

Supplementary Terms for the Supply of Microsoft Teams Integrated Hosted IP Telephony Services

The Services set out herein shall be supplied by the Company to the Client on the terms and conditions set out in the Company's General Terms and Conditions and these Supplementary Terms.

1. SUPPLEMENTARY DEFINITIONS

- 1.1 'Access Services' means either the physical connection between the Client Site and the Core Network or a broadband service-based connection, neither of which, for the avoidance of doubt, are provided under the terms of this Agreement.
- 1.2 'Bundle' means a subscription to features including monthly usage allowance, for defined Call types, to be used by the Client on a fair usage basis, as set out on the Order.
- 1.3 'Call' means a signal, message or communication that is silent, spoken or visual on a Line that provided to the Client by the Company under the terms of this Agreement.
- 1.4 'Calling Line Identity' ('CLI') means the identity allocated to the originating Call.
- 1.5 'Communications Act' means the Communications Act 2003 as amended by the Digital Economy Act 2010 and all other re-enactments.
- 1.6 'Core Network' means the communications equipment and communication lines and circuits provided by the Company excluding the Access Services and the Public Internet, for the provision of the Telephony Services.
- 1.7 'Emergency Call' means a Call made to either '999' or '112'.
- 1.8 'Emergency Services Organisation' means emergency service organisation including police, fire brigade and ambulance service.
- 1.9 'End User' means a user of the Services subscribed to by the Client.
- 1.10 'General Conditions' means the General Conditions of Entitlement set by Ofcom pursuant to its powers under the Communications Act.
- 1.11 'Hosted Telephony Platform' means the Company's Core Network-located telephony exchange which provides full function telephony exchange functionality and routing for Calls.
- 1.12 'LAN' means local area network situated at the Client's Site and under the control of the Client.
- 1.13 'Line' means connection that is provided to the Client by the Company under the terms of this Agreement.
- 1.14 'Ofcom' means the Office of Communications or any competent successor.
- 1.15 'PCI-DSS' means the Payment Card Industry Data Security Standard.
- 1.16 'Regulator' means Ofcom or the organisation to which Ofcom has delegated its responsibility for the regulation of premium rate services, or any competent successor thereof.
- 1.17 'Service Desk' means the Company's dedicated team of qualified support technicians.
- 1.18 'Service Desk Operational Hours' means 8.00am to 6.00pm Monday to Friday, excluding bank and public holidays.
- 1.19 'Site' means the Client- owned or occupied location at which the Company will deliver the Telephony Services.
- 1.20 'Special Condition' means any special conditions imposed by Ofcom pursuant to its powers under the Communications Act.
- 1.21 'Subscriber Number' means the number(s) allocated by the Company for use by the Client.

- 1.22 'Telephony Equipment' means routers, switches and telephone handsets.
- 1.23 'Telephony Network' means the public switched telephone network or any successor technology.
- 1.24 'Telephony Services' means hosted IP-based telephony services, as set out in the Service Schedule.
- 1.25 'Toll Fraud' means a crime where a third party obtains telecommunications services illegally, including but not limited to breaching network security and accessing telephony exchange services or using or selling long distance credit card codes.

2. TERM

- 2.1 This Agreement will be deemed to come into effect on acceptance of the Client's Order by the Company and shall run until the RFS Date (the 'Run-Up Period') and following the RFS Date for the Minimum Term, which shall be one year.
- 2.2 This Agreement shall continue to run after the expiry of the Minimum Term (or subsequent Additional Term) for an Additional Term. The duration of the Additional Term shall be one year unless otherwise set out on the Order. The Company shall, not less than ninety days prior to the end of the Minimum Term or any Additional Term thereafter, notify the Client of changes to charges and any other changes to the terms of this Agreement. In the event that:
 - 2.2.1 The Client serves notice to terminate this Agreement in accordance with clause 11 of the General Terms and Conditions or clause 9 hereof, this Agreement shall terminate at the end of the Minimum Term or Additional Term thereafter;
 - 2.2.2 The Client notifies the Company of acceptance of changes, the Agreement shall continue in force for an Additional Term;
 - 2.2.3 The Client fails to notify the Company of acceptance of changes and fails to serve notice to terminate, such failures to notify the Company shall imply that the changes have been accepted and the Agreement shall continue in force for an Additional Term.

