



# BT One Collaborate Cisco Annuity Service Schedule

## 1. Definitions

The following definitions apply where appropriate in addition to those in the General Terms and Conditions of the Agreement.

<b>“Account”</b>	means an identifier used to access the Service that BT provides to the Customer for distribution to its Employees;
<b>“Cisco”</b>	means Cisco Systems, Inc. or its Affiliate (including, but not, limited to Cisco Webex LLC and/or its Affiliates);
<b>“Committed Monthly Spend”</b>	As specified in any Order, charged for each month for the duration of the Minimum Period of Service and renewal periods;
<b>“Content”</b>	means all visual, written or audible communications, files, data documents, videos, recordings, or any other material displayed, posted, uploaded, stored, exchanged or transmitted on or through Customer and/or Users use of the Services or otherwise provided on a Site;
<b>“Host”</b>	means Customer's authorized Users who hold an Account;
<b>“Operational Service Date”</b>	means the date specified on any Order which is the earlier of: (i) the date that Cisco provisioning for any part of the Service is completed and Service goes live, or (ii) ninety (90) days from the date of Order placement by the Customer (but no longer than ninety (90) days), as confirmed by BT in writing.
<b>“Minimum Period of Service”</b>	will be twelve (12) Months or if longer, the duration of the Service purchased as set forth on the Order
<b>“Minimum Revenue Commitment”</b>	During the Minimum Period of Service the Customer commits to spend the total revenue amount equal to the Committed Monthly Spend, as specified in any Order, charged for each month for the duration of the Minimum Period of Service and renewal periods;
<b>“Minimum Subscription Fee”</b>	means the minimum Charge set out in the Order which the Customer must pay monthly;
<b>“Network Based Recording” or “NBR”</b>	means network based recording and is storage that allows the Host to record the Webex meeting;
<b>“Order”</b>	means the form in which the services from this Schedule that are committed to by the Customer and BT are listed, The form will include each license/service. Commercials and also the Operational Service Date for the services in the Order Form. If difference Operational Service Dates are required for different services, then different Order Forms must be used. Each Order Form must be signed by the Customer and BT. Additional licenses during a Term must also be purchased by placing an Order;

<b>“Participant”</b>	means a person using the Service;
<b>“Personal Information”</b>	means any information that can be used to identify an individual as described in Cisco's Privacy Statement;
<b>“Privacy Statement”</b>	means Cisco's then current statement regarding its treatment, use and protection of the Customer and Users' Content and Submission Data, located at: <a href="http://www.cisco.com/web/siteassets/legal/privacy.html">http://www.cisco.com/web/siteassets/legal/privacy.html</a> and includes any applicable Service-specific supplemental privacy information;
<b>“Cisco Teams”</b>	means the Cisco Webex Teams software as a service (SaaS), which is purchased by the Customer and described in the Teams Service Annex;
<b>“Submission Data”</b>	means certain technical data and related usage information that may be collected by certain Services or submitted by the Customer, excluding Content but may include references to Content (i.e. an error submission report may reference that the User was attempting to upload a video file);
<b>“Subscription Period”</b>	means a period of twelve (12) months during which the Customer is authorized to use the Service commencing on the Operational Service Date;
<b>“Subscription Quantity”</b>	means the minimum number of Units set out in the Order for which the Customer will be charged the Minimum Subscription Fee;
<b>“Subscription Term”</b>	means the length of time that the Customer has committed to use the Services as specified in the Order commencing on the Operational Service Date;
<b>“User” or “End User”</b>	means the Customer's employees, contractors, agents and/or third parties (invited by Customer) who use the Services (includes both Host and Participant);
<b>“VoIP”</b>	means Voice over Internet Protocol – the use of the Internet Protocol packet to transmit voice data over the Internet;
<b>“VoIP Access”</b>	means the capability to access VoIP.
<b>“Webex” or “Webex Meetings”</b>	means the BT One Collaborate Webex Service described in the Webex Annuity Service Annex;

## 2. Service Overview

BT One Collaborate Cisco Annuity Service is a unified collaboration solution which encompasses the following services:

- BT One Collaborate Cisco Webex Annuity Conferencing Services (“Webex Services”)
- BT One Collaborate Support Services
- BT One Collaborate Pricing Annex

(Collectively the “Services”)

The Services include the following:

- Account and service management
- Marketing support
- Helpdesk technical support and reporting, and

- Design and implementation.

### **3. Minimum Period of Service and Ordering**

- 3.1 This Service Schedule shall continue in full force and effect until terminated by either Party, in accordance with the PSA.
- 3.2 Customer shall purchase the Service by submitting an Order to BT. All Orders are subject to written confirmation of acceptance by BT. No contingency contained on any Order shall be binding upon BT. The terms and conditions of this Schedule and the PSA shall apply to all Service purchases regardless of any additional or conflicting terms on any purchase order or other correspondence submitted by Customer to BT, and any such additional or conflicting terms are deemed rejected by BT.
- 3.3 Each Order shall have a Minimum Period of Service calculated from the Operational Service Date. The Minimum Period of Service for the initial term shall be twelve (12) months, unless otherwise specified on the Order. Following expiration of the Minimum Period of Service, the Service will automatically renew for additional twelve (12) month periods ("Renewal Term") unless terminated by the Customer by notifying BT in writing (and acknowledged by BT) 45 days' or more prior to the expiration of the current term.

### **4. Minimum Revenue Commitment**

During the Minimum Period of Service the Customer commits to spend the total revenue amount equal to the Committed Monthly Spend, as specified in any Order, charged for each month for the duration of the Minimum Period of Service and renewal periods ("Minimum Revenue Commitment").

### **5. Provision of Service**

- 5.1 BT will provide the Services as described in this Service Schedule to the Customer and in the applicable Service Annexes attached hereto. BT will use reasonable efforts to provide the Service at the date and time agreed with the Customer but all dates and times are estimates.
- 5.2 BT may:
- for operational reasons, change the codes or numbers used by BT to provide the Service or vary the technical specification of the Service, provided that any change to the technical specification does not materially affect the performance of the Service;
  - give the Customer instructions which it believes are necessary for reasons of safety or the quality of any telecommunications service provided by BT to the Customer or any other customer; or
  - temporarily suspend the Service for operational reasons such as maintenance or improvement or due to an emergency.

