

## 1. SCOPE OF SERVICE

### 1.1 Standard Service Support Matrix

1.1.1 The following table shows a summary of which activities and other services are supported for Incident management and administration for the Service. These activities are more fully described in section 6 and 7.

Supported Activities	BT Event Production Service
Event planning	✓
Event rehearsal	✓ <sup>1</sup>
Pre-Event warm up	✓
Dedicated live Event support	✓
Post-live Event support	✓

<sup>1</sup> This is an optional feature and must be selected by the Customer during the Event planning.

### 1.2 Basic License Requirements for the Service

1.2.1 BT will have Customer provided logins to licenced accounts to the Customer's Unified Communication account. BT will manage and store the passwords for these accounts and the logins will be shared across BT.

1.2.2 When required, BT will manually log-in to the Unified Communication service using a BT-issued computer.

## 2. ONBOARDING

2.1 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. The Customer will receive a welcome email containing recommended steps to help the Customer launch the Service to Users (BT User Adoption Support).

## 3. BT USER ADOPTION SUPPORT

3.1 The BT User Adoption Support will include:

3.1.1 expert advice on how to successfully launch the Service to Users;

3.1.2 short training videos covering various topics;

3.1.3 a launch kit for downloading including posters, digital signage, launch emails, social posts and useful links; and

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

## 4. BT SERVICE MANAGEMENT BOUNDARY (SMB)

4.1 The Service management boundary is limited to the event management of the Customer's Unified Communication service as set out in this Schedule.

4.2 BT reserves the right to charge the Customer for investigating Customer reported incidents where BT finds no Incident or that the incident is outside the Service management boundary.

4.3 The Service does not provide support for devices or the Unified Communication service. If the Unified Communication service is provided or managed by BT this will be under terms set out in a separate Schedule.

## 5. ENABLING SERVICES

- 5.1** Enabling Services are needed to enable BT to provide the Service in accordance with the terms of Parts A and B of this Schedule (Enabling Services). The Enabling Services are:
- 5.1.1** a Unified Communication service that is compatible with the Service; and
  - 5.1.2** the associated licences or administration rights of the Unified Communication service to allow BT to perform the Service.
- 5.2** In the event that BT is unable to provide the Service due to an incident affecting an Enabling Service BT will not be liable for any resulting failure or delay to perform its obligations as a result of the incident. Notwithstanding the foregoing, if the Enabling Services are provided by BT then BT will be responsible for ensuring that those Enabling Services perform in accordance with any associated service levels set out in the terms and conditions for that service.

## **6. STANDARD ACTIVITIES**

### **6.1 Event planning (up to 60 minutes)**

**6.1.1** The Customer will book by email. The BT producer will telephone the Customer to discuss the background for the Event plus confirm date, time, duration and other requirements.

**6.1.2** BT will schedule a BT producer on the BT internal booking system to check availability and will schedule the Event on the Unified Communications platform.

**6.1.3** BT will confirm usually within 48 hours and send out confirmed invites from the Unified Communication platform to the Customer's panellists/presenters.

### **6.2 Pre-Event warm up (included within the dedicated live Event support time)**

**6.2.1** 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 prepare to go live, such as verifying all speakers sound is coming across, the order of speakers is clear and to address any last minute questions about the Event itself.

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

**6.3.1** The BT producer will deliver the housekeeping and 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.

### **6.4 Post live event support (up to 30 minutes)**

**6.4.1** The BT producer will provide:

- (a)** final attendance information; and
- (b)** the Event recording and transcription.

**6.4.2** 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.

## **7. OPTIONAL SERVICES**

**7.1** The following optional Services may be supplied with the standard Service components if selected by the Customer.

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

**7.2.1** 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 Unified Communication service.

### **7.3 Bespoke additional services – not included within the Charges for the standard Service**

**7.3.1** 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 a detail of the scope of work to be carried out.

## **8. IN-LIFE SERVICE MODEL AND PROCESS**

### **8.1 Customer Service handbook**

**8.1.1** 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 Customer. The Customer Service handbook content includes:

- (a)** The high-level Service scope specific to the Customer;
- (b)** Administrative and operational procedures for interaction between the Customer and BT for the provision of the Services; and
- (c)** Incident escalation procedures, contact details and any defined planned maintenance schedule.

**8.1.2** The Customer Service handbook is managed jointly in-life by the Customer and BT's account/service manager.

### **8.2 BT Service Desk**

**8.2.1** 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 organisation.

**8.2.2** 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.

**8.2.3** To efficiently resolve reported Incidents, the Customer's service desk will pre-qualify as appropriate Incidents 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:

- (a)** Event reference number;
- (b)** Contact name, email address and time zone;
- (c)** Information about the Incident; and
- (d)** Any actions that have already been taken to resolve the Incident and the outcome of such actions.

**8.2.4 Main BT Service Desk Tasks:** The BT Service Desk will:

- (a)** provide support to the Customer's service desk and Users in English.
- (b)** provide an initial assessment and a reference number and priority level will be communicated to the Customer.
- (c)** 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.
- (d)** 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.
- (e)** carry out service requests raised by the Customer.

**8.2.5** Further description of the BT Service Desk and related process will be set out in the Customer Service handbook.

**8.3 Incident Management**

**8.3.1** An **Incident** is an unplanned interruption to, or a reduction in the quality of the Service or particular element of it. BT will apply its standard Incident management procedures utilising Incident priority levels as listed in the table below:

<b>Priority</b>	<b>Description of Priority</b>
<b>1</b>	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.
<b>2</b>	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.
<b>3</b>	Single User issues or intermittent service issues
<b>4</b>	Service requests i.e. where there is no Incident/fault being experienced.

**8.4 Service Requests.**

**8.4.1** Customer requests for BT to perform a service request as a priority 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. Service request tracking is compiled by BT and this data is provided in reports to the Customer.

**8.4.2** Service requests must be raised by a Customer authorised administrator.

**8.4.3** Examples of service requests within the scope of this Service are:

- (a) amendments to Event bookings;
- (b) Event cancellation;
- (c) Resend confirmation email;
- (d) Information request.

**8.5 Management Reports**

**8.5.1** Standard management reports may contain a summary of service requests, administration requests and Incidents having occurred in the previous month. Report regularity, format and content will be set out in the Customer Service handbook.

**8.6 Service meetings**

**8.6.1** BT's service manager will be available for Customer-specific service management conference calls as agreed with the Customer.