Virtual Event (with Webex Webinars)
Service Schedule
Part B – Service Description

Section A The Service

1. STANDARD COMPONENTS OF THE SERVICE

BT will provide the Customer with the following Services in accordance with the details as set out in the Order:

1.1 Webex Webinars

Webex Webinars enables highly interactive webinar and webcast experiences for the Customer. With Webex Webinars, the Customer can gain insights on events and engage with their audience through a feature rich solution. The licenses for Webex Webinars will be purchased and shall remain with BT.

1.2 Access to the Service

1.2.1 The Customer can access the Service either by:

(a) using a VOIP application on the User's device; or

(b) if a VOIP application is not available, using the Audio Dial-In option as set out in Paragraph 2.

1.3 Onboarding: On-boarding or mobilisation is the set-up of the Service for the Customer, including the go-live of all other related in-scope Service components.

1.4 BT User Adoption Support: The BT User Adoption Support is a Customer self-serve web portal, including:

1.4.1 guidance information on how to successfully launch the Service to Users;

1.4.2 short training videos covering various topics relating to the Service;

1.4.3 a downloadable launch kit including posters, digital signage content, launch emails, social posts and useful links; and

1.4.4 access to an online website for Users to access quick start user guides.

1.5 Support Services: The following table shows a summary of activities BT can support as part of the Service. These activities are fully described in Paragraph 1.6 to Paragraph 1.9.

Supported Activities	Virtual Event Service
Event planning	✔
Event rehearsal (Service Option)	✔ [1]
Pre-Event warm up	✔
Dedicated live Event support	✔
Post-live Event support	✔

[1] This is an optional feature and must be selected by the Customer during the Event planning.

1.6 Event planning (up to 60 minutes)

1.6.1 The Customer will indicate their requirement for a future Event by email. The BT producer will telephone the Customer to discuss the requirements for the Event, including the date, time, and duration.

1.6.2 BT will schedule a BT producer on the BT internal booking system to check availability and will schedule the Event on the Webex Webinar platform.

1.6.3 BT will confirm availability of the Event within 2 Business Days and send out invites from the BT internal booking system to the Customer's panellists/presenters.

1.7 Pre-Event warm up (included within the dedicated live Event support time)

The BT producer will be the host and will be joined by Customer panellists and/or presenters 30 minutes before the Event in order to carry out any necessary pre-Event checks.

1.8 Dedicated live Event support (up to 90 minutes which includes the pre-Event warm up)

The BT producer will deliver the Event introduction, question, and answer session, and close the Event. The BT producer will provide a single point of contact for support and assistance during the Event.

1.9 Post live event support (up to 30 minutes)

1.9.1 The BT producer will provide:

(a) final attendance information; and

(b) the Event recording, transcription, a list of questions and answers and polling information if applicable.

1.9.2 The Event recording and transcription will be sent in a password protected document. BT is not responsible for the quality of the recording or transcription.

2. SERVICE OPTIONS

BT will provide the Customer with any of the following options as set out in any applicable Order and in accordance with the details as set out in that Order:

2.1 Event Rehearsal (up to 30 minutes) – included within the Charges for the standard Service

The Event rehearsal is a separate scheduled Event. All parties will join the BT scheduled rehearsal hosted by a BT producer. Best practices and further guidance will be covered to ensure all parties feel confident with the Service.

2.2 Audio Dial-In

Audio Dial-In allows meeting attendees to utilise standard PSTN or mobile voice services to access the meeting when an attendee is unable to access a VoIP service.

2.3 Bespoke additional services – not included within the Charges for the standard Service

2.3.1 During provision of the Service BT may identify requirements that are bespoke from the standard Service. BT will provide a quote under a separate Order for such services, along with the detail of the scope of work to be carried out.

3. SERVICE MANAGEMENT BOUNDARY

3.1 The Service is limited to the event management of this Service as set out in this Schedule ("**Service Management Boundary**").

