



1. PART B – SERVICE DESCRIPTION

1.1 Standard Service

The Customer can select from different versions of support as set out below. The version selected by the Customer will be set out in the Order:

(a) Microsoft Teams Operator Connect with BT calling plans

BT will manage the Customer's telephony using the a BT GSIP service (e.g. BTOne Voice) with voice gateways and BT calling plans. This SKU excludes support for the Customer's Microsoft Teams service and Microsoft calling plans and excludes the provision of the BT GSIP service which will be under separate terms.

- BT SKU 1: TEAMS-OC
- Support for the Customer's Operator Connect service only
- Provision of the Services set out in section 3
- Requires: a minimum E3 + Phone System or E5 licence
- Sold on minimum level and invoiced on minimum commitment.

2. SCOPE OF SERVICE

The scope of the BT Service Desk (described in Part A – Service Terms) covers support for the Services described in this Part B – Service Description. The Service does not provide support for Users or devices, networks (if not provided by BT) or other Microsoft Office 365 applications (such as SharePoint, Exchange or OneDrive), other than integration issues between Microsoft Teams elements and these applications. The BT Service Desk will receive Incidents and issues, triage them in light of this scope, and pass back tickets to the Customer service desk if they are deemed to not be within the scope of the services managed by BT.

2.1 Microsoft Teams Features supported by the Standard Service

2.1.1 Standard Service Feature Support Matrix

The following table shows which Microsoft Teams features and other services are supported for Incident management and administration.

Supported Features	Operator Connect (Voice Only) Users (SKU 1)
Teams	X
Channels	X
Chat	X
Guest Access	X
Activity Feed	X
Meetings	X
Audioconferencing	X
	X
Cloud Sited Voice Gateway	✓
Operator Connect BT Calling Plans	✓
Microsoft Phone System	✓
Microsoft Calling Plans	X



2.2 Basic License Requirements for One Cloud Microsoft Teams SKUs

The following table lists the Microsoft licenses and subscriptions needed to use Microsoft Teams and its associated features and services. For each feature, the table describes whether it is included with Microsoft Office 365 E3 or E5 licenses, and if appropriate, what additional licenses or subscriptions are required. This table is for information only, Microsoft may change the licence name or type as set out in their terms. It is the Customer's responsibility to obtain these licences directly with Microsoft.

Microsoft Licences		
Feature	Office 365 E3 Licence	Office 365 E5 Licence
Microsoft Teams: Teams collaboration features	<ul style="list-style-type: none"> Included with E3 	<ul style="list-style-type: none"> Included with E5
Telephony: Capability to use Microsoft Office 365 as a telephony PBX	<ul style="list-style-type: none"> Phone System Add-on Licence needed 	<ul style="list-style-type: none"> Included with E5
BT Calling Plans: A DID number and per minute or bundled domestic and international telephony rates	<ul style="list-style-type: none"> Included with E3 	<ul style="list-style-type: none"> Included with E5
Audio conferencing: Schedule or host a dial-in meeting. Users do not need licenses.	<ul style="list-style-type: none"> Audioconferencing Add-on Licence needed 	<ul style="list-style-type: none"> Included with E5
Toll-free numbers: For dial-in access to Meetings, and the ability to dial out from a Meeting to add someone by calling any telephone number in the world.	<ul style="list-style-type: none"> Communications Credits add-on licence needed 	<ul style="list-style-type: none"> Communications Credits add-on licence needed
Voicemail	<ul style="list-style-type: none"> Included with E3 	<ul style="list-style-type: none"> Included with E5

2.3 BT Service Management Boundary (SMB)

The Service management boundary is limited to the provision and in-life management as set out in the SKU. BT reserves the right to charge the Customer for investigating Customer reported incidents where BT finds no Incident or that the incident is outside the Service management boundary.

The Service does not include any of the items listed below. If required these are the responsibility of the Customer unless ordered from BT under separate terms:

- (a) Configuring Users to access the service from Microsoft Office 365 administration;
- (b) The migration of Users to Microsoft Office 365;
- (c) The support of the Microsoft Teams client;
- (d) The configuration of the Microsoft Teams client;
- (e) PBX, VOIP or voice service provider integration;
- (f) Quality of Service (QoS) or any WAN configuration such as IP routing;
- (g) Internet domain registration;
- (h) Customised E911 work;
- (i) Video integration;
- (j) Integration with any third party unified messaging (UM) system;
- (k) Deployment of Microsoft Teams and the Microsoft Teams clients in the customer environment;
- (l) Travel and expenses for any on-site services;
- (m) Evaluation, selection or design of any third party applications and hardware;
- (n) Integration with third party applications and hardware not specified within scope;
- (o) Integration with third party conferencing application;
- (p) Migration of third party conferencing data;

- (a) Any software development;
- (r) Any configuration of the Microsoft Teams Call Quality Dashboard (CQD);
- (s) Any Skype for Business or Lync hybrid configuration;
- (t) Migration of users from on-premises Lync or Skype for Business to Skype for Business Online or Microsoft Teams;
- (u) Phone devices and hardware; and
- (v) Analog end User device support.

