

MS Teams Calling Service Schedule

This Service Schedule forms part of your company's Agreement with NOW and should be read in conjunction with NOW's Business Customer Terms and Conditions which can be found at <https://www.nownz.co.nz/terms-conditions/business-terms-and-conditions/>. In the event of any inconsistency between this Service Schedule and any other clause of the Agreement, this Service Schedule takes precedence.

1 Overview

This agreement applies whenever NOW provides services of any kind or does anything else for NOW business customers or other non-residential customers except where a separate written agreement covers other services we provide. In this agreement, we have used 'we' or 'us' for NOW providing services for you, 'you' for the customer and 'service' or 'services' to cover all goods and services of any kind we provide and anything else we do.

The following Terms apply to our business customers who have a MS Teams Calling service. NOW's MS Teams Calling service enables a customer's MS Teams Phone System to be connected to the public telephone network via SIP connectivity using NOW's technology.

2 Service inclusions and options

2.1 Service Description

The NOW MS Teams Calling service provides a Session Initiation Protocol (SIP) link that enables IP telephony calls to be carried between your MS Teams Phone System and the NOW NZ network. This service can be delivered over a NOW Broadband Service or that of another provider.

NOW will ensure that your service is dimensioned to carry the appropriate number of concurrent calls based on the number of users you order on the service.

All inbound and outbound calls are carried over the SIP trunk and are received from/or passed to other carrier networks in New Zealand and around the world via NOW interconnect agreements.

Existing phone numbers can be ported over from existing NZ providers if required, or NOW can provision new numbers. . The NOW MS Teams Calling service will associate the customer's business name with a designated Pilot Number. DDI Numbers can be purchased in blocks of 10.

2.2 Service inclusions

As part of the service we'll provide the following service elements:

- Session Initiation Protocol (SIP) link
- Access to NOW's MS Teams Calling service.
- DDI numbers (if needed) for your MS Teams users (including rooms, groups and IVRs) that require MS Teams PSTN access.
- Setup of your MS Teams calling instance in the NOW systems.
- One hour of onboarding support to assist in getting your Microsoft Phone System service up and running with the NOW MS Teams Calling service.

For the avoidance of doubt, onboarding support does not include any support for setting up your Microsoft Phone System or setting up Microsoft Phone System Direct Routing with your Office 365 admin portal.

2.3 Service installation

Our service delivery team will provision the SIP trunk(s) in our systems and configure your Teams instance to connect to our SBCs based on the information you provide us. We will provide you (or your Microsoft support vendor) with the onboarding details so you can configure your Microsoft Phone System to work with the NOW MS Teams Calling service. We will provide you (or your Microsoft support vendor) with up to 'either' one hour of onboarding training 'or' one hour of onboarding support. You (or your contractors) agree to complete this onboarding and that NOW reserve the right to cancel the MS Teams Calling service should this onboarding not be completed to our satisfaction.

Any additional NOW service delivery time required by you (or your Microsoft support vendor on your behalf) to configure your PBX or any on-premise devices to work with the NOW MS Teams Calling service will be charged to you at our standard labour rates.

3 Service terms

1. The NOW MS Teams Calling product will work with Microsoft Phone System and Direct Routing service. However, NOW does not guarantee compatibility to any specific product or future software release.
2. NOW will charge you a one-off service activation charge for this service as detailed on the Service Subscription agreement. As part of this activation fee, NOW will provide you with generic configuration details to assist you in setting up your Microsoft Phone System to work with the NOW MS Teams Calling service. We will not provide specific Microsoft Phone System advice or configuration support.
3. We will inform you if there are additional design, build, installation and/or project management fees that are not covered by your standard installation fees.
4. Calling Line ID: NOW will present Calling Line ID (CLI) on the MS Teams calling service unless you request CLI barring. NOW cannot guarantee that the Calling Line ID will always be available and presented in a consistent format, particularly calls to or from international destinations, calls from unlisted numbers, pay phones or calls originating on another provider's network. For most incoming calls, Calling Line ID will display the phone number of the person calling; however, the Customer Owned IP Telephony Device needs to be compatible to receive the Calling Line ID Service.
5. **Phone numbers**
 - a) Unless NOW has agreed otherwise, all addresses, phone numbers, electronic addresses and other codes allocated to the customer remain the property of NOW.
 - b) NOW may be required to change the phone number(s) or IP addresses allocated to you. If this is necessary, NOW will give you as much notice as reasonably possible of any such change.
6. The monthly user charge does not include calling charges. All calls made from your Microsoft Phone System connected to our service will be billed as fixed line calls based on the calling rates in your Service Subscription Agreement and are subject to the NOW Business Calling Service Schedule which can be found at <https://www.nownz.co.nz/terms-conditions/business-terms-and-conditions/>.
7. We are not responsible for other service provider broadband issues impacting the MS Teams Calling service where NOW does not provide your broadband service.
8. We will charge you a one-off fee for any Service Requests that require substantial changes to your service or assistance provided in configuring your equipment that you request of us. Charges will apply to all Standard and Complex Service Requests as detailed in section 4.2 of this Service Schedule. Charges for Service Requests will be charged at the time and materials/labour rates listed in your Service Subscription Agreement which we will agree with you prior to performing any work required.
9. **Customer requirements**
 - a) It is your responsibility to ensure you, your staff or contractors configuring your Microsoft Phone System to work with our service, will complete the onboarding training to our satisfaction referred to in clause 2.4.

