Webex Calling with BT 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 Calling User Types - There are two User types with varying Features which can be chosen by the Customer, as set out in the tables below:

1.1.1 Professional User; and

1.1.2 Workspace User.

(a) The relevant Features for both Users are set out in the table at paragraph 2.1.1.

1.2   Webex App – Application which enables instant messaging and presence and voice calling.

1.3   Support Services – As detailed at Section C of this Part B.

1.4   Webex Control Hub – Access to a portal which will provide the Customer with the administration rights to provide the following capabilities:

Information
List and search Group
List and search Calling Locations
List and search Users
List of administrators
List of devices (Multi-Platform Phones, ATAs, Cisco Headsets, Cisco webcams and Webex Room OS Devices)
View and download full log of changes made
Full inventory of Private DNs and E164 numbers

Invoice affecting changes
Add, delete and/or modify Users
Add a new device for a User
Add multiple Users via bulk loader
Modify unassigned Users added from Active Directory via LDAP integration

Inventory and records
Add or remove Hoteling from User
Move User to new site
Delete and unassign devices
View site dial plan

Features Configuration
Create and modify Hunt Groups
Create and modify Pick-up Groups
Modify Class of Service settings

Enable User with call forwarding	
View list of Admin transactions	
Modify device settings	
Activate Dubber Voice Recording per User	
Create and modify multi-lingual Auto Attendant Groups	
Create and modify Voicemail Groups	
Create and modify Call Park Groups	
Modify site-by-site Music-On-Hold with WAV file	
Call Calendar Scheduling of inbound calls	
Executive/Exec Assistant call handling	

Analytics, Dashboard, Monitoring and Reporting
Generate adoption trends and usage report
Generate call details report
Access to analytics data
View call quality report

2. SERVICE OPTIONS

2.1 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:

2.1.1 Webex Calling with BT Features:

Feature (by User type)	Brief Description	Professional User	Workspace User
Alternate Numbers with Distinctive Ring	Add additional number to Users and assign distinctive ring pattern to specific phone numbers	✔	X
Anonymous Call Rejection	Set up to reject all incoming calls from unidentified or blocked caller IDs	✔	X
Barge-In Exempt	Allow other Users to add themselves to a User's ongoing call, making it a conference call	✔	X
Call Forwarding	Choose when calls to forward and who calls forward to	✔	✔ (Call Forward Busy and No Answer only)
Busy Lamp Field (Monitoring)	Allow a User to monitor the line status of specified Users, places or call park extensions. The line status indicates if a User or place is on a call and if a call has been parked on that extension. Applicable for MPP devices only	✔	✔
Call Forwarding Selective	Users can forward calls at specific times from specific callers	✔	X
Call History	View Customer's call history	✔	X
Call Hold and Resume	Put an active call on hold and then resume the call when the Customer is ready	✔	✔
Call Logs with Click to Dial	Missed call indication, the ability to return calls via Webex App or via IP Telephone (Missed Call button)	✔	X
Call Notify	Receive an email notification when calls or voicemail are received	✔	X
Call Queue Agent	Hold calls when all Users (agents) are unavailable. Queued calls are routed according to the call routing settings when agent is available	✔	✔

Call Redial	Call the most recently dialled phone number	✔	✔
Call Return	Select the call record that the Customer wants to dial	✔	X
Call Transfer	Transfer a call to another person from the Customer's phone	✔	✔
Call Waiting (for up to 4 calls)	Users can place a call on hold to answer a different call	✔	✔
Call Waiting ID	CLI presentation for second call waiting	✔	✔
Connected Line ID Restriction	Block User identity while receiving a transferred to forwarded call	✔	X
Directed Call Pickup	Enable a User to answer any ringing line within their pickup group	✔	X
Directed Call Pickup with Barge In	Combines Barge In functionality for an extension within the same Call Pickup group which is busy on another call	✔	X
Do Not Disturb	Silence or enable ring reminder to play a brief tone when receiving incoming calls	✔	X
Enterprise Phone Directory	Access company's phone list from the Calling User Portal	✔	X
Executive/Executive Assistant	Allow an Executive to select from a pool of Assistants, who have been assigned the Executive Assistant feature and who can answer or place calls on their behalf	✔	X
Extension Dialling, Variable Length	Customize extension lengths, routing prefixes, and dialling preferences (internal and external)	✔	✔
Feature Access Codes (Star Codes)	Give access to advanced calling features. Webex App and IP phone support FACs	✔	✔
Hoteling	Allow a User to connect to a shared phone (host). The User will send and receive calls from the host and have it appeared as their number	X	✔
Hoteling Guest	Allow a User (guest) to use specific phone (host) by temporarily logging into and using it as their own phone	✔	X
Inbound Caller ID (Name)	Specify the caller ID (CLID) including name information shown when a call is made from a workspace or when a User makes a call	✔	✔
Inbound Caller ID (Name and Number)	Specify the caller ID (CLID) information shown when an external call is made from a workspace or when a User makes an external call, if CLI Name is supported	✔	✔
Inbound Fax to Call	Allow a User to receive direct inbound faxes from their voicemail service	✔	X
Mobility	The ability to register the Webex App on a mobile, laptop or tablet device and not be restricted to a single office location	✔	X
Multiple Line Appearance	Add lines to a User's Webex App and reorder how the lines appear in conjunction with the Executive / Executive Assistant feature	✔	X
N-Way Calling	6-party ad-hoc video & audio conferencing without the need for a Meeting licence	✔	X
Single Number Reach (Office Anywhere)	Allow Users to make, receive, and move calls to or from any designated device	✔	X
Outbound Caller ID Blocking	Restricting or masking outbound Caller ID to display "Anonymous" receiving party device	✔	✔
Personal Phone Directory	Add contacts to a personal directory and create speed dials	✔	X