3. PROVISION OF SERVICES

- 3.1 The Services comprise Telephony Services and support services as set out in the Order and described in the attached Service Schedule. The Company shall use reasonable endeavours to provide the Services twenty-four hours per day, subject to the limitations expressed in this Agreement.
- 3.2 The Company shall use reasonable endeavours to provide each of the Services set out in the Order to the Client, subject to acceptance of the Client's Order, from the RFS Date. During the Run-Up Period, the Company shall carry out the necessary pre-service provision activities, including site survey(s), configuration work and agreement of the RFS Date with the Client.
- 3.3 The Services provided shall include those of the following as set out in the Order:
 - 3.3.1 The provision of hosted IP-based Telephony Services which are integrated with Microsoft Teams;
 - 3.3.2 The configuration of Microsoft Teams to enable access to the Telephony Services;
 - 3.3.3 Provision of access to a management portal to enable the Client to manage the Telephony Services;
 - 3.3.4 The provision of Subscriber Numbers and directory entries as specified by the Client;
 - 3.3.5 The porting of existing geographic numbers (subject to the existence of appropriate porting agreements);
 - 3.3.6 The provision of services to enable the Client to make and receive Calls via the Hosted Telephony Platform, the Public Internet and the Telephony Network;
 - 3.3.7 The provision of a Service Desk during the hours set out in the Service Schedule.
- 3.4 During the term of this Agreement, the Company shall be entitled to:

- 3.4.1 Change the technical specification of the Telephony Services for operational reasons, statutory or regulatory requirements PROVIDED THAT such changes do not materially adversely affect the quality or performance of the Telephony Services;
 - 3.4.2 Make alterations to the Telephony Services (including, but not limited to, conversions, shifts, renumbers and reconfigurations). Such alterations may result in temporary disruption to the Telephony Services and the Company will use reasonable endeavours to minimise such disruption and will provide as much notice as possible;
 - 3.4.3 For the sole purpose of protecting the Telephony Services, monitor the profile of Calls made and received using the Telephony Services for potential fraudulent or bad faith use and if in the Company's reasonable opinion, such Calls are adversely affecting the Telephony Services, may suspend the provision of the Telephony Services.
- 3.5 In addition to its obligations set out the General Terms and Conditions attached hereto, the Company also warrants that it and its suppliers shall comply with the General Conditions and any Special Condition that is applicable under the terms of the Communications Act.
- 3.6 Although the Company will use reasonable endeavours to ensure the accuracy and quality of the Services, the Services are provided on an "as is" basis and the Company does not make any representations as to the accuracy, comprehensiveness, completeness, quality, currency, error-free nature, compatibility, security or fitness for the Client's intended purpose for the Services.

4. ACCEPTABLE USE

- 4.1 The Client agrees to use the Services in accordance with the provisions of this Agreement, any relevant service literature and all other reasonable instructions issued by the Company from time to time.
- 4.2 The Client agrees to ensure that the Telephony Services are not used by its End Users to:
- 4.2.1 Make abusive, defamatory, obscene, indecent, menacing, disruptive, nuisance or hoax Calls or other such communications;
 - 4.2.2 Send or knowingly receive material that is abusive, defamatory, obscene, indecent, menacing or disruptive;
 - 4.2.3 Send or knowingly receive data in such a way or amount so as to adversely affect the Core Network (or any part thereof) which underpins the Services, its suppliers or third parties;
 - 4.2.4 Carry out any fraudulent, criminal or otherwise illegal activity;
 - 4.2.5 Enable any other service provider to route Calls, emails or other communications through the Company's Core Network;
 - 4.2.6 Obtain access to restricted areas of the Core Network;
 - 4.2.7 In any manner which in the Company's reasonable opinion brings the Company's name into disrepute;
 - 4.2.8 Engage in conduct which amounts to improper or persistent misuse of a public telecommunications network or service within the meaning of sections 127 and 128 of the Communications Act;
 - 4.2.9 Falsify CLIs, user information, forge addresses or CLIs.
- 4.3 The Client acknowledges that it is responsible for all data and/or traffic originating from the equipment and/or networks that it has connected to the Telephony Services.
- 4.4 If the Client becomes aware that equipment under its control is generating data and/or traffic which contravenes this Agreement, the Client agrees to:
- 4.4.1 Immediately disconnect (and subsequently secure prior to reconnection) such equipment;
 - 4.4.2 Immediately notify the Company of such contravention.
- 4.5 Subject to the provisions of sub-clause 10.13 of the General Terms and Conditions, the Client shall indemnify the Company against any third-party claims arising from the Client's breach of the terms of this clause 4.