### **6. Use of Service**

- 6.1 It is the Customer's responsibility to obtain and keep in force any license necessary for the Customer to use the Service in any country in which it is provided.
- 6.2 The Customer must only access the Service in the manner permitted by BT and must not attempt at any time to circumvent system security or access the source software or compiled code.
- 6.3 The Service is provided solely for the Customer's own use and the Customer will not resell or attempt to resell the Service or any part of it to any third party unless with the prior written agreement of BT.
- 6.4 The Service must not be used:
- a. in any way that does not comply with the terms of any legislation or any license applicable to the Customer or that is in any way fraudulent or unlawful;
  - b. in any way that does not comply with any instructions given by BT or any other public telecommunications operator or other competent authority, in any country where the Service is provided;
  - c. to send, knowingly receive, upload, download, use or re-use any information or material which is abusive, indecent, defamatory, obscene or menacing, or in breach of confidence, copyright, privacy or any other rights; or
  - d. to send or provide unsolicited advertising or promotional material, or knowingly to receive responses to any unsolicited advertising or promotional material sent or provided using the Service by any third party.

- 6.5 If the Customer or anyone else, with or without the Customer's knowledge or approval, uses the Service in contravention of this Section, uses the bridge or server capacity or any software made available to it in any way which, in BT's opinion, is, or is likely to be, detrimental to the provision of the Service to the Customer or any other customer and fails to take corrective action within a reasonable period of receiving notice from BT to do so, BT may treat the contravention as a breach of this Service Schedule for the purposes of the PSA.
- 6.6 The Customer is responsible for the acts and omissions of all Users in connection with the Service and is liable for any failure by any Users to perform or observe the terms and conditions of this Service Schedule, including any instructions issued by BT or any other public telecommunications operator or other competent authority, in any country where the Service is provided.
- 6.7 The Customer is granted a limited right to use the Services for its internal business or personal use during the Minimum Period of Service, and may use the Service only as permitted under the terms and conditions of this Service Schedule or other written agreements between Customer and BT or Cisco. The Customer will not modify, make derivative works of, disassemble, decompile or reverse engineer the Sites, Service or any component thereof (except to the extent expressly permitted by law). For meeting Services, The Customer may use the Service only for sessions or meetings in which Customer is an active Participant.
- 6.8 The Customer and its Users are solely responsible for all Content used in connection with the Service.
- 6.9 Customer agrees that it is solely responsible for maintaining the confidentiality of Customer's Account, Account number(s), passwords and any other login information and solely responsible for any unauthorized usage. Customer agrees to immediately notify BT of any unauthorized use of Customer's Account(s) of which Customer becomes aware.
- 6.10 Customer agrees that it is solely responsible for the Content displayed, uploaded, exchanged or transmitted on or through the Service. Under no circumstances will BT be liable to Customer for any loss or damages: (i) arising from any Content or Content-related errors or omissions; or (ii) incurred as a result of the use of, access to, or denial of access to the Content. Customer understands and agrees that by displaying, uploading, exchanging or transmitting Content while using the Service or otherwise providing Content to a Cisco website or space ("Site"), Customer automatically grants (and warrants and represents it has a right to grant) to BT, solely for the purpose of offering the Sites and/or the Service to Customer, a world-wide, royalty-free, sub licensable (so affiliates, contractors, resellers and partners can deliver the Service), license to use, modify, publicly perform, publicly display, reproduce and distribute the Content. If at any time Customer objects to any material on a Site, Customer's sole remedy is to cease using it (to the extent not prohibited by applicable law). BT do not endorse and have no control over what the Customer or other users of the Service ("Users") post or submit to a Site. Customer shall contact BT if Customer becomes aware of misuse of the Service by any person. Cisco cannot guarantee the accuracy of any information submitted by any User or Content, nor any identity information about any User. BT may without notice or liability investigate any complaints and violations suspected violations of this Service Schedule that come to its attention and may take any action that it believes is appropriate, including, but not limited to, to rejecting, refusing to post or removing any profile, posting Content, or other data, or restricting, suspending, or terminating Customer or any User's access to a Site or Service. However, because situations and interpretations vary, BT also reserve the right not to take any action.
- 6.11 Customer agrees that they will not use the Service to send unsolicited email outside Customer's company or organization (e.g., "spam") in violation of applicable law, falsify any email header information when sending emails (e.g., "spoofing"), or attempt to acquire sensitive information such as usernames, passwords and credit card details by masquerading as a trustworthy entity (e.g., "phishing"). Customer further agrees not to use the Service to communicate any message or material that is harassing, libelous, threatening, obscene, or that would violate the intellectual property rights of any party, give rise to civil liability, constitute a criminal offense, or is otherwise unlawful under any applicable law or regulation. Customer agrees to indemnify, defend and hold harmless BT and Cisco from any and all third party claims, liability, damages and/or costs (including, but not limited to, attorneys' fees) arising from Customer's violation of this Section.
- 6.12 Ensuring that Users have available the Cisco licenses for Services purchased by the Customer.
- 6.13 Customer warrants that the information provided during the registration process is accurate.

## **7. Security**

- 7.1 The Customer and its Users shall be responsible for the security and proper use of all User IDs used in connection with the Service and must take all necessary steps to ensure that they are kept confidential, secure, used properly and not disclosed to unauthorized people.
- 7.2 BT shall implement reasonable precautions to prevent any unauthorized access by third parties to any part of the telecommunications network or other technology used to provide the Services to Customer, but BT shall not be liable for any loss or damage sustained by Customer in the event of any Customer act or omissions or any unauthorized access in spite of BT's reasonable precautions.
- 7.3 The Customer shall immediately inform BT if there is any reason to believe that a User ID has or is likely to become known to someone not authorized to use it or is being or is likely to be used in an unauthorized way.
- 7.4 BT reserves the right to suspend User ID access to the Service if at any time BT considers that there is or is likely to be a breach of security. BT also reserves the right (as its sole discretion) to require the Customer to change any or all of the passcodes or pin codes used by the Customer in connection with the Service.
- 7.5 The Customer must immediately inform BT of any changes to the information the Customer supplied when registering for the Service.
- 7.6 BT will comply with the Customer's reasonable security and branding requirements, as agreed between the Parties.