3. MEDIA QUALITY AND ANALYTICS

The Customer will have access to several analytical dashboards which providing useful metrics. This is dependent on BT having read only access to the CQD and Call Analytics data under secure policies.

3.1 Voice Quality of Experience

Quality of experience is BT's end-to-end support of BT's voice services (i.e. BT One Voice) 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. The following tools will be used to provide quality of experience in each deployment model:

Deployment Model	OVOC	Microsoft Call Analytics	CQD	Trunk Info
BT Voice Gateway (Cloud)	✓	✓	✓	✓

Through data obtained from management tools and investigations by the BT Service Desk, actionable information will be provided to the Customer to drive all parties within the service delivery chain.

The BT Service Desk will assist with diagnosis of where the cause of a call quality issue may exist and provide supporting evidence. BT can support a call with the Customer to explain the supporting evidence.

Where matters lie outside the direct control of BT, then the Customer will use the evidence provided to work with the appropriate resolver group to progress the issue. For example, if a call quality issue is deemed to be caused by a local network issue at a Customer site, BT will provide the available substantiating evidence to the Customer to assist it with solving the issue with its local IT team or local network provider.

Note *: BT can only provide trunk information from BT provided SIP services.

3.2 Call Quality Dashboard (CQD)

The Call Quality Dashboard (CQD) for Microsoft Teams available to Customer authorised administrators, will enable the Customer to gain insights into the quality of calls made using Microsoft Teams. CQD provides an entry point to the overall call quality information. Summary reports will be provided in a simplified tabbed page report view that will enable Users to browse and understand the overall call quality status and trends. Alternatively, Customer authorised administrators may drill down into the detailed reporting module.

Metrics include:

- (a) Overall call quality - provides information about all streams, which is an aggregation of server-client streams and client-client streams, as well as separate server-client and client-client streams, in the form of monthly and daily trends.
- (b) Server - Client - provides additional details for the streams between server and client endpoints.
- (c) Client - Client - provides additional details for the streams between two client endpoints.

To make full use of the CQD, it is necessary to upload Customer network and building information. The CQD ties quality reports to specific networks providing information to support voice quality trends for Customer Sites. This may be used by the Customer in proactive voice improvement activity, and by the BT Service Desk during Incident management. This information can be maintained via a service request to the BT Service Desk.



The CQD is used by BT for supporting the Customer's voice Users and is also available for the Customer authorised administrators to use.

3.3 Call Analytics

Call analytics is used by BT for supporting the Customer's voice service Users and is also available for the Customer authorised administrators to use.

Call analytics will support Customer authorised administrators to troubleshoot call or quality problems with Microsoft Teams. Call analytics shows information about the devices, networks, and connectivity for the calls and meetings of each User in the Customer's Office365 account.

4. VENDOR SUPPORT

BT will provide vendor support arrangements for operating system and application software for Incidents not resolved by the BT Service Desk.

Vendor support for other third-party systems and applications is the responsibility of the Customer. If the Customer provides an appropriate letter of agency, BT will route calls to and co-ordinate such third party vendor maintenance and support services on the Customer's behalf.

5. OPTIONAL SERVICES

The following optional Services may be supplied with the standard Service components (but may be subject to separate terms) and are subject additional charges that will be agreed in an Order:

5.1 Professional Services

BT can provide additional professional services. If the Customer requires additional professional services, the parties will agree by Order the details of the deliverables of the professional service, subject to the charges and agreement on any applicable additional conditions for such professional services.

Professional services can be provided based on a time and materials basis to carry out any additional services that the Customer may require if not included in the chosen SKU. Examples are shown below:

- (a) Microsoft Office 365 tenant configuration.
- (b) Adding session border controllers to the Customer's Microsoft Office 365 tenant.
- (c) The creation of voice policies within Microsoft Teams.

5.2 User Adoption Services

A full range of adoption services are also available including the following:

- (a) Pre-transformation consultation services.
- (b) Awareness and communication services.
- (c) Welcome email communications, account details and how to get started, web portal for self-serve learning, genius desk coaching, in-room material with best practice.
- (d) Microsoft Teams education services.
- (e) Ongoing measurement to ensure business targets are met and adoption services have been successful.