- b) It is your responsibility to configure your Microsoft Phone System to work with our MS Teams Calling service
- c) It is your responsibility to perform compatibility testing with your Microsoft Phone System or software update
- d) It is your responsibility to ensure that your Microsoft Phone System and the equipment that is connected to the NOW MS Teams Calling service is secure. NOW is not liable for any fraudulent call charges made through your equipment (e.g. as a direct result of fraudulent access to insecure web access, password or pin numbers) and reserve the right to pass on to you such call charges in full.
- e) Where you operate these services over a managed service (over the internet), or combine the service with your existing local area network (LAN), your IT and telecommunications network is your own responsibility including
 - Providing a network administrator to connect your Microsoft Phone System with the NOW MS Teams Calling service
 - Optimising your internet network and data connections for voice services
 - Maintaining the security for all areas of your LAN network
 - Maintaining the LAN or computer equipment and any related cabling
 - Configuring your firewall to work with the service
- f) Analog devices. Analog devices may not operate over NOW's MS Teams Calling service without some form of conversion to VoIP. It is your responsibility to investigate their continued operation before you migrate to MS Teams Calling. Analog devices that may not operate include faxes, EFTPOS machines, noritex machines and telephony machines.

4.0 Service Levels

4.1 Provisioning

NOW will provide you with a target date for the deployment of services for each Voice MS Teams Calling service and commencement of the Service. Our provisioning times start on the date that you have provided all the information we require to design, build and provision the service, and end when the service is deployed and ready for use.

The Service Targets for the provisioning and service requests of your Service are as follows:

DESCRIPTION	SERVICE TARGET (BUSINESS DAYS)
Simple Service Request	2 days
Standard Service Request	3 days
Complex Service Request	As agreed
Decommissioning	2 days
Service provisioning	2 days

4.2 Service Requests

A service request is any change to your provisioned service. Examples of service request types are as follows:

4.2.1 Simple changes

- Any service change that is made that takes less than 10 minutes

4.2.2 Standard changes

- Add a SP trunk/concurrency
- Add a DID/user

4.2.3 Complex charges

Complex charges will typically require a statement of work. We will prepare these on request and specify applicable charges based on our standard hourly labour rates.

- Add resiliency to your service

4.3 Service Assure

- NOW will provide the Customer with access to the NOW Service Assure during standard business support hours to record an Incident or Service Request relating to the Services. Incident reported after standard business support hours may not be processed until the following business day.
- NOW Service Assure will receive an Incident or Service Request from a Customer via email or phone. All Priority 1 service incidents must be reported by phone.
- NOW Service Assure are the primary point of contact for the recording and managing of all technical support related Incidents and Service Requests.
- The Customer must report perceived Priority 1 (P1) and Priority 2 (P2) Incidents to NOW Service Assure by phone to ensure prompt attention and support.
- All phone calls will be answered by a NOW service agent who will record the Incident and assign a Priority.

The target service assurance restoration levels cover;

- response times
- restoration targets
- status updates

SERVICE LEVEL	SERVICE TARGET
Response time	
Priority 1	30 mins
Priority 2	60 mins
Priority 3	120 mins
Restoration target	
Priority 1	4 hours
Priority 2	8 hours
Priority 3	24 hours
Status update	
Priority 1	30 minutes
Priority 2	90 minutes
Priority 3	180 minutes

Priority level definitions

- **Priority 1** – Severe business impact. Customer's ~~Microsoft Phone System~~ is unable to make or receive any calls.
- **Priority 2** – Medium to High business impact. Customer's ~~Microsoft Phone System~~ is able to make or receive calls but with significant service degradation
- **Priority 3** – Minor service degradation, specific service functionality unavailable.

Response time starts when we receive a valid service fault notification and ends:

- When our own diagnosis has been completed from automated systems
- When we advise you that a fault has been identified and that work has commenced to identify the fault;
or
- When we advise that a site visit is necessary

Restoration time is the period commencing from when we receive a valid service fault report and ends:

- When the Service is restored to full working order; or
- When a temporary repair is performed which allows the service to be used.

Status update may be in the form of advice received from us that the fault has been determined by remote diagnostics to be our responsibility and that we have commenced work to resolve that fault; That a site visit is necessary; or on the progress made on correcting the fault and the estimated restoration time.

Valid service fault notification. A valid service fault notification is deemed to follow this process:

- Notification to the appropriate support channel as listed in this document.
- Customer to include the following information:
 - Customer name;
 - Service ID of the Service affected by the Incident (if available);
 - Name and contact details of the person reporting the Incident on behalf of the Customer;
 - Description of the Incident;
 - Details of any diagnostics that have been performed by the Customer and when issue started;
 - Customer Site contact;
 - Name and location of the Customer Site that is affected by the Incident; and
 - Business or trading hours of the site.

4.4 Availability

SITE	SITE AVAILABILITY TARGET
NOW broadband provided access	99.5%
Other service provider broadband access	Best efforts

Site availability is measured as minutes in year less site outage time divided by minutes in year. Exclusions from outages include:

- Customer-induced outages
- Planned outages
- Acts of god (e.g. earthquake)

In the event that a disruption does occur, interruptions should be logged promptly with our NOW Service Assure.

4.5 Planned Outage:

On the occasions that we need to undertake an outage, we will attempt to give you a minimum of 5 business days' notice of the timing and duration of the planned interruption. At times, however we may have to action a planned notice with less than 5 business days. We aim to keep the timings and durations of planned interruptions as advised, however in some exceptional circumstances we may need to reschedule or increase the duration, with less notice than 5 business days.