## **8. Warranty and Warranty Disclaimer**

- 8.1 BT warrant that the Services will materially comply with its published specifications. If BT breach this warranty, BT will (at their option) repair or replace the Services within a reasonable time period or refund the fees for the period in which the Services did not materially conform to its specifications. This is the Customer's only remedy for breach of the warranty in this paragraph 10 a. and cannot be used with other relief mechanisms. In order to receive this remedy, the Customer must promptly notify BT of a breach of this warranty.
- 8.2 EXCEPT AS EXPRESSLY STATED IN THIS PARAGRAPH, THE CUSTOMER UNDERSTANDS AND AGREES THAT THE SERVICES, SITES, AND ANY ASSOCIATED SOFTWARE, ARE PROVIDED "AS IS" AND "AS AVAILABLE." TO THE EXTENT ALLOWED BY APPLICABLE LAW, BT, ITS AFFILIATES, , AND ITS SUPPLIERS (INCLUDING CISCO AND CISCO WEBEX) (i) EXPRESSLY DISCLAIM ALL WARRANTIES AND CONDITIONS OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY WARRANTY, CONDITION OR OTHER IMPLIED TERM AS TO MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT, AND MAKE NO WARRANTY OR REPRESENTATION REGARDING THE SERVICES, ANY INFORMATION, MATERIALS, GOODS OR SERVICES OBTAINED THROUGH THE SERVICES OR THE SITES, OR THAT THE SERVICES WILL MEET ANY CUSTOMER REQUIREMENTS, OR BE UNINTERRUPTED, TIMELY, SECURE OR ERROR FREE. Without limiting the foregoing, the Service is not designed or licensed for use in environments requiring fail-safe controls , including without limitation operation of energy facilities, aircraft navigation/communication systems, life support or weapons systems, and BT and Cisco, and its suppliers and affiliates, specifically disclaim any express or implied warranty of fitness for such purposes.

## **9. Charges and Payment terms**

- 10.1 Payment terms will be in accordance with the PSA. Charging for the Services will commence on Operational Service Date.
- 10.2 Committed Charges will be invoiced and paid monthly in advance.
- 10.3 Any usage based Charges will be invoiced and paid in arrears.
- 10.4 The Customer will pay the Charges as outlined in the Order and any renewal Order as applicable.
- 10.5 The Customer will be liable for Charges for the Service from the date of acceptance of the Order from BT.

- 10.6 BT may adjust the price of access charges to reflect changes in cost of Service which are beyond BT or its suppliers' control, or due to a regulatory change. Price adjustments will be effective from the billing period following notice to Customer.

## 10. Early Termination Charges

If the Service is terminated by the Customer prior to the end of the Minimum Period of Service, or by BT due to breach, the Customer shall pay BT the difference between the actual Charges spent for the Services and the Minimum Revenue Commitment, as well as any outstanding Charges for the Services rendered and accrued. With regards to the Cisco Service, the Customer shall pay BT the total balance amounts for the committed Cisco licenses plus any incremental license and services purchased for the unexpired period of the Minimum Period of Service in accordance with the pricing in the Order.

## 11. General

### 11.1 Ownership and Proprietary Rights

- a. Ownership. Cisco and its licensors own all intellectual property rights to the Services, Software and Documentation. This ownership extends to all copies and portions of these items, and all improvements, enhancements, modifications and derivative works to these items. Therefore, Customer's right to use the Services is a limited right to use, not a transfer of ownership or title, to the Services, Software, and Documentation. Customer's rights to use the Software and Documentation are limited to those rights expressly granted by this Schedule. The Customer gets no other rights to the Software, Documentation, or Services or any related intellectual property rights in the Software.
  - b. Feedback License. Customer grants to Cisco and BT a worldwide, non-exclusive, perpetual, irrevocable license to use or transfer any Feedback the Customer gives Cisco and/or BT for any purpose. Cisco and can also create and distribute any product or service that incorporates the Customer's feedback without paying the Customer or its Users any royalties.
  - c. Use of Customer's Name and Logo. The Service may allow use of the Customer's Marks with the Service. BT and Cisco may use Customer's Marks to create a co-branded Site as part of delivery of the Services if so indicated in the Order. Nothing in this Service Schedule transfers to BT or Cisco any rights or ownership in or to the Customer Marks.
  - d. Infringement Concerns. If the Customer believes that its copyright or other rights have been infringed by Content on the Services, the Customer will need to contact Cisco's Designated Agent for notice of claims of copyright infringement at: Office of General Counsel, 170 West Tasman Drive, San Jose, CA 95134 Attn.: Copyright Agent, email: DMCAagent@cisco.com.
- 11.2 Legal Compliance. Customer agrees that it will comply with all applicable laws and regulations in connection with its use of the Service, including, but not limited to: (a) with respect to personally identifiable information sent or received by the Customer, all applicable privacy laws and regulations, (b) laws relating to the recording of communications, including, when required, advising all Participants in a recorded Cisco meeting or event that the meeting or event is being recorded, (c) laws relating to the use of VoIP-based services, if applicable, and (d) anti-corruption laws. It is the sole responsibility of the Customer to ensure it has the right to use all features of the Service in the Customer's jurisdiction. BT and/or Cisco may modify, discontinue or not make available Service or Service features to comply with applicable laws and regulations. The Services and Software are subject to local and extraterritorial export control laws and regulations. Customer shall comply with such laws and regulations governing use, export, re-export, and transfer of Services and Software and will obtain all required local and extraterritorial authorizations, permits or licenses. Customer and its Users will not use the Services from an embargoed country (currently Cuba, Iran, North Korea, Sudan and Syria). Customer warrants that Customer and its Users are not on any U.S. Government denied party list. The export obligations under this clause shall survive the expiration or termination of this Service Schedule.
- 11.3 Services Not Covered. Services that are not expressly set forth in this Service Schedule are not included as part of the scope and therefore not provided by either BT or Cisco. The list of services not covered can be found at [http://www.cisco.com/c/dam/en\\_us/about/doing\\_business/legal/service\\_descriptions/docs/Services\\_Not\\_Covered.pdf](http://www.cisco.com/c/dam/en_us/about/doing_business/legal/service_descriptions/docs/Services_Not_Covered.pdf)
- 11.4 The Customer and its Users shall comply with the Universal Cloud Agreement (UCA) available at [https://www.cisco.com/c/dam/en\\_us/about/doing\\_business/legal/docs/universal-cloud-agreement.pdf](https://www.cisco.com/c/dam/en_us/about/doing_business/legal/docs/universal-cloud-agreement.pdf)

and the Offer Description available at <https://www.cisco.com/c/en/us/about/legal/cloud-and-software/cloud-terms.html>. Cisco reserves the right to amend or modify this Policy at any time.

