



Conditions for ICT Partner Solutions Service Schedule for BT Cloud Unified Communications

1. 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.

2. Service Description

2.1 The Service comprises the provision of a cloud based hosted PBX VOIP (Voice-over-Internet Protocol) service. The Service provides the Customer with voice connectivity between the BT Cloud Unified Communications Service and the Public Switched Telephone Network (PSTN).

2.2 The Service includes the following options:-

(a) Basic Service:

All Users will be provided with the basic Service as a minimum. This option currently includes the following functionality as standard:-

Basic calls, conference call facility, hold/resume, caller ID, caller ID block, call forward, call transfer, call return, call waiting, malicious call trace, DDI, do not disturb, extension dialling, hotline, message waiting indication, multiple calls, call park/retrieve, deny all calls, call pickup, hunt groups, anonymous call rejection, enterprise web administration, selective call rejection, boss/secretary, intercom, multiple appearance, account codes, authorisation codes, closed user group, voicemail, voicemail to email delivery, music on hold, announcements, meet me audio conferencing, add on audio conferencing.

The specification of features and functionality set out above are subject to change in line with product development.

(b) Success Management

In addition to the BT Cloud UC Helpdesk, the Customer will be provided with a success manager as a named single point of contact for operational support.

The success manager will be responsible for the deployment of the Service in the first instance including Customer training, and will then be on Site for the go live period of the Customer's live activation of the Service and will be responsible for the ongoing business support of the Customer's operational use of the Service.

2.3 Where the Customer chooses one or more of the following features and components, the relevant description below will apply and additional charges will apply as set out in Order:-

(a) Premium Optional Features:

BT will provide the following optional features on a per User basis: attendant console, instant messaging, lync OCS integration, video meet me, web collaboration.

(b) Call Centre:

BT will provide a call centre component to the Service, known as BT Cloud UC Contact Centre which provides inbound, outbound and blended call handling with realtime dashboards, historical reporting and email / sms capabilities. Users are subscribed on a concurrent agent basis up to the agreed committed amount as set out in the Order.

To allow the Customer to deal with peak periods, BT will allow additional Users to log in to the system over the committed amount and subject to payment of excess usage fees, as set out in the Order. BT does not restrict the number of administrators or supervisors who log in to the system to run reports or undertake configuration activities

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and there is no charge for these types of Users.

The BT Cloud UC Contact Centre option set out above is subject to change in line with product development.

(c) Call Recording

BT offers an optional call recording service known as BT Cloud UC Call Recording. This includes a full web playback user interface which comprises a quality monitoring and coaching platform. BT does not restrict the number of Users who can log in as administrators or reviewers (BT's term for people who play back other people's phone call recordings).

The call recording licence rental Charges are included in the BT Cloud Unified Communication Service seat rental. Call recording and call storage Charges are set out in the Order. Additional Charges will apply for optional call recording features available in conjunction with BT Cloud UC Contact Centre.

The BT Cloud UC Call Recording option is subject to change in line with product development.

(d) Provision of BT Provided Equipment

BT will supply BT Provided Equipment as set out in the Order.

(e) Provision of Connectivity

The Service will be delivered in the form of a circuit(s) provided by BT. The type of circuit in particular the bandwidth speed will be dependent upon location of the Service, and/or Service features and components requested.

2.4 Unless otherwise agreed, BT will provide new geographic number(s) to route Customer calls via IP to PSTN gateways managed and hosted by BT to the Customer's phones or groups of phones

as specified in the provisioning data supplied by the Customer following order placement.

Instead of using the new geographic number(s) referred to above, the Customer may, by prior agreement with BT, import any UK number into the BT network.

2.5 BT will provide access to any of the following calling destinations which may be requested by the Customer in the Order at the Charges set out or referred to in the Order or elsewhere as specified by BT:

- (a) Local;
- (b) National;
- (c) International;
- (d) Emergency (999) Calls.

2.6 Important – 999 / 112 emergency calls

(a) The ability to make 999 or 112 emergency calls cannot be guaranteed.

(b) 999 or 112 emergency calls may fail if there is a failure of mains power or Access Service.

(c) It will not be possible to make 999 or 112 emergency calls:

- (i) from a mobile device using the Service (but 999 or 112 calls may be possible over the mobile network); or
- (ii) if BT has suspended or interrupted the Service for any reason.

(d) Wherever possible the Customer should consider an alternative means to support emergency calls should the Service not be available due to the reasons set out in Clauses 2.6 (b) or 2.6 (c) above.