3.2 The Service does not provide support for devices and connectivity used by Users for accessing the Service.

3.3 BT is not responsible in any way for any service, (or any part of such service), provided by other telecommunications service providers or using networks other than the BT network. As the Service is internet-based and reliant on the Customer's internal network, BT will not be responsible for the quality of the voice and video made over the Service.

4. ENABLING SERVICES

4.1 The Customer will have the following services in place that are necessary for the Service to function:

4.1.1   an internet browser and/or a suitable device to connect to the Webex Webinar platform e.g. PC, smartphone or dial in telephone number etc; and

4.1.2   the associated licences or administration rights of the Unified Communication service to allow BT to perform the Service.

(each an "**Enabling Service**")

Section B Service Management

5.   CUSTOMER SERVICE HANDBOOK

5.1   The Customer Service Handbook is a document agreed with the Customer upon completion of the on-boarding (mobilisation) phase providing Customer specific information relevant to the Service. The Customer Service Handbook will be prepared by BT during Service mobilisation with input from the Customer. The Customer Service Handbook content includes:

5.1.1   The high-level Service scope specific to the Customer;

5.1.2   Administrative and operational procedures for interaction between the Customer and BT for the provision of the Services; and

5.1.3   Incident escalation procedures, contact details and any defined planned maintenance schedule.

5.2   The Customer Service Handbook is managed jointly in-life by the Customer and BT.

6.   BT SERVICE DESK

6.1   The service desk provided by BT is a global support desk providing Incident management in accordance with the daily hours set out in the Order ("**BT Service Desk**"). The BT Service Desk uses telephone and/or email to raise and track Incidents and service requests. The Customer will provide its own support of its IT environment via its own service organisation, which will interface with the BT Service Desk.

6.2   BT will provide direct engagement to Event presenters and/or attendees during an Event if appropriate. Incidents that have occurred during an Event may be logged retrospectively by the Customer (to allow for the expedient progression of the Event) and BT will liaise with the Customer's service desk as appropriate to perform Incident management.

6.3   To efficiently resolve reported Incidents, the Customer's service desk will pre-qualify Incidents, as appropriate, by asking questions to the Users reporting the Incident to the Customer service desk. The minimum information that the Customer will need to provide when reporting an Incident is:

6.3.1   Event reference number;

6.3.2   Contact name, email address and time zone;

6.3.3   Information about the Incident; and

6.3.4   Any actions that have already been taken to resolve the Incident and the outcome of such actions.

6.4   The BT Service Desk will:

6.4.1   provide support to the Customer's service desk and Users in English;

6.4.2   provide an initial assessment and a reference number and priority level to the Customer;

6.4.3   track, manage and troubleshoot Incidents raised by the Customer service desk or Users as appropriate and proactively raised alerts from BT's management systems where applicable;

6.4.4   retain overall ownership of all Incidents until the Incident has been resolved and closed and/or passed off appropriately to the Customer's service desk; and

6.4.5   carry out service requests raised by the Customer.

6.5 Further description of the BT Service Desk and related process will be set out in the Customer Service Handbook.

7. INCIDENT MANAGEMENT

7.1 BT will apply its standard Incident management procedures utilising Incident priority levels as listed in the table below:

7.2 BT will send you via email regular updates on the progress of any Incident escalations.

Priority	Description of Priority
1	Full outage or interruption to the Service which has affected all Users or a User community's ability to access the Service. No workaround exists.
2	Full outage or interruption to the Service which has affected a User community's ability to access the Service at a site or regional level. Workaround exists.
3	Single User issues or intermittent Service issues
4	Service requests i.e., where there is no Incident/fault being experienced.

8. SERVICE REQUESTS

8.1 Where a Customer requests for BT to perform a service request as a priority, this will be escalated at BT's discretion. This may be required for example in the case of a potential security breach, or a high-level User request.

8.2 Service requests must be raised by a Customer authorised User.

8.3 Examples of service requests within the scope of this Service are:

    8.3.1 amendments to Event bookings;

    8.3.2 Event cancellation;

    8.3.3 Resend confirmation email; and

    8.3.4 Information request.