## ANNEX 1



# BT One Collaborate Cisco Webex Conferencing Service Annex

## 1. Definitions

The following definitions shall apply, in addition to those in the PSA and BT One Collaborate Cisco Annuity Service Schedule.

<b>“Active User”</b>	means a Host who hosts or chairs one (1) or more meetings per month using Webex Services;
<b>“Administrator”</b>	means the designated Customer employee who has designated rights and responsibilities as Administrator to the Service;
<b>“Capacity”</b>	means the number of meeting Participants allowed to attend each meeting and which may vary depending on the specific Webex Service being purchased by the Customer;
<b>“Capacity Count”</b>	means the number of meetings and the maximum number of attendees in each meeting at one time;
<b>“Connect IM / Jabber”</b>	Means Cisco’s instant messaging and presence as further described in this schedule;
<b>“Employee(s)”</b>	means the full and part-time employees or third party contractors of Customer and its subsidiaries and affiliates. Employees do not include Customer’s parent company, unless Customer intends to assign a Named User Account to an Employee of the parent company, which is an option, but requires that the parent company Employee is an Active User for the purposes of usage calculation; Employees may include third-party contractors , only if (a) all third party Contractors are counted as an Employee when determining the subscription quantity, (b) the Customer allows the third-party contractor to use the Services only for the benefit of the Customer (c) the Customer does not charge the third-party contractor for the use of the Services (d) Customer is responsible for all fees incurred by such third-party contractor and (e) Customer shall take full liability for the actions of a third-party contractor and/or third-party contractor’s misuse of Services.
<b>“Employee Count”</b>	requires that Named User Accounts are deployed and assigned to all Employees;
<b>“Knowledge Worker”</b>	A knowledge worker is an employee or contractor who uses a computing or communications device as part of their job duties.
<b>“List”</b>	means a list of Employees assigned by the Customer to Named User Accounts or CMR Cloud Named User Accounts, as applicable;
<b>“Meeting Center Video”</b>	Video enabled end points connecting to a Webex Meeting Center meeting. Previously known as, “CMR Cloud”, or “Collaboration Meeting Room”.
<b>“Named User”</b>	means an Employee who is assigned an Account by the Customer for use of the Webex Service purchased by the Customer;
<b>“Overage”</b>	means all Units used by the Customer in a month which are in excess of: either: (i) the Minimum Subscription Fee, (ii) the



	maximum number of Users or Participants or (iii) the agreed capacity limitation of the Service purchased;
“Ports”	means a license that provides a Host and Participant access to the Service;
“Site”	means a website or online space related to the Services;
“Cisco Webex Teams”	means the BT One Collaborate Cisco Webex Teams Service as described in this Service Annex;
“Unit”	means the definitive or determinate quantity of measurement used to determine the Monthly Charges;

## 2. Service Descriptions

The Webex Service is a software as a service (SaaS) web conferencing service which is provided by BT to the Customer and delivered through the Cisco Webex private global network with real-time functionality and capabilities. The Customer can opt for four (4) different subscription license options with the Webex Service: Named User, Ports, Active User and Employee Count, and five (5) different service centers available with each type of subscription license depending on the option purchased by the Customer, as follows:

**Webex Meeting Centers**

Subscription Licenses	Meeting Center	Event Center	Training Center	Support Center	Enterprise Edition
Named User	X	X	X	X	X
Ports				X	
Active User	X				X
Employee Count	X				

### Productivity Tools

Productivity Tools is a feature included in the purchase of Webex subscription licenses that allows Users to start, schedule, and join Webex meetings from their desktop or desktop applications. To use the optional service, the Customer is required to install the desktop client.

In addition, the following optional services are available with the Webex Service (see Section 3):

- Meeting Center Video
- Jabber Messaging
- Webex Teams
- Audio Broadcast
- Integrations

### 2.1. Webex Center Descriptions

#### 2.1.1. Meeting Center

Meeting Center allows Participants to share documents and applications on the web, enabling communication through interactive online meetings. Participants can give presentations, demonstrate software, view and annotate documents electronically. Meeting Center includes features, such as audio integration, record and playback, integrated video, ability to edit any document collaboratively and to share applications or a Participant's entire desktop.

#### Number of Users:

The User capacity for a Webex session includes both Participants and Hosts and is listed below.

- Named User: 25 or 200 User Capacity;
- Active User: 1,000 User Capacity
- Employee Count: 1,000 User Capacity
- Ports: up to the quantity of committed Ports.

Overage beyond the capacity listed for the subscription licenses above is allowed up to 1000 Users at an additional charge per participant per meeting as outlined in the pricing Annex. Overage is required for Ports model. User Capacity is per meeting.

2.1.2. Event Center (limit of participants is dependent on license type and cannot exceed 3,000)

Event Center provides a managed web conferencing service for communications events, such as press briefings, product announcements and marketing events. Event Center combines Webex's interactive meeting capabilities with planning, training, logistics management and real-time support services. Event Center includes online confirmation, notification, and instruction, customized Participant registration, high-resolution text and graphics, the ability to demonstrate a broad range of applications in real-time, audience feedback collection via polling, white board interaction, guided web browsing, live chat, recording and archiving of seminars for on-demand playback, and User reports.

Number of Users:

Event Center User Overage is allowed up to 3000 Users.

- Named User: 100, 500, 1,000, 3,000 User Capacity

Overage beyond the capacity listed for the subscription licenses above is allowed up to 3000 Users at an additional charge per participant per meeting as outlined in the pricing Annex. User Capacity is per meeting.

