operational Service Date, the Customer will make available to BT at least one member of its' IT support team.
- 4.3 On and from the Go-Live Date, the Customer will nominate at least one support contact who will be entitled to contact the BT Helpdesk to request support.
- 4.4 The Customer will be responsible for nominating their Supervisor(s) and Administrator for the Service. The Customer will ensure that the Supervisors and Administrator will attend the training provided by BT in accordance with clause 3.7 above.
- 4.4 The Customer will be responsible for training the Users to use the Service and for providing them with first level support for any User related issues.
- 4.5 The Customer will be responsible for providing the necessary broadband and LAN connections to BT's Supplier's platform.
- 4.6 The Customer will be responsible for enabling and maintaining an inbound number to be routed to the DNIS that BT provides.
- 4.7 The Customer will provide BT with the CLI to be presented on all outbound calls made by the Users.
- 4.8 The Customer will be responsible for all in-life application administration including the addition and /or maintenance of Users, groups, queues, skills-based routing, passwords, IVR, voice recordings, and archiving, campaign administration.
- 4.9 The Customer will be responsible for complying with the technical requirements set out in the SOW.

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5. Charges

- 5.1 The Charges are set out in the Order Form and any call charges incurred by the Customer or a User will be charged as per the Rate Card.
- 5.2 BT may update the Rate Card from time to time. BT will make the new Rate Card available to the Customer on-line via its dedicated portal on BT's Supplier's platform at least 14 days before it is activated.
- 5.3 BT will invoice the Customer quarterly in advance for rental, monitoring support and management charges. BT will also invoice all of the calls specified in the CDRs and any other charges in arrears.
- 5.4 BT's time and materials rates are as follows:-
- £100 per hour, including travel time, (excluding VAT), where BT's Supplier attends on Site, subject to:-
- (a) a minimum fee of £200 (excluding VAT) per day; and
 - (b) any out of pocket expenses that will be agreed with the Customer prior to any travel.

6. Minimum Period of Service

- 6.1 The Minimum Period of the Service will be a period ending either 12, 24, 36 or 60 months from the Go-Live Date as set out on the Order Form.

7. Rate Card

- 7.1 Subject to clause 5.2 above and unless otherwise agreed, BT will upload the Rate Card attached as Annex 1 to this Service Schedule on to BT's Supplier's platform. The Rate Card will be available to the Customer via its dedicated portal.
- 7.2 Call Destinations
- a) BT provides dialling access to standard international destinations. Further destinations can be made available on request. BT or BT's Supplier reserve the right to apply daily credit limits for fraud prevention purposes.
 - b) BT via BT's Supplier may also apply a daily adaptive credit limit to the Customer's account; this is also used for the purposes of preventing unauthorised telecoms fraud.
 - c) Calls are billed per second with the exception of some premium and international numbers that may incur a Minimum Charge or Flagfall – this is defined within the Rate Card.