5. CLIENT'S OBLIGATIONS

During the term of this Agreement, the Client shall:

- 5.1 Pay all additional charges levied by the Company, including but not limited to those arising from ex-Bundle Call Charges incurred by the Client:
 - 5.1.1 The Client undertakes to pay all Call Charges including those incurred by unauthorised access to or use of the Telephony Services.
- 5.2 Permit the Company, its employees and subcontractors to access the Client's Microsoft 365 tenant for the purposes of configuring, supporting and maintaining the integration of Microsoft Teams with the Telephony Services.
- 5.3 Not route Calls over a third party's network. If (beyond the Client's or the Company's reasonable control) Calls are routed other than by the Company's Hosted Telephony Platform:
 - 5.3.1 Pay invoice(s) raised by third-party supplier;
 - 5.3.2 Notify the Company immediately of any invoices for services raised by a third party for services that are covered by this Agreement.
- 5.4 Ensure that adequate resilience is in place in the event of a power or IT system failure, including having the means to make Emergency Calls.
- 5.5 Provide a suitable IT infrastructure including a LAN and Microsoft Teams at each Site, and ensure that LAN performance conforms to the requirements for delivery of the Telephony Services, as set out in the Annex to the attached Service Schedule.
- 5.6 Not copy, reverse engineer or modify any software or copy any manuals or documentation provided by the Company under the terms of this Agreement.
- 5.7 Co-operate reasonably with the Company's supplier if the supplier directly contacts the Client to make or change appointments or to request information in respect of an installation or Incident.
- 5.8 If the Client subscribes to a service that provides music on hold and the Client uploads music files, the Client agrees to obtain all necessary licences and permissions as may be required.
- 5.9 Comply with all applicable laws and regulations, including, but not limited to data protection and voice over IP and codes of conduct, including but not limited to those issued by the Regulator.
- 5.10 If the Client elects to configure the Telephony Equipment to present the Calling Line Identity when an outgoing Call is made, the Client shall:
 - 5.10.1 Ensure that the CLI is of a national significant format, is allocated to the Client and that the Client possess all necessary permissions in respect of the Line;
 - 5.10.2 Ensure that if the CLI is not allocated to the Client, the Client possesses the allocated owner's written consent for its use and if such consent is revoked, immediately notify the Company;
 - 5.10.3 Ensure that under the terms of the CLI code of practice, the CLI presented is allocated to the Client, is in use, connected to a terminal and is capable of receiving Calls.
 - 5.10.4 Ensure that the functionality is used in accordance with any other provisions of the CLI guidelines published by the Regulator from time to time, and expressly the CLI shall not be:
 - a) A premium rate number prefixed 09;
 - b) A number that connects to a revenue sharing number that generates excessive or unexpected Call charges.
- 5.11 If the Client uses auto-diallers to make Calls via the Telephony Equipment, the Client agrees to comply with the Privacy and Electronic Communications Regulations and guidelines issued by the Regulator from time to time and shall:
 - 5.11.1 Ensure that any call-list is kept up to date;
 - 5.11.2 Ensure that bad data, wrong numbers and nuisance calls are kept to a minimum.
- 5.12 If the Client has subscribed to call recording services, the Client shall ensure full compliance with the statutory requirements, including PCI-DSS, for the use of such service.

- 5.13 Acknowledge that the Company shall be entitled to suspend or terminate the Services forthwith if the Client breaches the terms of sub-clauses 5.8 to 5.12; and
- 5.13.1 Subject to the provisions of sub-clause 10.13 of the General Terms and Conditions, shall indemnify the Company against any third-party claims arising from such breach.