2.1.3. Training Center

Training Center is a training and e-learning service. With Training Center, Participants can coordinate training schedules from announcement to enrollment to follow-up, deliver live instruction from a variety of sources directly to learners' desktops, and give presentations that include audio, video and interactive multimedia. Training Center allows Users to administer comprehensive tests, monitor and track Q&A, organize multiple simultaneous breakout sessions, and record, edit, play back and archive entire sessions for future use.

Number of Users:

Training Center Overage is allowed up to 1000 Users. User Capacity is per meeting.

- Named User: 30 or 200 User Capacity.

Overage beyond the capacity listed for the subscription licenses above is allowed up to 1000 Users at an additional charge per participant per meeting as outlined in the pricing Annex. User Capacity is per meeting.

2.1.4. Support Center

Support Center is used by customer service organizations to provide real-time remote support for system or software application problems. It allows service agents to support Users through a web browser. The Service can be configured with a custom User interface to simplify support interactions for both the support agent and the User.

Number of Users:

- Named User: 5 User Capacity
- Ports: up to the quantity of committed Ports.

Overage beyond the capacity listed for the subscription licenses above is allowed up to 1000 Users at an additional charge per participant per meeting as outlined in the pricing Annex. User Capacity is per meeting.

2.1.5. Enterprise Edition

Enterprise Edition integrates Meeting Center, Event Center, Training Center, and the Support Center to create a comprehensive solution for the Customer.

Number of Users:

- Named User: 200, 1000 User Capacity
- Employee Count: 1000 User Capacity
- Active User: 1000 User Capacity

Overage beyond the capacity listed for the subscription licenses above is allowed up to 1000 Users at an additional charge per participant per meeting as outlined in the pricing Annex. User Capacity is per meeting.

**3. Optional Services**

Optional services include support services that are provided to the Customer to enhance the Webex Service. Services may be optional because they require additional deployment and implementation activity, and/or because they incur an additional charge.

The charges for these services (or their inclusion in the Webex license) will be included in each Order Form. The deployment responsibilities and activities must be agreed with the BT Account Manager.

### 3.1. Connect IM / Jabber

Jabber service can be on premise or across the Webex collaboration cloud (Webex Messenger).

Cisco Webex Active Host, Enterprise Edition (Cap 1000) with Connect IM includes Jabber Cloud licenses for each Webex user.

#### 3.1.1 Jabber Features

There are three set of features available via Jabber:

- A. Core Features – delivered by standard installation (no integrations): This includes IM & Presence , Outlook address book & calendar integration, document sharing, business card, desktop sharing.
- B. Integration with Webex: Click to Webex
- C. Features that are supported by integrations with other Cisco solutions:
  - Click to Call (IPT)
  - Desktop Video (register with Call Manager or TMS)
  - Links to Unity Voice mail
  - Desktop video to room based video integration
  - Etc.

The Jabber application including Core Features is included as part of the Webex license.

The infrastructure, licenses, support and integration activities required for the items that the core application can integrate to (see Item 3 above) are not included in the service. These must be purchased under separate contracts and will be covered by the terms and conditions of those contracts.

#### 3.1.2 Jabber Administration Functions

The customer will be responsible for the administration of Jabber. This will include but not be limited to the following:

- The required design of the Jabber installation will determine installations administration settings.
- There can be multiple domains for users set up within a single instance of Jabber e.g. for different business units or subsidiaries.
- There is a selection of policy settings such as: internal file transfer, external file transfer.
- These can be set by group, where a group is a set of people.
- There is a selection of user setups such as phone number, photo, and address. These can be set by the administrator or by the user.

### 3.2 Meeting Center Video

Meeting Center Video (previously known as CMR Cloud) is a cloud-based video conferencing service which couples Webex meetings and the cloud-based Webex video bridge into one meeting. Meeting Center Video is accessible from any standard based video device that has been configured using the recommendations in the deployment guide.

Meeting Center Video is sold in conjunction with a Webex Meeting Center license option. Meeting Center Video Named Users can be deployed in conjunction with any Meeting Center license type on a dedicated Webex Site (Ports, Named User, Active User, and Employee Count).

Only Meeting Center Video Active Users may use Meeting Center Video. Named Users who are not active may not use Meeting Center Video if the Named User is not an Active User.

Meeting Center Video can support up to 25 Participants with standard based video endpoints and the standard (up to 500) video enabled Meeting Center users in a single meeting. Users can join from Cisco TelePresence® endpoints, third-party standard based video endpoints and UC clients, soft clients such as Cisco Jabber®, and Webex enabled mobile or desktop web clients.

BT One Collaborate does not provide technical support for third party endpoints, infrastructure or configurations required to connect the video endpoints to the internet as part of the Meeting Center Video service. The Customer is responsible for video endpoint setup and the ability to make video calls over the Internet.

### 3.2.1 Meeting Center Video Named User

A Meeting Center Video Named User must be an Employee selected by Customer to host Meeting Center Video meetings.

Meeting Center Video Named User may host an unlimited number of meetings (“Meeting(s)”) using the Service; provided that a Meeting Center Video Named User may only host one (1) meeting at a time. Each meeting must be hosted by a Meeting Center Video Named User and is limited to the maximum number or Participants as determined by the Capacity of the Meeting Center as part of the Webex license. The Webex Service purchased (“Meeting Capacity”). Meeting Capacity is inclusive of the Meeting Center Video Named User. For example, Meeting Center Meeting Capacity 25 is limited to a maximum attendance of one (1) Customer Employee host and 24 Meeting participants.

Meeting Center Video Named User Accounts are individualized and may not be shared or used by anyone other than the Employee to whom the Meeting Center Video Named User Account is assigned. The identification of Meeting Center Video Named Users must be unique to an individual and may not be of a generic nature. The Customer shall identify Employees on the List, which shall be maintained by the Customer’s Site Administrator and provided to BT upon request. The Customer will update the List so that it is current at all times. A Meeting Center Video Named User Account may not be transferred to another Employee except upon termination of the Meeting Center Video Named User’s employment with Customer, or Cisco Webex’s prior written approval.

The minimum Meeting Center Video Named User order quantity is five (5) Meeting Center Video Named Users.