(e) Every network number is registered to a Site address within the Customer's network. If a 999 or 112 emergency call is made, the location information received by the emergency services will be the Site address. If a network number is reallocated to a different Site it will take several days to update the

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location information with the new registered Site address details. The Customer acknowledges and agrees that until the location information received by the emergency services is updated the location information received by the emergency services will be the registered Site address before the network telephone number was reallocated.

- 2.7 The Service can be delivered to the Customer via any supported endpoint (softphone, IP phone, mobile phone IP client). Except and to the extent that Clause 2.3 (d) (BT Provided Equipment) applies, these endpoints will be provided by the Customer. BT reserves the right to restrict use of the Service to specified supported phones only. A list of supported devices will be supplied by BT on request.
- 2.8 The Service is provided via Voice-over-Internet Protocol (VoIP) using G.729a codec standards which, except and to the extent that Clause 2.3 (e) applies, can be delivered by the Customer over MPLS, EBSA, BTnet, broadband, fibre, point-to-point leased line or its internet connection where G711 is also supported.
- 2.9 Where the Service is delivered over the Customer's own internet connection, the Customer hereby acknowledges that there is no quality of service capability on the public internet and therefore the Service quality may vary according to network conditions, and BT takes no responsibility for this.
- 2.10 BT will provide administrative access to the Customer's nominated technical contact to add, change and delete Users on the Service using its online administrative portal. The Customer is expected to perform the majority of all such moves, adds and changes through use of this portal. BT will provide help and assistance with queries via the BT Cloud UC Helpdesk.

BT Cloud UC Helpdesk

- 2.11 The Customer will provide first level support to its own Users.

The BT Cloud UC Helpdesk is available by telephone or fax to provide second level support to the Customer's nominated support contact(s), in accordance with Clause 3.1 below, for:-

- (a) Critical Issues, during 24 hours 365 days per annum; and
- (b) all issues other than Critical Issues, during Service Hours.

- 2.12 The BT Cloud UC Helpdesk will only provide support for BT Cloud Unified Communications and related optional features running on its own platforms and BT will not be responsible for:

- (a) the improper use, operation, modification or neglect of the supported products or their merger (in whole or in part) with any other software;
- (b) the use of the supported products with inappropriate equipment;
- (c) the use of the supported products for a purpose for which they were not designed;
- (d) any repair, adjustment, alteration or modification of the supported products by any person other than BT's Supplier without BT's prior written consent;
- (e) the failure by Customer to implement recommendations in respect of solutions to faults previously advised to the Customer by BT;
- (f) lack of competence or expertise of the Customer. In this instance BT's Supplier may provide chargeable training services from time to time. It is a requirement of this Contract that the Customer maintains at least two fully trained permanent members of its staff who have attended BT's Supplier's training courses for the products supported. One of these must be a business user and the other an IT technical administrator;
- (g) any support regarding the User's PC or the Customer Equipment;
- (h) the User's headset or soft phone, unless provided by BT, regarding configuration queries relating to connection to the Service;
- (i) configuration of the Customer's network;

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- (j) application administration (e.g. creating and maintaining users, groups, routing strategies etc.) other than providing advice on how to program these functions;
 - (k) software replacement, installation, modifications; and
 - (l) software support or any other support outside the Service management boundary set out in Clause 8 (e.g. including operating systems, any other non-BT's Supplier software, virus scanner, backup tools etc.).
- 2.13 BT may change or enhance features included with the Service from time to time.
- ### 3. Customer's Obligations
- 3.1 On and from the Operational Service Date, the Customer will nominate at least one support contact from its IT support team who will be entitled to contact BT Cloud UC Helpdesk to request support.
- 3.2 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 through the success manager during the activation process on Site.
- 3.3 The Customer will be responsible for training Users to use the Service and providing first level support for any User related issues.
- 3.4 Except and to the extent that BT are not providing the connectivity to the Customer's locations under Clause 2.3 (e) above, then the Customer will be responsible for providing the necessary broadband and WAN connections to the BT Supplier's platform.
- 3.5 The Customer is responsible for providing LAN or WiFi connections at its locations as appropriate to the standards required by the BT success manager for implementation of the Service.
- 3.6 The Customer will be responsible for enabling and maintaining an inbound number to be routed to the DNIS that BT provides.
- 3.7 The Customer will provide BT with the CLI to be presented on all outbound calls made by the Users.
- 3.8 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. Charges
- 4.1 The Customer will pay BT:
- (a) in advance for setup and rental Charges for the Service; and
 - (b) in arrears for all other usage and non-recurring Charges.
- 4.2 BT will invoice the setup Charge together with the first period's (this may be quarterly, monthly or annually depending on payment schedule agreed in Contract) rental Charge following Contract signature. Any subsequent rental Charges will be invoiced in advance in accordance with the payment schedule agreed in advance. All other usage and non-recurring Charges will normally be invoiced monthly in arrears.
- 4.3 BT may raise additional Charges for any re-visit to a Site due to any act or omission of the Customer.
- 4.4 The Customer will pay the Charges as set out in the Order.
- 4.5 BT may review the Charges on reasonable notice from the expiry of the Minimum Period of Service.
- ### 5. Minimum Period of Service
- The Minimum Period of the Service will be a period of either one month (known as Freedom 30), 12, 36 or 60 months, as set out in the Order.
- ### 6. Service Levels
- 6.1 Support SLA Availability