Priority Alert	Set up a unique ringtone based on predefined criteria	✔	X
Privacy	Enable a User's line to be monitored by others and determine if they can be reached by Auto Attendant services	✔	X
Push to Talk	Allow the use of phones as intercoms which can directly contact another extension by dialling *50 and the extension number	✔	X
Selective Call Acceptance / Rejection	Create different rules to accept, reject, or forward certain calls based on the phone number, caller, and/or the schedule of the call	✔	X
Sequential Ring	Create a list of up to 5 additional numbers to ring in a specific order when receiving incoming calls following the schedules User created	✔	X
Shared Call Appearance	Allows Users to have the same extension/telephone number represented on different devices (Multi-Platform Phones/MPP phones, Webex App) and indicates when the line is in use from all devices associated with the User	✔	X
Simultaneous Ring	Set up up to 10 phone numbers to ring simultaneously when a User's phone receives an incoming call	✔	X
Speed Dial 100	Personal Speed dials of up to 100 numbers	✔	X
T.38 Fax Support	Improve the quality of fax transmissions by switching ATA to T.38 mode	✔	✔
Three-Way Calling	Create conference calls with a maximum of three people from Customer's desk or conference phone	✔	✔ (MPP Phones only)
Call Intercept	Incoming call of a User will be re-routed using the pre-defined rules	✔	✔
User Web Portal	Calling User portal enables User to manage and configure User features and service settings, such as, voicemails, call and directory settings	✔	X
Video (Point to Point)	A two party point to point video call between Webex App and/or Webex video enabled device	✔	✔
Visual Voicemail	A visual representation of voicemails within the Webex App indicating the number of messages	✔	X
Voicemail	Enable a User's voicemail and voicemail settings by giving Users the ability to send calls to voicemail, to enable voicemail notifications via email or text, or store voice messages in a preferred location	✔	X

Feature (by Site)	Brief Description
Auto Attendant	Add greetings, set up menus, and route calls to an answering service, a hunt group, a voicemail box, or a real person. Create a 24-hour schedule or provide different options when Customer's business is open or closed. Route calls based on caller ID attributes to create VIP lists or handle calls from certain area codes differently
Authentication	A User supplies a password or passcode to identify themselves against their Common Identify or Username
Call Park Group	Allow a defined group of Users to automatically park calls against other available members of a call park group
Call Pickup	Enables a User to answer any ringing line within their pickup group
Call Queue	Automatically route incoming calls to available agents based on predefined policy, and hold calls with announcements and music when agents are busy

External Calling Line ID Delivery	External (PSTN) CLI
Group Paging	Allow a User to place a one-way call or group page to up to 75 target Users and workspaces by dialing a number or extension assigned to a specific paging group
Hunt Group	Incoming calls are answered by the specific people or routed to voicemail
Intercept Group	Incoming calls for a specific site/location will be re-routed using the pre-defined rules
Call Intercept	Incoming call of a User will be re-routed using the pre-defined rules
Internal Calling Line ID Delivery	Internal Webex Calling CLI (extension to extension dialling)
Music on Hold	Music played when a call is placed on hold
Receptionist Client	Set up Users as telephone attendants with a full set of call control options to screen incoming calls
Voice Mail Group	A common set of Users can share voicemail through a voicemail group. Set up new message notifications, choose storage locations, and customize a voicemail greeting

2.2 The Service Options selected by the Customer as detailed on the Order, can be varied from time to time:

   2.2.1 by the Customer, through the Control Hub; or

   2.2.2 as agreed between the Parties.