### 3.2.2 Meeting Center Video Active User

A Meeting Center Video Active User is a Named User (subject to all Named User qualifications) who has, within the last thirty (30) days, hosted one or more Meeting Center Video -enabled Meeting Center (Enterprise Edition) meetings which included a standard based video device. A video device is a non-native Webex client such as the Cisco TelePresence® system, Jabber® client, Lync client, or a third party video system. Native Webex clients such as the Webex mobile client and PC client are not considered a video device.

The number of Meeting Center Video seats or volume of access is based on a 1:1 ratio against the committed data service purchase. For each Employee that qualifies as an Active User, as determined above, Customer may purchase Meeting Center Video capabilities in conjunction with Named User Accounts, in which case usage of either Meeting Center or Meeting Center Video will count towards the Active User Average calculation.

### 3.2.3 Service Activation applicable to all Meeting Center Video Business Models

As a pre-condition for the Customer to use Meeting Center Video, Customer is required to have completed the deployment guide and the BT pre-sales check list. The Customer is responsible for the design and deployment of the video endpoints and their connectivity to the Internet. Deployment must be in accordance with the guidance given in the deployment guide. The service start date for Meeting Center Video will be the date on which the Order is placed by the Customer, unless a different service date is agreed with BT.

### 3.3 Webex Teams

Webex Teams is an optional service to the Webex Meetings and Calling offers and is included in the purchase of the subscription license.

Webex Teams is an app-centric, cloud-based service provided by BT to the Customer delivered by Cisco using the Cisco cloud platform. Webex Teams allows groups of Users which to create, message,

direct call, whiteboard, and share. Teams users can also join and start Webex Meetings from within the Teams application. The Webex

In addition to the subscriptions which are outlined in this Service Annex, Cisco offers a free version of Webex Teams which is openly accessible, known as Cisco Webex Free. The Customer and its Users may download and use Cisco Webex Free directly from the Cisco website. The use, support, and contract agreement for Cisco Webex Free are between Cisco and the Customer.

#### 3.4.1 Video Endpoints

Video endpoints are able to join Webex Meetings and Teams meetings. Supported endpoints include (a) Webex Registered Endpoints and (b) standards based SIP endpoints (c) Skype For Business video enabled users.

##### Webex Registered Endpoints (Webex Board and Webex Rooms)

Endpoints including Webex Board can be registered with Webex. The Cisco Webex Board is a video device that combines wireless presentation, digital white boarding, and video conferencing. It is a cloud- and touch-based system that connects teams and their content in physical rooms. The Cisco Webex Board resides in physical meeting rooms but is connected to the Cisco Webex service to facilitate continuous workflow before and during the meeting. Cisco qualifying video units are able to register the end points to the Cisco cloud. The product description for supported video endpoints that are able to register to the Cisco cloud is available via the BT Account Team.

The video endpoints and connectivity between Webex Boards/Rooms and the Webex platform are the responsibility of the Customer and are not included in this Service.

Calls relating to Webex Boards/Rooms and internet connectivity should be directed to the customer's video support desk.

For any Webex Registered Endpoint, a Room Registration license is required to use the Webex Endpoint. These license elements must be purchased as part of the Webex service from BT.

The provisioning of any license elements is the responsibility of BT One Collaborate.

BT One Collaborate will provision any license elements that need to be enabled for Teams. The Service Desk will answer 'how do I' questions on the Webex Teams application associated with accessing the Webex Board/Rooms, e.g. how to share whiteboard with a Webex Board.

##### SIP Based Endpoints

For any SIP based endpoints connecting to Webex meetings BT One Collaborate does not provide technical support these end points or the infrastructure or configurations required to connect the video endpoints to the internet as part of the Meeting Center Video service. The Customer is responsible for video endpoint setup and the ability to make video calls over the Internet.

#### 3.4 Audio Broadcast

Available on request subject to usage based charges. Audio broadcast with WebEx Event Center allows a customer to stream audio to thousands of Participants. Ideal for large, one-to-many events where the audience is primarily in a listen-only mode, audio broadcast provides a low cost alternative to traditional telephony-based audio conferencing. Event Host, presenter and panelists join via traditional telephony-based audio conference, while the conference audience receives a one-way audio stream directly to their computers through the WebEx console. Audio broadcast is only available in Event Center. This is subject to additional charging which must be included in the relevant Order Form.

#### 3.5 VOIP Access Service Description

VoIP Access is included as part of the Webex Teams and Webex Meetings Service and allows Users to connect using voice over the internet. VoIP access description, features and use are included in Annex 2 (CCA-SP and VoIP)

#### 3.6 Other Features Available via Customer Owned Integrations

Other optional services for the Webex Meetings and Teams Services can be enabled and be integrated with other solutions or component. The design and implementation of the solutions/components that can integrate to the Webex Meetings and Teams Services is not included in these licenses and is not covered under this service schedule. Integrations are to be defined, coordinated, launched and maintained between BT, the Customer and Cisco. A BT Sales Engineer will be assigned to design and scope the integration requirement. Additional support will be provided at an additional charge through BT and/or Cisco Professional Services.

The integrations outlined in this service schedule require the following to enable BT One Collaborate to support the Webex Meetings and Teams Services for any customer with these integrations:

- the design and implementation of the integration has been completed according to the relevant Cisco deployment guides and design guidance by the customer and/or customer representative (e.g. BT Advise);
- the Customer has a defined support structure for the ongoing maintenance and support of these components and their integration;
- the Customer shares with BT details of who to contact in the case that problems are incorrectly reported to the BT Service Desk;
- Customer is responsible for the internet connections to the Cisco cloud;
- the Customer work with BT to complete the relevant pre-sales check list.

BT will make any relevant enablement's or administration changes. Where the integrations require or are purchased via a Subscription license, BT will, subject to relevant signed schedules, place the order and bill the Customer for these components. Known integrations include the following:

#### 3.6.1 Active Directory and Single Sign-On Integrations for Meetings and Teams

The Customer must work with the BT System Engineer to ensure the required design can be supported, implementation approach is agreed and are defined in a BT Statement of Work. The Customer is responsible for providing a suitable architecture in writing to BT and/or Cisco API's. BT is responsible for writing the Statement of Work to reflect what has been agreed with the Customer.

#### 3.6.2 API Integrations

APIs can be used to create and extend the user experience with other services. Cisco's open APIs can be used to program and automate functions in the Service from other applications. Conversely, information and context from other services can be integrated into the Service through the API set of the corresponding service.

