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Service Schedule

Microsoft Teams - Direct Routing



1. Description

Microsoft Teams Direct Routing enables PSTN calling and a range of additional call control features for Microsoft Teams. The service provides VoIP connectivity for Phone System, allowing inbound and outbound telephony through Gamma’s network for both national and international destinations.

2. Definitions

2.1 Terms defined in the Contract shall have the same meaning in this Schedule. The following definitions and rules of interpretation shall also apply:

A Number	the telephone number that the Customer’s PBX presents to be displayed as the caller ID;
Customer Tenant Sub-Domain(s)	the sub-domains(s), as allocated by Gamma to the Endpoint on behalf of the Customer, which shall be notified by Onecom to the Customer and registered by the Customer on Gamma Carrier Tenant to enable the routing of calls;
Endpoint	the unique reference given to and used to identify the Customer in Onecom’s billing system;
Gamma	Gamma Telecom Ltd (company number 04340834), the underlying provider of the Services;
Gamma Carrier Tenant	the domain “UCconnect.co.uk” and any subsequent domains as may be notified by Onecom to the Customer from time to time, to which the Customer must register Customer Tenant Sub-Domains;
Emergency Services Address Information	the address information pertaining to each User, provided to Onecom by the Customer and relayed by Onecom to Gamma and in turn to the emergency services so that emergency services personnel can ascertain the caller’s address in the event of an emergency call failure;
Microsoft 365	a cloud-based subscription service provided by Microsoft that brings together the Microsoft tools and applications;
Phone System	the feature description used by Microsoft as the private telephone network component of Microsoft Teams, which allows internal (within Teams) and external (PSTN) voice calls and a range of call control features;
PSTN	public switched telephone network;
Teams	the unified communications and collaboration platform provided by Microsoft;
User	a User of Microsoft Teams; and
User Subscription	the subscription allocated to a User who will have i) a compatible Microsoft subscription and ii) a direct dial in number allocated by Gamma to the Endpoint.

2.2 Any words following the terms including, include, in particular, for example or any similar expression shall be construed as illustrative and shall not limit the sense of the words, description, definition, phrase or term preceding those terms.

3. Specific Terms of Service

3.1 The Service

- 3.1.1 The points of connection for the Endpoint are the two Customer Tenant Sub-Domains. Onecom's responsibility does extend to the transport between the IP addresses resolved from the Customer Tenant Sub-Domain and the User or to any equipment in operation beyond this point, both of which shall be the sole responsibility of the Customer.
- 3.1.2 Each Endpoint shall be unique to, and used solely by, the Customer. Onecom reserves the right to suspend or terminate any Endpoint, on providing 10 Business Days' notice to the Customer, where Onecom reasonably believes that a third party has been allocated to an Endpoint. Onecom shall be entitled to retrospectively withdraw any bundled minutes in respect of the Endpoint and invoice the Customer for such minutes at Onecom's standard rates (as set out in the Price Guide, as updated from time to time) from the date of the Endpoint's initial activation.

3.2 Number Presentation

- 3.2.1 In the event that the Customer wishes to present an A Number that is not allocated to their Endpoint, for the duration of the Contract, the Customer:
- 3.2.1.1 warrants that the A 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;
- 3.2.1.2 warrants that, where the A Number is not allocated to the Customer, it has written consent from the allocated owner for its use as an A Number and that such consent has not been withdrawn;
- 3.2.1.3 warrants that the A 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;
- 3.2.1.4 acknowledges that Onecom has the right to immediately suspend use of the Service if it is subsequently found that it is in breach of this paragraph 3.2 and hereby indemnifies Onecom in full against all liabilities, costs, expenses, damages and losses (including but not limited to any direct, indirect or consequential losses, loss of profit, loss of reputation and all interest, penalties and legal costs (calculated on a full indemnity basis) and all other reasonable professional costs and expenses) suffered or incurred by Onecom arising out of, or in connection with, any such breach; and
- 3.2.2 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 Customer is advised that 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) or otherwise. In such circumstances the Customer should use their PSTN line or other means to make the emergency call. Furthermore, it may on occasion not be possible for emergency services personnel to identify the Customer's location and telephone number so this information should be stated promptly and clearly by the Customer or User when making such a call.
- 3.3.2 The Customer shall be solely responsible for ensuring that Emergency Services Address Information is provided in respect of each User. Onecom has no responsibility for creating or managing such Emergency Services Address Information.
- 3.3.3 The Customer agrees to provide to Onecom for each network termination point full details of the User's name and address (including post code) to enable Onecom to fulfil its obligations under Ofcom regulations to pass such details on to BT.
- 3.3.4 Onecom makes no warranties, express or implied, and has no liability to the Customer regarding 999/112 emergency call services functionality or for creating or managing Emergency Services Address Information.

3.4 Billing

In the event that any Endpoint exceeds that of a pre-agreed aggregate amount of inclusive minutes available. Onecom shall be entitled to invoice the Customer for the total minutes routed at Onecom's standard price for each such destination in accordance with the Price Guide (as updated from time to time).

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