

SCHEDULE G: SERVICE DEFINITION FOR TEAMS CALLING as a SERVICE (TCaaS)

1. TCaaS Service Description

The Teams Calling as a Service provides PSTN connectivity over the Exponential-e network and processes inbound and outbound call traffic to/from the Customer’s Microsoft Teams environment to/from the PSTN using Session Initiation Protocol (SIP), presented at a user level. The Teams Calling user calls are delivered to the PSTN via the Exponential-e carrier grade TCaaS Platform, utilising its dedicated carrier interconnects. The Teams Calling Service is a customisable Service using the following components:

Mandatory Components

Component	Overview
User License	This is the provision of dial-tone to Microsoft (MS) Teams users. The TCaaS Platform will accept outbound calls from and route incoming calls to MS Teams users. In order for calls to be placed to and from the PSTN, it will be necessary to associate a DDI with the Microsoft Teams environment.

Optional Components

Component	Overview
Managed User	User license for Customers where Exponential-e is responsible for the management of the Customer’s Microsoft Office 365 tenant for all elements relating to Teams Direct Routing and external PSTN calling. Includes Microsoft TCaaS User License. Please note, support does not include elements outside PSTN calling such as user to user calling or any collaboration items within Microsoft Teams / Office 365.
Calling Bundle	Inclusive UK Calling bundle allocated on a per user license
Endpoint Management	Technical support for Endpoints to be used by Microsoft Teams users. Support covers the fault resolution of Endpoints used in conjunction with the Exponential-e TCaaS service for configuration and service issues. Please note, this component is only available in conjunction with ‘Managed User’ and supported Endpoint must be purchased from Exponential-e.

Optional Hardware

Component	Overview
Endpoints	A range of Microsoft Teams supported Endpoints. Please note, if endpoints are to be supported, Endpoint Management must be purchased.
Session Border Controller	A range of Session Border Controller to be used in conjunction with the Exponential-e TCaaS service if dedicated devices are required. Use of these devices may include support for international offices or analogue support.

The following chargeable Professional Services units are available:

Professional Services	Description (Info)
Consultation	Consultation to work with the customer to define business outcomes
Project Management	Project Management, Customer Kick Off or Low-Level Design Workshops
Implementation	Architect / Design, Engineering Build or Quality Assurance and Testing
Adoption	Admin and User Training, Documentation

The following table defines what is included with each Professional Services unit:

Professional Services	Breakdown	Items Provided
Consultation	Consultation	Consultation to work with the Customer to define business outcomes. The output is an updated scope of works. The amount of Days will be specified on the Order Form.
Project Management	Project Management	Project Management to support project delivery and setup. The amount of Days will be specified on the Order Form.

Professional Services	Breakdown	Items Provided
	Customer Kick Off	Project Management to provide the Customer kick off meeting. The amount of Days will be specified on the Order Form.
	Design Workshops	Design workshop to finalise the detailed solution design to be performed on site or remotely. The output is a low-level design. The amount of Days will be specified on the Order Form.
Implementation	Architect/Design	Professional services from a design architect to be performed remotely. The output is the sign-off of the implementation design. The amount of Days will be specified on the Order Form.
	Pre-Build Engineer	Engineering to perform the service build to be performed on site or remotely. The amount of Days will be specified on the Order Form.
	Quality Assurance and Testing	Professional services to complete the solution testing and make any required amendments before go-live. To be performed on site or remotely. The amount of Days will be specified on the Order Form.
Adoption	Admin Training	Admin training to be delivered on site or remotely. The amount of Days will be specified on the Order Form.
	Agent Training	Agent training to be delivered on site or remotely. The amount of Days will be specified on the Order Form.
	Go Live/Floor walk	Go-live support to be delivered remotely or on-site with a floor walk. The amount of Days will be specified on the Order Form.

TCaaS Customer Premises Equipment (CPE) (optional)

Any routers, Endpoints and Network Termination Equipment (NTEs) provided will remain the property of Exponential-e. Unless agreed otherwise in the Contract, it is the Customer's responsibility to connect any CPE on their premise(s).

Calling Bundle

The TCaaS Service may be purchased with an inclusive call bundle. Where a call bundle has been purchased this will be specified on the Order Form. Where purchasing a call bundle, the Customer must purchase the same call bundle for all users. Exponential-e offers the following minutes bundle on a monthly basis:

Bundle Name	National/local Calls*	Mobile calls*
Calling Bundle	2000 minutes	1000 minutes

* National/Local calls are defined as those calls to UK 01/02/03 numbers. Mobile calls are defined as calls to FM1, FM3, FM4, FM5 and FM6 tariffs. Bundled minutes are aggregated for national/local and mobile across all of the Customer's TCAAS users. If the aggregated usage for national/local and/or mobile exceeds the relevant aggregated bundle allowance then Usage Charges in accordance with the current rate card shall apply. Any unused monthly minutes cannot be rolled over.

2. TCaaS Service Demarcation Point (SDP)

The TCaaS SDP is the point up to which Exponential-e's TCaaS service obligations apply and is the point up to which the TCaaS Service Level Agreement covers. The Microsoft Office 365 tenant will be the default SDP, unless Exponential-e is providing 'Managed User' or 'Endpoint Management' as part of the TCaaS Service, in which case the PSTN calling elements of the Microsoft Teams users will be the SDP. For instances where Exponential-e is proving 'Endpoint Management', the IP handsets will also be covered.

3. Target Service Commencement Date

TCaaS 30 Working Days*

* From order acceptance. If no Number porting/migrations required, this lead time may reduce to 25 Working Days. Lead times are estimated, depend on the choice of managed or non-managed tenant options and are subject to survey. It is assumed all comms room are ready.

4. TCaaS Service Level Agreement

TCaaS Availability

The TCaaS Service availability is defined, for each particular Customer Site, as the ability to make/receive calls to/from the PSTN from the SDP.

Target Availability	
TCaaS	99.99%

In the event an access method other than an uncontended Exponential-e private Ethernet over Fibre connectivity service is used to access the TCaaS Platform (e.g. Ethernet over Copper or Broadband or 3rd party Ethernet over Fibre) the SLA will not apply in the event of a connectivity failure or impairment.

Service Credits

	Measure	Service Credit*
Availability	>0.1 Below Target	5%
	>0.5 Below Target	10%

* The service credit is applied as a percentage of the fixed Monthly Charge for the TCaaS for the affected Customer Site only (not including variable call spend).