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
Microsoft TCaaS 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
Microsoft TCaaS Managed Tenant	User license for Customers taking the TCaaS managed tenant option 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.
Microsoft TCaaS Managed Tenant Implementation	The implementation and management of the Customer's Microsoft Office 365 tenant for all elements relating to Teams Direct Routing and external PSTN calling. This comprises user creation (if required) and configuration of the routing elements necessary for PSTN calling. The Microsoft TCaaS Managed Tenant Implementation is provided in the following packages based on number of users: 0 – 250, 251 – 500, 501 – 1000, 1001 – 1500, 1501 – 2000 and 2001 – 2500. 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.
Microsoft TCaaS Handset Support	Technical support for IP handsets to be used by Microsoft Teams users. Support covers the fault resolution of handsets 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 Tenant' and supported handset must be purchased from Exponential-e.
Microsoft TCaaS Analytics / Reporting	Analytics and reporting for Microsoft Teams users including summary reports, quality of service, client version reports, endpoint reports produced at regular intervals.
Microsoft TCaaS Adoption	A range of consultative services to assist the Customer with user adoption of Microsoft Teams to ensure users are getting the most out of the solution. Microsoft TCaaS Adoption is available in a number of packages, MS Teams Adoption and Training, MS Teams Training – User, MS Teams Training – Admin, MS Teams Voice Documentation and MS Teams Analytics / Reporting Training, each comprised of the following items: MS Teams Adoption and Training: 1/2 Day Customer preparation, 1/2 days Admin training with Expo Senior Consultant for 2 administrators, 4 x training programmes for up 10 users per programme (40 in total). MS Teams Training – User: 1/2 Day Customer preparation and 2 x training programmes for up 10 users per programme (20 in total) or 4 x training programmes for up 10 users per programme (40 in total). MS Teams Training – Admin: 1/2 days Admin training with Expo Senior Consultant for 2 administrators. MS Teams Voice Documentation: Tailoring an end user quick reference guide. MS Teams Analytics / Reporting Training: 1/2 days training.
Microsoft TCaaS Data Collection	Consultative service to capture and document customer MS Teams phone system requires. Microsoft TCaaS Data Collection is available in 2 packages, MS Teams Voice Data Capture and MS Teams Voice Data Capture – Additional:

Component	Overview
	MS Teams Voice Data Capture: 0 - 100 users / x10 response groups / x3 IVR – 2 days allocation - Customer Support.
	Teams Voice Data Capture – Additional: 0 - 200 users / x3 response groups / x1 IVR – 1 days allocation - Customer Support.
Microsoft TCaaS Configuration	Configuration and support of advanced PBX features provided in 3 packages, Bronze, Silver and Gold. Each package comprises of the following items: Bronze - 3 x Hunt Group Build + 1 x IVR (interactive voice response) Silver - 5 x Hunt Group Build + 1 x IVR Gold - 10 x Hunt Group Build + 2 x IVR
Microsoft TCaaS Handsets	A range of Microsoft Teams supported handsets. Please note, if handsets are to be supported, TCaaS Handset Support must be purchased.
Microsoft TCaaS AudioCodes SBC (session border controller)	A range of AudioCodes SBC devices 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.

TCaaS Customer Premises Equipment (CPE) (optional)

Any routers, IP Handsets 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).

Minutes Bundle

The TCaaS Service may be purchased with an inclusive call minutes 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 minutes bundle for all users. Exponential-e offers the following minutes bundle on a monthly basis:

Bundle Name	National/local Calls*	Mobile calls*
TCaaS Small 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 Tenant' or 'Handset Support' 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 'Handset Support', 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).