

onecom

Service Schedule

Connect4Teams Service



1 General

This Connect4Teams Service Schedule should be read in conjunction with the Order, the Conditions and any other additional terms of the Contract.

2 Description

- 2.1 Connect4Teams is a suite of services designed to deliver direct routing, PBX integration, secure voice recording, analytics, and contact centre capabilities within a Microsoft Teams environment.
- 2.2 The Connect4Teams Service will include configuration, set-up and testing of the Service.
- 2.3 The Service will be delivered and managed remotely unless agreed otherwise by Onecom in writing, and for which additional Charges may apply.

3 Definitions

- 3.1 References to the '**Service**' in this Schedule are to the Connect4Teams Service.
- 3.2 Terms defined in the Contract shall have the same meaning in this Schedule. The following definitions shall also apply:

API	application programming interface
Connect4Teams	the capability to deliver services into Microsoft Teams as further described in clause 2
Microsoft Teams	the unified communications and collaboration platform provided by Microsoft
PBX	private branch exchange
PSTN	public switched telephone network
SIP	session initiation protocol, which is the protocol used to connect Microsoft Teams to the PSTN

4 Customer Obligations

- 4.1 The Customer is responsible for ensuring that its IT services and internal network or internet connection is configured to support the Services and meets the minimum requirements as communicated to the Customer by Onecom from time to time.
- 4.2 In relation to the implementation of the Service, the Customer is responsible for:
- 4.2.1 appointment of a project manager to co-ordinate with the Onecom project manager and/or project co-ordinator in the deployment of the Service and the co-ordination with any existing suppliers where appropriate;
- 4.2.2 all on site infrastructure, including but not limited to, providing a suitable infrastructure supporting the pre-requisite standards and protocols to support access to the Service (including the ones set up by Microsoft for the Microsoft Teams environment);
- 4.2.3 collation and provision of Customer data in the format specified by Onecom and as required to enable configuration of the Service;
- 4.2.4 unless specified otherwise, the integration of the Service into the Customer's systems using the Service APIs;

- 4.2.5 unless specified otherwise, the deployment of desktop and mobile clients;
- 4.2.6 unless specified otherwise, the deployment of physical devices at the Customer's premises or other agreed location;
- 4.2.7 applying the correct Microsoft phone system licencing per User to enable the phone system capabilities within the Microsoft Teams environment; and
- 4.2.8 granting access to Microsoft Teams with the required permissions to allow the Service.

5 Training

The details of any training related to the Service to be provided by Onecom to the Customer will be detailed in an Order.

6 Number Presentation

If the Customer wishes to present a number that is not allocated to their Service, and where this can be supported, the following provisions apply:

- 6.1 the Customer must ensure that the number is of a national significant format, is allocated to the Customer and the Customer possesses all necessary permissions in respect of the lines in question;
- 6.2 where the number is not allocated to the Customer, the Customer has obtained written consent from the allocated owner for its use as a number and that such consent has not been withdrawn;
- 6.3 the Customer must ensure that the number is a number that is allocated to them, is in use, connected to a terminal and capable of receiving calls;
- 6.4 the Customer acknowledges that Onecom has the right to suspend or terminate use of the Service if it is found that the Customer is in breach of this clause 6, and hereby indemnifies Onecom in full against all liabilities, costs, expenses, damages and losses suffered or incurred by Onecom arising out of, or in connection with, any such breach; and
- 6.5 the Customer shall on request from Onecom provide all reasonable evidence as Onecom may require so as to audit and monitor the Customer's adherence with this clause 6.

7 Emergency Calling

- 7.1 Calls to emergency services via SIP operate differently than on traditional PSTN. It is important that the Customer understands these differences and communicates them to all Users. The Customer acknowledges and agrees to the provisions set out in this clause 7 and shall ensure that the information is communicated to all Users.
- 7.2 The differences between calls to the emergency services via SIP and PSTN include the following:
 - 7.2.1 the emergency service may not know the actual location of a caller making an emergency services call, which could result in the call being routed to the wrong emergency services call centre and/or emergency services being dispatched to the wrong location;
 - 7.2.2 if the Customer's or the User's device has no power, is experiencing a power outage or, for any reason, cannot otherwise access the Internet, the User cannot make an emergency services call through the Service; and
 - 7.2.3 although the Service can be used anywhere in the world where an Internet connection is available, Users should not make an emergency services call from a location outside their home country/region because the call is unlikely to be routed to the appropriate emergency services call centre in that country/region.