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BT aims to provide the BT Cloud Unified Communications platform (which will be available to make voice calls) within the availability targets set out in the table below.

The Service level is measured as the availability of the BT Cloud Unified Communications platform to the demarcation point from the BT Supplier's network.

If BT fails to meet the availability targets set out below then Charges for the Service will be credited as set out in the maximum claim section below. The credit will be applied to the monthly Charge for the Service.

Availability Target	Maximum Claim
Between 99.1% and 99.5%	10% of the rental in the month where the claimed outage event(s) took place, rebated against next rental invoice.
Between 95% and 99%	20% of the rental in the month where the claimed outage event(s) took place, rebated against next rental invoice.
Between 90% and 94.999%	35% of the rental in the month where the claimed outage event(s) took place, rebated against next rental invoice.
Below 90%	50% of the rental in the month where the claimed outage event(s) took place, rebated against next rental invoice.
Failure to improve on the statistics for response and	10% of the rental paid for the months in question where the service level

resolution over the following quarter following a Service improvement plan	was not met, rebated against next rental invoice.
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Claims will be assessed by BT provided that the Customer notifies BT in writing within 30 days of the event.

6.2 Resolution Times

Outside of the demarcation point from BT's Supplier's network, BT is unable to guarantee incident resolution times due to the integrated and multi-faceted nature of the Service.

The Customer acknowledges and accepts that it will be responsible for returning BT Equipment and other products and services that it uses to interact with the Service in good condition, where changes or updates to any of them causes them not to be able to interact with the Service.

6.3 Exclusions

The service levels do not apply:

- (a) if the Customer does not provide access, delays providing access or denies permission for BT or its agents and suppliers to repair the Service;
- (b) for notified or planned maintenance;
- (c) to failures due to matters beyond BT's reasonable control as set out in the General Terms and Conditions; or
- (d) if the Customer has not complied with the Contract.

6.4 Failure to meet the service levels is not a material breach of the Contract.

7. Termination Charges

7.1 Where the Minimum Period of Service is longer than one month (known as Freedom 30), then the Customer will receive discounted prices in return for making a longer term commitment to the Service.

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7.2 In the event that Clause 19.4 of the General Terms and Conditions applies then the applicable termination charges the Customer will compensate BT with are the total remaining rental Charges payable for the remainder of the Minimum Period of Service.

8. Service Management Boundary

8.1 BT's responsibility for the Service ends at the internet connection located at the BT's Supplier's data centre. BT will have no responsibility for the Service (including any responsibility to meet any service levels) outside the Service management boundary.

8.2 For Shared Access IP connect connections BT is responsible for the provision of the circuit, router and firewall. BT is not responsible for provision of the required bandwidth for Shared Access circuits.

9. Defined Terms

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

"Access Service" means BT Business Broadband, BT Business Infinity or BTnet.

"BT's Supplier" means the supplier who has agreed to supply various services to BT.

"BT Cloud UC Helpdesk" means the helpdesk provided by BT's Supplier for the Service described in Clause 2.

"Critical Issues" means where the Service cannot be used in any way, and/or an urgent request for information is required at a critical time and any use of the application cannot continue until the problem is resolved or information is provided.

"Service" means the service(s) described in Clause 2.

"Service Hours" means, unless otherwise agreed, 08:30 until 17:30 Monday to Friday excluding UK public holidays and the BT Supplier's designated holidays.

"Shared Access" means the Customer is able to share its access line(s) with, or share the access line(s) of, another IP connect global customer in order to create mutual VPNs, as agreed between the relevant parties under a separate agreement.