#### 3.6.3 Cisco Webex Hybrid Services

Cisco Webex Hybrid Services is an alternative to the Service cloud architecture that uses Customer premises to enable specific components of the Service hosted by Cisco. If the Hybrid Services are used, the Customer will receive Software to be deployed on premises. Accordingly, the following additional terms apply:

- Software provided as part of Cisco Webex Hybrid Services ("Hybrid Software") is licensed under the Cisco EULA found [here](#). The Customer is solely responsible for the use of the Hybrid Software and other than the limited liability set forth in the EULA, Cisco disclaims all liability for the use of the Hybrid Software. Some countries may consider the provision and operation of the Hybrid Software a regulated activity. The Customer represents and warrants that it has obtained all requisite authority to operate the Hybrid Software. The Customer agrees to operate the Hybrid Software only in those countries where the Service is available.
- The Customer will exercise exclusive control over the Hybrid Software and shall maintain the Hybrid Software in a secured environment accessible only to authorized employees and agents. The Customer has implemented and shall maintain appropriate technical and organizational measures designed to protect the Hybrid Software against accidental loss, destruction or alteration, unauthorized access, or unlawful destruction. The Customer represents and warrants that the Customer:
  - a. have an information security program for such environment that complies with generally applicable data privacy and security laws and regulations and is appropriate to the nature and scope of activities and services;
  - b. conduct routine risk assessments of the Customer's (or the Customer's subcontractor's) information security program;
  - c. regularly employ a current version of industry leading virus and malware protection software; and
  - d. otherwise follow industry best practices to protect the Customer network environment.
- b. Customer hereby holds BT (and its officers, directors, employees, shareholders, customers, agents, successors, and assigns) and its Supplier harmless from and against any and all loss, damages, liabilities, settlement, costs, and expenses (including legal expenses and the expenses of other professionals) as incurred, resulting from breach of these terms.

##### 3.6.3.1 One Cloud Cisco for Hybrid Calling.

- Webex Hybrid Calling enables Webex Teams users to dial PSTN and mobile numbers, and inclusive on-net calls with One Cloud Cisco, BT's cloud based platform on Cisco's Hosted Collaboration Solution (HCS) or Cisco Unified Communications Manager (CUCM) on premise solution. Connectivity between One Cloud Cisco and the Webex Teams platform is covered by the One Cloud Cisco solution. The product description and connectivity between One Cloud

Cisco and Webex Teams will be covered in the One Cloud Cisco service schedule. This will include the components required to connect One Cloud Cisco to Webex Teams.

- For the standard service support calls relating to One Cloud Cisco and internet connectivity should be direct to the One Cloud Cisco support desk. Any variations to this service model are non-standard and must be agreed in writing with BT and may be chargeable.
- In addition to Webex Teams support, BT One Collaborate will provision any license elements that need to be enabled and the Service Desk will answer 'how do I' questions on the Teams application associated with accessing the integration with One Cloud Cisco e.g. making a call to BT One Cloud Cisco.

#### 4. **WebEx Operation System Requirements**

The features and operation system requirements are identified in the following links which are subject to change:

- Webex Teams: <https://collaborationhelp.cisco.com/article/en-us/DOC-4205>
- WebEx Meetings: the latest system requirements are located in the release notes on [collaborationhelp.cisco.com](https://collaborationhelp.cisco.com).

#### 5. **Subscription License Descriptions**

##### 5.1 **Active User Subscription**

- 5.1.1 Active User is suitable if the Customer has a large number of Employees (greater than 75). When purchasing an Active User subscription license, the Customer is required to provide access to all Employees (a Named User Account), but are only billed for those Employees (above a certain minimum) that make active use of the Webex Services.
- 5.1.2 Active User requires the Customer to issue Named User Accounts to all Employees and pay for those Employees whom use their Named User Accounts. The Customer will always pay a Minimum Subscription Fee, which is based on a Subscription Quantity, which will be the greater of (a) fifteen percent (15%) of the total number of Employees, or (b) a minimum number of Employees (75) or (c) an Active User Average.
- 5.1.3 The Active User Average is the average number of Active Users in months nine (9), ten (10) and eleven (11) of the then current Subscription Period. The Active User Average will be recalculated at the end of each Subscription Period. The Customer may not decrease its Knowledge Worker quantity at any point during its Subscription Term.
- 5.1.4 Any change in Subscription Quantity from one Subscription Period to the next will require Customer to execute a new Order to implement a revised Minimum Subscription Fee. Failure of Customer to execute an updated Order upon request by Cisco will result in Site suspension and loss of configured administrative settings, and stored User Content.
- 5.1.5 BT will target that any change in the Minimum Subscription Fee will occur upon invoicing in the next billing period.
- 5.1.6 Active Users can hold an unlimited number of meetings, provided that each Active User may hold no more than one (1) meeting at any point in time.
- 5.1.7 Each Meeting must be hosted by a Named User and is limited to the maximum number of meeting Participants as determined by the Capacity of the Webex Service, addressed in the Capacity Count for applicable Webex Services.
- 5.1.8 Each meeting must be hosted by a Named User and the Named User is counted as a meeting Participant when determining Capacity. For example, Enterprise Edition (Capacity 1,000) is limited to a maximum of one (1) Named User and 999 Participants.
- 5.1.9 If any Named User meeting exceeds the meeting Capacity, Customer will be charged for Overage. The Overage fee will be invoiced at a per Participant rate, on a per instance basis. That is, Overage will be charged for any extra meeting User, attending for any length of time. Any Overage fees incurred will be billed monthly in arrears.
- 5.1.10 Recalculation of Subscription Quantity and Minimum Subscription Fee. Customer must recalculate the Subscription Quantity and Minimum Subscription Fee at the end of each Subscription Period.

Table 1.