3. SERVICE MANAGEMENT BOUNDARY

3.1 BT's responsibility to provide and manage the Service is physically and logically limited to the following service management boundary:

   3.1.1 the port on the Service edge router/session border controller.

3.2 Paragraph Error! Reference source not found. constitutes the "**Service Management Boundary**."

3.3 The Service does not include connectivity between the Service edge router/session border controller and the Customer's Sites, which would be the internet.

3.4 BT will have no responsibility for the Service outside the Service Management Boundary.

3.5 BT does not make any representations, whether express or implied, about whether the Service will operate in combination with any Customer equipment or other equipment and software.

3.6 As the Service is internet based, BT will not be responsible for the quality of any voice calls made over the Service. BT is not responsible for any Service degradation, impairment or unavailability associated with the Internet.

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 a suitable internet access as defined by BT to each Site, with sufficient bandwidth to provide the Service effectively for the volume of Users at that Site;

   4.1.2 a LAN access at a Site between the Internet access point and the Service termination equipment configured to prioritise or expedite the passage of real-time binary speech encodings where these are being transported with less time critical data traffic;

   4.1.3 ensure it has either an IP Handset or the Webex App to use the Service together with internet access. IP Handsets are not included as part of the Service, however IP Handsets can be ordered separately from BT; and

   4.1.4 a voice service by purchasing a BT SIP service which provides access to Emergency Services under separate terms and conditions.

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

5. COMMISSIONING OF THE SERVICE

5.1 Before the Operational Service Date, BT will:

    5.1.1 deliver and configure the Service;

    5.1.2 conduct a series of standard tests on the Service to ensure that it is configured correctly; and

    5.1.3 on the date that BT has completed the activities in this paragraph 5, confirm to the Customer that the Service is available for performance of any Acceptance Tests.

5.2 The Operational Service Date occurs on successful completion of the tests. The Customer will pay for any test calls made in setting up the Service.

6. ACCEPTANCE TESTS

6.1 The Customer will carry out the Acceptance Tests for the Service within five (5) Business Days after receiving notice from BT ("**Acceptance Test Period**").

6.2 The Service is accepted by the Customer if the Customer confirms acceptance in writing during the Acceptance Test Period or is treated as being accepted by the Customer if the Customer does not provide BT with notice to the contrary by the end of the Acceptance Test Period.

6.3 Subject to paragraph 6.4, the Operational Service Date will be the earlier of the following:

    6.3.1 the date that the Customer confirms or BT deems acceptance of the Service in writing in accordance with paragraph 6.2;

    6.3.2 the date of the first day following the Acceptance Test Period; or

    6.3.3 the date the Customer starts to use the Service.

6.4 If, during the Acceptance Test Period, the Customer provides BT notice that the Acceptance Tests have not been passed, BT will remedy the non-conformance without undue delay and provide the Customer notice that BT has remedied the non-conformance and inform the Customer of the Operational Service Date.

Section B	Supplier Terms

7. EULA

7.1 The applicable EULA will be: http://www.cisco.com/go/eula.

Section C	Service Management

8. SERVICE SUPPORT

8.1 If the Customer reports an Incident with the Service BT will respond to an incident in accordance with the table as set out below by:

8.1.1 providing advice by telephone, including advice, where appropriate, as to tests and checks to be carried out by the Customer;

8.1.2 where possible, carrying out diagnostic checks from BT premises; and

8.1.3 where it is considered necessary and as soon as reasonably practicable visiting the affected Site if paragraph 8.1.1 and 8.1.2 above do not diagnose or clear the Incident.

Priority	Description	Target Response	Target Fix	Updates
Priority one	• The Service is unusable or functionality severely impaired to the extent the Service is unusable, and workaround is not available • Significant loss or degradation of Service • Critical business impact • Typically affects all Users e.g., can apply where the entire Service is unavailable to all customers or Service is unavailable for a single Customer's userbase	1 hour	4 hours	Every hour
Priority two	• Service functionality is impaired however there is a workaround available, and the Service is still available • Moderate loss or degradation of Services • Moderate business impact • Work is impaired, but can reasonably continue • Typically affects a large group of Users or degrades everyone's Service e.g., can apply where the specific non-core functionality is unavailable to all Customers globally or (ii) to a single group of Customers within a specific region, or where the Service at a small Customer Site is down	1 hour	12 hours	Every 4 hours
Priority three	• Minimum business impact • Does not prevent the operation of a Service • Typically affects fewer than ten people e.g., loss of one area of Service, such as access to voicemail, to a small number of Users but core business functions can be carried out as normal	4 hours	24 hours	N/A
Priority four	• Service Requests, queries, general Service query or request for information etc, where there is no Incident/fault being experienced e.g., request to add or delete Users, requests to make configuration change to User/Ssite	3 Business Days	3 Business Days	N/A