

Teams Voice – Service Schedule

1. THE SERVICE

As part of this agreement Class Networks will provide and maintain infrastructure that enables Direct Routing capabilities for the making and receiving of telephone calls into Microsoft Teams via the internet.

- a. Infrastructure
 - i. Class will provide direct routing capabilities between our Session Border Controller (SBC) and the customer's Microsoft Office 365 environment using Microsoft's prevailing best practices guidelines. The service infrastructure will consist of:
 - ii. Resilient hosted SBC's
 - iii. PSTN breakout over SIP trunks
 - iv. IP Transit connectivity to our SBC
 - v. A domain name for the customer to connect their Teams environment to.
- b. Teams Unlimited Calling Plan
 - i. The number of calling plans billed for will be equal to the number of Microsoft Phone system and Business Voice licences available on the host Microsoft 365 tenancy. The client must provide access for Class to the Microsoft 365 tenancy.
 - ii. All UK Local / National Calls to 01, 02, and 03 numbers included.
 - iii. All UK mobile calls to Vodafone, EE, O2 and Three included
 - iv. A unique UK geographic telephone number must be assigned to each user.
 - v. Class Networks access charge for calls to Non Geographic numbers is 7.5ppm.
 - vi. The pricing for out of calling plan and International calls is available on request.
 - vii. Each Teams Voice licence adds a concurrent call to the service that enables an in/outbound call. For example, a customer with 100x Teams Voice Licences have a maximum of 100x in/outbound concurrent calls.
- c. CLI Features
 - i. Withholding CLI is supported
 - ii. Flexible CLI is supported. The Customer must own the number being presented in the CLI. The number must be available in Microsoft Office Teams admin centre.
- d. Call Diversion
 - i. Call routing can be controlled:
 - ii. Call Forwarding Always - Allows a user to forward all calls to a specified telephone numbers.
 - iii. Call Forwarding Busy - Allows a user to forward calls to another telephone number when the user's telephone is busy. Call Forwarding No Answer - Allows a user to forward calls to another telephone number when the user's telephone goes unanswered.
 - iv. Call Forwarding When Unavailable - Allows a user to forward calls to another telephone number for example, if the PBX is unavailable.
- e. Commencement and Renewal
 - i. The commencement date is shown under the services and charges section on page 1 of this document.
 - ii. Where a start date cannot be agreed at time of order (for example where project services need to be implemented before support can start), the started date will be marked as TBC. In this instance the start date will be the date that the customer first makes an outbound telephone call using the service, after the date this agreement was signed.
- f. Microsoft Office 365 Support
 - i. Where the customer has taken Microsoft Office 365 support, this will be shown under the services & charges section on the Class Order Form. Class will support the customer's O365 tenancy with incidents directly relating to incidents with Microsoft Direct Routing, and not any other Microsoft Office 365 incident.
- g. Numbers
 - i. Each user requires a unique UK geographic telephone number assigned to them. These can either be ported to Class from another provider or Class can provide new numbers.

2. SCOPE OF SUPPLY

- a. In accordance with the Order Form, Class Networks shall:
 - Data Assessment and Planning
 - i. Provide data collection templates to identify the users in scope.
 - ii. Provide instructions on which PowerShell scripts need to be run on the customer environment if the client is completing the setup.

- b. Configuration of Session Border Controllers:
 - i. Provide customer with a DNS name for connection to Direct Routing
 - ii. Tenancy creation
 - iii. Routing DDI numbers
- c. Configuration of Microsoft Office 365 Tenancy:
 - i. Add the domain to DNS settings
 - ii. Assign user licences
 - iii. Run any required PowerShell scripts
 - iv. Assign numbers
 - v. Create Call Queues
 - vi. Create Auto attendants
 - vii. Create and assign voice policies
- d. Microsoft Licencing
 - i. Provide Microsoft licencing if required as part of this order.
- e. Migration Services
 - i. Class will provide a named project contact that will work with the customer on the project.
- f. User Software Deployment
 - i. None
- g. End User Support
 - i. Service desk capability as defined in 5.0
- h. Exclusions:
 - i. Class will not be providing any Teams configuration and support via this agreement unless ordered as part of the service.
 - ii. Class will not provide audio recordings for auto attendants or voicemail messages.

3.0 CUSTOMER OBLIGATIONS

- a. To enable Class Networks to provide the agreed Services the Customer shall:
- b. Provide full Administrator access to the Customer's Office 365 environment when Microsoft support is taken.
- c. Install any required certificates, unless ordered through Class.
- d. Make any requested DNS changes.
- e. Perform the required Office 365 configuration, unless ordered through Class.
- f. Port / provision new phone numbers to Class. We cannot integrate any phone numbers not provided by Class.
- g. Notify Class Networks in a timely manner of any problems or faults.
- h. Ensure that Customer equipment adheres to the minimum hardware and software requirements as set out by the manufacturer.
- i. Provide notice of any legal or environmental conditions that might affect the service.
- j. Provide a primary contact authorised to make decisions or representations on the Customer's behalf.
- k. To ensure staff are sufficiently trained on the software and / or hardware that they are using.
- l. It is a requirement to send a PAID header in the SIP messaging in order that Class can identify who is making the call. Any user not sending a PAID header may result in service suspension.
- m. Every user must have a Microsoft phone system licence in order to use Direct Routing.
- n. Customer is responsible for payment of all calls made using the Service
- o. The Customer will provide the necessary assistance in porting any numbers from another communications provider.
- p. The availability of certain features (eg, Calling Line Identity Presentation (CLIP)) is dependent on the Customers equipment, for which the Customer is responsible, or dependent on activation by the Customer (eg, Voicemail);
- q. Anything not specifically stated as provided and in scope.