6. THE COMPANY'S OBLIGATIONS

During the term of this Agreement, and subject to the performance by the Client of its obligations hereunder, the Company shall:

- 6.1 Provide the Services set out in this Agreement, subject to any service limitations set out in the Order and Service Schedule.
- 6.2 Provide to the Client with copies of documentation required to assist its use of the Telephony Services and access to where such documentation exists only on a web interface.
- 6.3 Make available a Service Desk that shall provide support and guidance in the use of the Telephony Services and manage the resolution of Telephony Services-related Incidents reported by the Client.
- 6.4 Respond to Incident reports made by the Client and make reasonable endeavours to repair any Incident that is within the Telephony Services or directly caused by the Company, its employees, agents, subcontractors or suppliers.
- 6.5 Make reasonable endeavours to provide the Telephony Services by the RFS Date, but shall have no liability in the event of failure to do so.
- 6.6 Make reasonable endeavours to provide reasonable notice of any bona fide restriction which, for operational reasons the Company may place on the Telephony Services.
- 6.7 Comply with the Client's requirements regarding telephone directory listing, as set out in the Order.
- 6.8 Subject to the appropriate number porting agreements being in place, make reasonable endeavours to comply with the Client's requests for number porting and sub-allocation.

7. Clause intentionally unused

8. GENERAL

- 8.1 The Client acknowledges that title to the Subscriber Numbers supplied under the terms of this Agreement shall at all times be retained by the Company and the Client agrees not to sell, transfer or otherwise re-allocate the number to a third party.
- 8.2 In the event that the Company ceases to trade, and upon written notice given by the Company's supplier, the Company's rights and obligations, including all accrued rights and obligations, shall be assigned and transferred to the Company's supplier or to its nominee.
- 8.3 The Company has no control over the data delivered to the Client over the Lines provided by the Company and therefore cannot accept liability for loss or damage caused by malicious data including viruses, Trojan horses or spam.
- 8.4 If the Company carries out work in response to an Incident reported by the Client and the Company subsequently determines that such Incident either was not present or was caused by an act or omission of the Client, the Company shall be entitled to charge the Client at its prevailing rate.
- 8.5 The Company may at its sole discretion implement traffic management measures, which may include, but are not limited to bandwidth restrictions on heavy users of contended services, with the purpose of maintaining the quality of service of the wider group of users of the Telephony Services.
- 8.6 The Company provides the facilities of its Service Desk on a fair usage basis. If in the Company's reasonable opinion, the number of requests that the Client makes of the Service Desk exceeds that which is reasonably expected, based on the Company's experience of providing such a service, the Company shall be entitled, after prior notification, to charge the Client for excess use of the Service Desk facilities.

9. TERMINATION

- 9.1 In addition to the provisions of clause 11 of the General Terms and Conditions, this Agreement may also be terminated:
- 9.1.1 By either party by giving the other not less than ninety days' notice in writing to terminate at the end of the Minimum Term or at the end of any Additional Term thereafter;
 - 9.1.2 By the Client by giving thirty days' notice in writing if the Company makes changes to the terms of this Agreement which are materially disadvantageous to the Client (for the avoidance of doubt, not including changes to charges) PROVIDED THAT such notice is given within twenty eight days of the effective date of the change.
 - 9.1.3 Forthwith by either party during the Run-Up Period if the Company discovers technical issues including location of the Client's Site, which prevent it from being able to provide the Services or part thereof.
- 9.2 If the Company's supplier ceases to provide the Services, the Company will use all reasonable endeavours to procure an alternative supplier of substantially similar services. The Client accepts that in such circumstances the Company may be required to and shall be entitled to:
- 9.2.1 Subject to the Client's written agreement, vary a number of the terms of this Agreement; or
 - 9.2.2 Terminate this Agreement and offer to the Client a substantially similar agreement for the continued supply of similar services; or
 - 9.2.3 Terminate this Agreement if it is not possible to procure an alternative supplier.
- 9.3 In the event of termination of this agreement, howsoever occasioned (save as contemplated in sub-clause 9.2.2), the Client shall be responsible for:
- 9.3.1 Arranging for services to be provided by an alternative supplier; and
 - 9.3.2 Payment of any charges due to the Company arising from the Client's failure to arrange for services to be provided by an alternative supplier.
- 9.4 On termination, all Subscriber Numbers allocated to the Client under the terms of this Agreement shall be transferred to the Company and subject to the appropriate number porting agreements that are in place, may be transferrable to the Client's new supplier.
- 9.5 On termination, the Client may request that all call recording data held by the Company is provided to it. The Company will provide such data without undue delay and shall be entitled to charge the Client for so doing at its prevailing rate.

