

onecom

# Exponential-e

TCaaS Service Schedule



## 1. Service Description

The Teams Calling as a Service (TCaaS) provides PSTN connectivity over the Exponential-e network and processes inbound and outbound call traffic to/from the Customer 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.

## 2. Definitions

2.1 In this Agreement the following words and expressions shall, unless stated otherwise, have the following meanings:

<b>EUPE</b>	end user premises equipment;
<b>Exponential-e</b>	Exponential-e Limited (company number 04499567) whose registered office is at 100 Leman Street, London, E1 8EU, and the underlying provider of the Service;
<b>Teams</b>	the Unified Communications environment which Microsoft 365 users to create and share content and communicate in multiple ways (messaging, chat, voice, video);
<b>Microsoft Office 365</b>	a cloud-based subscription service that brings together the Microsoft tools and applications for the way people work today;
<b>Microsoft TCaaS</b>	a range of AudioCodes SBC devices to be used in
<b>AudioCodes SBC</b>	conjunction with the TCaaS service if dedicated devices are required. Use of these devices may include support for international offices or analogue support;
<b>PSTN</b>	public switched telephone network;
<b>SDP</b>	service demarcation point.

## 3. Specific Terms of Service

### 3.1 Provision of Service

- 3.1.1 We will use reasonable endeavours to provide the Service within 35 Business Days.
- 3.1.2 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. Where purchasing a call bundle, the Customer must purchase the same call minutes bundle for all users.
- 3.1.3 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.
- 3.1.4 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.
- 3.1.5 The TCaaS SDP is the point up to which Onecom's TCaaS service obligations apply and is the point up to which the TCaaS Service Level Agreement covers. The Microsoft Office 365 tenant is the responsibility of the Customer and will be the default SDP. Where the Service has been provided with a Microsoft TCaaS AudioCodes SBC, this will be the SDP.
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### 3.2 Number Presentation

- 3.2.1 In the event that the Customer wishes to present a number that is not allocated to their Service, and where this can be supported, the following provisions apply:
  - (a) 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;
  - (b) where the number is not allocated to the Customer, it has written consent from the allocated owner for its use as a number and that such consent has not been withdrawn;
  - (c) the Customer must ensure that the number must be a number that is allocated to them or the User, is in use, connected to a terminal and capable of receiving calls;
  - (d) the Customer acknowledges that Onecom has the right to suspend/withdraw use of the Service if it is subsequently found that it is breach of this paragraph 3.2 and hereby indemnifies Onecom against any claims arising as a result of any such breach;
  - (e) 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 paragraph 3.2.

### 3.3 Emergency Services 999/112 Responsibilities

- 3.3.1 The Service supports 999/112 emergency call services and such calls will be routed to the national emergency call handling agents. However, the Service does not operate in the same way as PSTN fixed line 999/112 public emergency call services and connection to such services may not be possible in the event of a service outage caused by loss of Customer connectivity to the internet for whatever reason. Furthermore, it may on occasion not be possible for emergency services personnel to identify the Customer's or calling User's location and telephone number so this information should be stated promptly and clearly by the Customer or User when making such a call. In all circumstances the Customer and its Users should use their PSTN line or other means to make the emergency call.

### 3.4 Equipment

- 3.4.1 Any routers, IP Handsets and Network Termination Equipment (NTEs) provided will remain the property of Onecom Limited. Unless agreed otherwise in the Contract, it is the Customer's responsibility to connect any EUPE on their premise(s).

## 4. Service Level Agreement

- 4.1 Service Availability Service availability is defined as the ability of a service to perform its required function over a stated period of time. It is reported as the percentage of time that a service is actually available for use by the customer within agreed service hours.

The TCaaS Service availability is defined, for each particular End User Site, as the ability to make/receive calls to/from the PSTN from the SDP.

Availability is calculated as:

Total number of minutes in the measurement period - unplanned downtime x 100

**Note:** If a service is partially available then the unplanned downtime shall be calculated in equal proportion, i.e. if a service is 50% available then the unplanned downtime will be calculated as 50% x the elapsed period of the incident.

	Target Availability
TCaaS	99.99%

4.2 **Failure to Meet Service Levels**

Onecom gives no guarantee that it will respond to or resolve any incident within any particular timescale. Onecom's failure to respond to or resolve an incident in accordance with any service level or other target set out in this schedule or an shall not constitute a breach of the Contract, nor give rise to any liability of Onecom to the Customer.

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