4. EXCEPTIONS

- a. This contract does not cover incidents caused by using equipment, software or service(s) in a way that is not recommended.
 - i. If the client has made unauthorised changes to the configuration or set up of equipment, software or services, this agreement may not apply and additional charges may apply to resolve.
 - j. If the client has prevented the supplier from performing required maintenance and updates, there may be a delay in resolving issues.

- k. Any 3rd party licenses sold by Class including but not limited to Microsoft licenses are subject to the manufacturers prevailing rate and may be subject to price fluctuations both up and down throughout the contract term.
- l. Any on-going support tickets logged that are determined to be as a result of insufficient user training, then Class reserves the right to refuse to support until the customer has taken steps to ensure that staff are sufficiently trained. For example but not limited to how features of Word, Excel, PowerPoint, Teams work.
- m. The number of users this support contract covers is included in the service and charges section on page 1. A user is defined as a unique login name, and / or telephone number.
- n. Number ports are charged separately.
- o. Any changes made by Microsoft that impact the service or any features of Teams and the Direct Routing Service.
- p. PSTN conference capabilities are provided by Microsoft and require a license.
- q. Not all services and features associated with a standard phone line will be available as part of this Service
- r. Additional numbers ordered after the initial number range has been allocated may not be sequential with the original numbers assigned to the customer.
- s. Class may bar the availability of certain numbers, Services or features at our sole discretion. We will use this discretion with regard to anomalous use of your Service in order to try to protect you from fraud or unauthorised usage, although we do not guarantee such protection. Without limitation this may include: call diversion to certain international numbers; calling card access numbers; and certain international destinations
- t. The Service may be impaired by the uploading or downloading of data using a shared data connection.
- u. Where it is not possible to port a number(s) Class may provide a new number.
- v. Microsoft Office 365 support is strictly limited to supporting the direct routing service in the Microsoft Office 365 admin portal, as defined in section 1, and section 2c.
- w. The customer may reserve up to 10% of their total number of live telephone numbers as spare numbers that can be assigned later. When these numbers go live, additional licence charges will apply.
- x. The number of concurrent calls is limited to the number of Teams Voice Licences the customer is being charged for by Class.
- y. The customer must inform Class by email to support@classnetworks.com if they wish to decrease the number of calling plans. The billing will cease from the date of the email or when the Microsoft phone system licence is removed, whichever occurs last. Class will not back date refunds prior to when the notification email is received.

5.0 SERVICE SUPPORT

Support is provided by telephone or email on standard working days, Monday – Friday 0900-1700hrs, excluding bank holidays. Faults reported before 9am are treated as received at 9am, and faults reported after 5pm are treated as received at 9am the next working day.

a. Fault Handling

- i. Any suspected faults should be reported to Class Networks' Customer Services using the procedures detailed in the Service Handover Document to be provided on the Ready For Service Date.
- ii. When reporting a fault, the Customer should identify the affected Service and provide details of the fault.

b. Time to Repair

- i. Class Networks aims to resolve faults causing loss of Service within four (4) business hours in a standard working day, provided access to the affected Customer Site, if required, is available. Class Networks will provide the Customer with progress updates every two (2) hours, unless otherwise agreed.
- ii. Where the fault arises from any Third Party, Class Networks shall endeavour to manage the resolution of the fault with the Third Party as soon as reasonably practicable.

Priority	Example	Response Time	Resolution Target Time
1	More than 51% of users unable to work as a result of a problem or incident with the "Customer IT system" documented in section 7.1	30 mins	4 hours

2	A User is prevented from working; Normally there will be a temporary 'work around' for this problem.	1 hour	1 day
3	Problems of a 'non urgent' nature, where the effect on the User is not significantly impacting work. Also Requests such as new users, changes to email distribution groups, printer settings etc.	1 hour	3 days
4	These would be routine request to the Service Desk (like purchase of new equipment which has been budgeted for) or Change Requests	1 day	1 Week
5	Projects. The scheduling and project plan for each individual project would be agreed with the client.	1 day	Agreed at time

c. **Site Visits**

Site visits over and above those included within the scope of this agreement are chargeable at Class's prevailing rates.

6.0 EMERGENCY CALLS

- a. Customer must provide emergency 999/112 address details for each telephone number, otherwise it may or may not be possible for emergency operators and authorities to identify your location and phone number when you dial 999/112.
- b. Class will endeavour to carry any 999/112 emergency calls that are made using the Service, but cannot guarantee the ability to make these calls.
- c. Please note that 999/112 emergency calls will not function during an electrical power or broadband provider outage, nor if your Service has been suspended or terminated.
- d. It is recommended that the Customer has an alternative means of contacting the emergency services such as a mobile phone or a traditional, wired phone plugged into the PSTN.

7.0 ADDITIONAL CONDITIONS

- a. Quotes are valid for 30 days.
- b. Rental will be charged monthly in advance commencing as individual services go live.
- c. Class will make arrangements for specified equipment to be sent to the Customer's business address shown above, unless otherwise advised. Delivery charges will apply.
- d. Each Class user licence is specific to the Customer and may not be assigned to any third party without the written consent of Class Networks
- e. Minimum contract term is as stated on the order schedule for Teams Direct Routing SIP Trunk and all associated services.
- f. Users can be amended, added or removed during the contract. However a minimum of 75% of the user licenses will be charged for, for the length of the term.
- g. All invoices are subject to 30 day payment terms. Invoices paid late could be subject to interest and or suspension of services.