10. CHARGES AND PAYMENT

- 10.1 In general, invoices for setup, including configuration, number porting and sub allocation, shall be raised by the Company immediately following the Commencement Date, invoices for fixed periodic charges shall be raised in advance of the relevant period and invoices for all Call Charges, whether made with the authorisation of the Client or not and any other incurred charges, during the relevant period shall be raised in arrears. The invoicing period is set out in the Order.
- 10.2 Calls that are not included in a Bundle ('ex-Bundle') will be charged at the rates set out on the Order and updated from time to time in accordance with the terms of this Agreement; and
- 10.2.1 Charging for a Call shall commence from when an answer signal is received and cease when a release signal is received.
 - 10.2.2 Call charges are based on Call duration, charged per second and rounded up to the nearest penny;
 - 10.2.3 All Calls are charged per second, rounded up to the nearest penny;
 - 10.2.4 The Charges for Calls made to non-geographic numbers may be changed at short notice by the Company's supplier and that it may not be possible for the Company to provide written notice of such changes prior to the new Charges being effective.
- 10.3 The Company shall commence charging for the Telephony Services from the RFS Date, regardless of the date on which the Client commences use of the Telephony Services. If the RFS Date does not

correspond with the Company's invoicing period as set out in the Order, the Company shall charge the Client at a pro-rata rate for the first invoicing period.

- 10.4 All Charges will be calculated in accordance with data collected by or on behalf of the Company.
- 10.5 The Client acknowledges that the prices quoted in the Company's literature and on the Order are estimates based on the rates prevailing at the time the Order is placed and as such are subject to change and the rate charged will be the rate in force at the RFS Date.
- 10.6 The Client acknowledges that the charges for the Minimum Term are calculated by the Company in consideration inter alia of the setup costs to be incurred by the Company and the length of the Minimum Term offered.
- 10.7 The Client agrees that the it shall be liable for termination charges, which shall be paid by way of liquidated damages in the event that:
 - 10.7.1 The Client terminates this Agreement for convenience prior to the end of the Minimum Term or the Company terminates this Agreement prior to the end of the Minimum Term by reason of the Client's un-remedied breach of the terms of this Agreement, the Client shall be liable for:
 - a) Payment of all outstanding setup charges, including repayment of any discount that may have been applied;
 - b) Payment of all Services charges including Bundles due up to the end of the Minimum Term.
 - 10.7.2 The Client terminates this Agreement for convenience prior to the end of any Additional Term or the Company terminates this Agreement prior to the end of any Additional Term by reason of the Client's un-remedied breach of this Agreement, the Client shall be liable for:
 - a) Payment of all Services charges including Bundles due to the end of the current Additional Term.
 - 10.7.3 The Client terminates this Agreement for convenience during the Run-Up Period, whereupon the Client shall be liable for all setup costs and cancellation costs incurred by the Company up to the date that the Company received notice of the Client's intention to terminate.
- 10.8 The Client shall not be liable for termination charges if this Agreement is terminated by:
 - 10.8.1 The Client at the end of the Minimum Term or end of any Additional Term PROVIDED THAT the Client properly serves written notice to terminate, in accordance with clause 9 of these Supplementary Terms and clause 11 of the General Terms and Conditions;
 - 10.8.2 The Client or the Company during the Run-Up Period by reason of the Company becoming aware that will be unable to provide the Services or part thereof;
 - 10.8.3 The Company at any time if it can no longer provide the Services or part thereof;
 - 10.8.4 The Client by reason of the Company's un-remedied breach of the terms of this Agreement;
 - 10.8.5 The Client if the Company or its supplier makes changes to the Services which materially adversely affect the Client PROVIDED THAT the Client complies with the provisions of sub-clause 9.1.2 hereof;
 - 10.8.6 The Client if the Company makes changes the terms of this Agreement which are materially disadvantageous to the Client PROVIDED THAT the Client complies with the provisions of sub-clause 9.1.2 hereof.
- 10.9 The Client acknowledges and agrees that all Calls that are routed through the Company's Hosted Telephony Platform shall be charged by the Company and if Calls are routed through any other supplier's network by any means of indirect access, the Client shall be solely responsible for payment of other supplier's Call charges.
- 10.10 If the Client requests the porting of Subscriber Numbers away from the Telephony Services, either during a term of this Agreement or upon termination thereof, the Company shall be entitled to charge the Client for each number ported, at its prevailing rate.

11. LIMITATIONS

- 11.1 The provision of these Services by the Company is contingent upon the Client receiving Access Services at each of its Sites, but is regardless of the Client's current service provider for such services.
- 11.2 The Client acknowledges that some number ranges may not be supported by the Company and may not be used in conjunction with the Telephony Services and that the porting of numbers may be subject to agreements that are or are not in place between the Company's supplier and the previous or current number range holder.
- 11.3 Under the terms of this Agreement, the Company shall have no responsibility for, or liability in relation to the Client's LAN and the performance thereof.
- 11.4 The Client acknowledges and agrees that the Company shall be entitled to withdraw any CLI that has been allocated to the Client but has remained unused for a period of three months; and the Client agrees:
 - 11.4.1 Not to redirect any unused CLIs to live CLI, fax, voicemail or recorded message services;
 - 11.4.2 That the Company or its supplier shall be entitled to check that allocated CLIs are in proper use.
- 11.5 The Telephony Services do not include the following equipment and services which are additionally required to support the Telephony Services:
 - 11.5.1 Access Services to connect to the Core Network;
 - 11.5.2 LAN components.
- 11.6 The Company may provide some or all of the equipment and services listed in sub-clause 11.6 under the terms of other agreements.

12. TOLL FRAUD

- 12.1 The Client is exclusively responsible for the prevention of Toll Fraud, and if such Toll Fraud or other misuse occurs, the Client is liable for all charges incurred.
- 12.2 The Client shall pay all Rental and Call Charges whether the Client or a third party incurs the Charges (without the authorisation of the Client).
- 12.3 The Client agrees to take all reasonable measures to minimise the risk of Toll Fraud, including:
 - 12.3.1 Regularly changing system passwords;
 - 12.3.2 Regularly changing user passwords;
 - 12.3.3 Changing passwords as appropriate when employees leave;
 - 12.3.4 Not using passwords such as '0000', '1234', default passwords or reversed extension numbers;
 - 12.3.5 Barring premium-rate numbers wherever practicable;
 - 12.3.6 Implementing network security measures including firewalls, security policies / access restrictions, use of encryption and limiting physical access.
 - 12.3.7 Ensuring that any software used in conjunction with the Telephony Services is tested for malware including viruses, Trojan horses, logic bombs and worms.
 - 12.3.8 Ensuring that the Client's LAN and any equipment connected thereto is fully protected against all known vulnerabilities.
- 12.4 The Company shall not be liable for any losses, costs or damages arising from Toll Fraud.
- 12.5 The Client shall notify the Company immediately if it becomes aware of or has reasonable suspicion that a fraud or illegal misuse may have or will take place:
 - 12.5.1 Upon notification, the Company shall take immediate steps to suspend the relevant part or parts of the Telephony Services and ensure that no further traffic is permitted on the relevant Lines;
 - 12.5.2 The Company shall not be liable for any charges or liabilities incurred by the Client prior to the suspension of Telephony Services.

12.6 If, in the reasonable opinion of the Company, the Client's Call profile is or becomes indicative of fraudulent activity, the Company shall be entitled to suspend the Telephony Services immediately without notice.

13. HOSTED IP-BASED TELEPHONY SERVICES

13.1 The point of connection for the Telephony Services is the LAN facing port(s) on the CPE router. The Company shall not be responsible for transport of data to individual workstations via the Client's LAN.

13.2 The Client acknowledges that the Company's Telephony Services are not a public telephony service and as such only confers limited functionality and resilience regarding public Emergency Calls. Specifically, but not exclusively 999 and 112 emergency numbers will not be available via the Telephony Services in the event of:

13.2.1 Power outage at the Client's Site;

13.2.2 Failure in the Client's IT infrastructure;

13.2.3 Failure / outage of the Telephony Services;

13.2.4 Failure of or in the Public Internet.

13.3 With regards to its obligations to make available facilities for placement of public Emergency Calls, the Client undertakes to:

13.3.1 Maintain a means of making Emergency Calls (including uninterruptable power supplies or mobile handsets) in the event of power outage, failure of the Telephony Services or the Client's IT infrastructure;

13.3.2 Provide the Company with accurate location details regarding each Telephony Services-based CLI and keep the Company up to date with changes to such details;

13.3.3 Instruct its End Users about the limitations of IP-based telephony including that Emergency Calls may not receive the same network priority as Emergency Calls made on the Telephony Network or mobile networks and the End User's obligation to provide clear, accurate location information (which may differ from that available to the emergency-services operator) in the event of making a call to the emergency services via the Telephony Services.

Service Schedule

1. Hosted Telephony Services

- 1.1 The Telephony Services provide a secure virtual private network connection from the Client's Microsoft Teams instance to the Hosted Telephony Platform which resides in the Company's network. The Hosted Telephony Platform is a cloud-based telephony exchange which transits voice Calls between Microsoft Teams and the Telephony Network. The features that are available are determined by a combination of Microsoft Teams functionality, as configured, and those supported by the Telephony Services.

2. Emergency Call Access Service

The Company shall make reasonable endeavours to convey Emergency Calls to its emergency handling centre and provided that the geographic location of the Emergency Call can be determined, the emergency handling centre will hand over the Emergency Call to the appropriate Emergency Services Organisation. If the geographic location of the Emergency Call cannot be determined, the emergency handling centre will liaise with the Client to attempt to identify the geographic location of the Emergency Call. This service is only available for Calls that originate in the United Kingdom from CLIs with 01, 02, 03, 055, 056 or 08 prefixes. The provision of this service is subject to the performance by the Client of its obligations under the terms of this Agreement, and the Client's attention is drawn to the particular provisions of clause 13 which relate.

3. Service Desk

- 3.1 Subject to fair use, the Company's Service Desk provides support and assistance in the use of the Telephony Services, including the following:

- Provision of help and guidance in the management of the Telephony Services via the management portal
- Management of the prompt resolution of Incidents arising within the Telephony Services which are raised by the Client
- Escalation management if required in the event of protracted Incident resolution
- Management of the prompt resolution of Incidents arising within the Telephony Services which are identified by the Company's monitoring system
- Management of hardware and firmware upgrades to the Company-supplied CPE as required as a result of product / service improvement activities by the Company
- Management of change requests
- Remote access support if possible and appropriate
- On-Site assistance when it is agreed between the parties that such is the best approach to resolving a particular Incident

- 3.2 The Client shall raise Incident reports by one of the following methods:

- By Email to the Company's Service Desk: servicedesk@pstg.co.uk
- By Telephone to the Company's Service Desk: 0203 907 9570
- Via the Company's support portal: pstg.myportallogin.co.uk

- 3.3 The Service Desk is available during Service Desk Operational Hours.

- 3.4 The Company shall aim to make an initial response to the Client's request for assistance within two Working Hours of the Client raising an Incident report and shall use reasonable endeavours to resolve the Incident.

4. Extended Service Desk Operational Hours

If set out on the Order, Service Desk Operational Hours will be extended to 24 x 7 x 365.

5. Complaint Handling

- 5.1 If dissatisfied with any Services-related matter, the Client should make a complaint using the following escalation path. If the complaint remains unresolved, the Client should escalate to the next level in the escalation path.

Escalation Level	Role	Contact Details
1	Service Desk Engineer	0203 907 9570
2	Service Desk Team Leader	0203 907 9567
3	Head of Delivery	0203 907 9561

- 5.2 Formal complaints can be made by e-mail or telephone, and will be responded to within three Working Days.

Annex to Service Schedule

1. Technical Requirements of the Client's LAN

- 1.1 To support the Telephony Services:
- 1.2 The LAN must be configured to support both IEE 802.1p (Quality of Service suitable for prioritising Real Time Protocol and voice signalling over other forms of data).
- 1.3 The Client's routers must be capable of supporting RFC2474 (Differentiating Services).
- 1.4 LAN switches must be capable of supporting multiple VLANs.
- 1.5 Either LAN equipment should be capable of supplying inline power to telephone handsets or external power must be available.
- 1.6 The performance LAN must meet the following criteria:
 - Packet latency must not be greater than 25ms
 - Packet jitter must not be greater than 20ms
 - Packet loss must not be greater than 0.2%