Subscription Period (as applicable):	All Subsequent Subscription Periods
Either,	The Subscription Quantity is the greater of:

<p>The Subscription Quantity is the greater of:</p> <ol style="list-style-type: none"> <li>1. 15% of the total number of Employees, or</li> <li>2. 75 Active User Accounts,</li> </ol> <p>Or</p> <p>Conversion from an existing Webex subscription, in which case the Subscription Quantity is the greater of:</p> <ol style="list-style-type: none"> <li>1. 15% of the total number of Employees,</li> <li>2. 75 Active User Accounts, or</li> <li>3. The average number of Active Users</li> </ol>	<ol style="list-style-type: none"> <li>1. 15% of the total number of Employees,</li> <li>2. 75 Active User Accounts, or</li> <li>3. The Active User Average</li> </ol>
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## 5.2 Employee Count Subscription

- 5.2.1 Employee Count is suitable if the Customer has a large number of Employees (greater than 100), and the Service is to be generally available with fixed pricing based on company size, without having to purchase each Employee an individual Webex Service Account. The Customer is required to fully deploy Named User Accounts to all Employees.
- 5.2.2 The Employee Count Service requires the Customer to purchase a subscription license for all Employees. The applicable order quantity is the greater of (a) the number of Customer Employees as of the date of order, adjusted annually for Organic Annual Growth, or (b) 100 subscription licenses. Each subscribed Employee will receive a Named User Account.
- 5.2.3 Active Users can hold an unlimited number of meetings, provided that each Active User may hold no more than one (1) meeting at any point in time.
- 5.2.4 Each meeting must be hosted by a Named User and is limited to the maximum number of meeting Participants as determined by the Capacity of the Webex Service, addressed in the Capacity Count for Webex Services.
- 5.2.5 Each meeting must be hosted by a Named User and the Named User is counted as a meeting Participant when determining Capacity. For example, Enterprise Edition (Capacity 1000) is limited to a maximum of one (1) Named User and 999 Participants.
- 5.2.6 If any Named User meeting exceeds the Webex meeting Capacity, Customer will be charged for Overage. The Overage fee will be invoiced at a per participant rate, on a per instance basis. That is, Overage will be charged for any extra meeting User, attending for any length of time. Any Overage fees incurred will be billed monthly in arrears.

## 5.3 Named User Subscription

- 5.3.1 Named User is suitable if Webex Services will be provided for some, but not all Employees. A Named User subscription does not require the Customer to purchase a Named User Account for each and every Employee.
- 5.3.2 Under the Named User the Customer must purchase a minimum quantity of Named Users. For Meeting Center, the minimum Named User order quantity for Meeting Center (Capacity 25) is one (1) Named User. For Enterprise Edition, the minimum Named User order quantity for Enterprise Edition (Capacity 200) is twenty-five (25) Named Users.
- 5.3.3 A Named User may host an unlimited number of meetings using the Service; provided that a Named User may only host one (1) meeting at any point in time. That is, Named Users may not host multiple meetings simultaneously.
- 5.3.4 Each meeting must be hosted by a Named User and the Named User is counted as a meeting Participant when determining Capacity. For example, Enterprise Edition (Capacity 200) is limited to a maximum of one (1) Named User and 199 Participants.
- 5.3.5 A Named User must be an Employee selected by the Customer to use the Service.
- 5.3.6 The Customer is invoiced for each Named User Account purchased, irrespective of usage.
- 5.3.7
- 5.3.8 If any Named User meeting exceeds the meeting Capacity, Customer will be charged for Overage. The Overage fee will be invoiced at a per participant rate, on a per instance basis. That is, Overage will be



charged for any extra meeting User, attending for any length of time. Any Overage fees incurred will be billed monthly in arrears.

#### **5.4 Port Subscription**

- 5.4.1 Ports is the business subscription model under which the Customer is purchasing the Webex Services. Each Port provides a User access to the Service. Port Users must be Employees of Customer.
- 5.4.2 Meetings must be initiated and conducted by Hosts. The Customer may designate an unlimited number of Employees as meeting Hosts and each Host may initiate an unlimited number of meetings using the Services.
- 5.4.3 The total number of Users in any one meeting (including Hosts) and the total number of Users accessing the Services at any one point in time (including Hosts), may not exceed the total number of Ports purchased by Customer.
- 5.4.4 Customer shall provide all User information reasonably necessary to enable Webex to create User profiles for each Employee for whom Customer wishes to provide Host access for the Services.
- 5.4.5 The minimum Port Accounts that may be purchased is two (2).
- 5.4.6 If the total number of Users, including Hosts and Participants (as measured by network connections), that are connected to a physical server or online service at any one point in time exceeds the number of licensed Ports for 15 minutes or more, then a Port Overage fee will apply. Port Overage fees are billed monthly in arrears based on actual usage.

#### **5.5 Organic Growth and Extraordinary Event (applies only to Active User and Employee Count)**

- 5.5.1 Organic growth in the Number of Employees. The Active User and Employee Count Subscriptions include an accommodation for "organic" corporate growth in the total number of Employees of twenty percent (20%) over the term of the contract. If, at any time, the then-current total number of Employees exceeds twenty percent (20%) of the initially identified total number of Employees, the Customer is obligated to notify BT of this increase in the total number of Employees and execute an updated Order reflecting the revised total number of Employees and change to the applicable Service fees, if any.
- 5.5.2 Extraordinary Event. Extraordinary Event is defined as an event such as a merger or acquisition that increases the total number of Employees by more than twenty percent (20%). Upon an Extraordinary Event, Customer may provide access for such additional Employees by contacting the seller and having the Subscription Count reset based on the number of Employees in existence after such event. Customer must place an additional Order for the increase.

#### **6. Customer Responsibilities**

In addition, the Customer is responsible for:

- 6.1 Providing suitable computer hardware, software and telecommunications equipment and services necessary to access and use Webex.
- 6.2 Not (i) exceeding the number of allowable Meeting Participants, (ii) sharing a Named User Account among multiple Employees, (iii) having a Named User hold more than the specified maximum number of simultaneous Meetings at the same time, or (iv) providing a Named User Account to a non-employee.
- 6.3 Ensuring that Named User Accounts are not be shared or used by anyone other than the one Employee to whom the Named User Account is assigned. The identification of those individuals assigned a Named User Account must be unique to an individual and may not be of a generic nature.
- 6.4 Identifying Employees on the List, which shall be maintained by the Customer's Site Administrator and provided to BT upon request. The Customer will update the List so that it is current at all times. A Named User Account may not be transferred to another Employee except upon (a) termination of the Named User's employment with Customer, or (b) in all other instances, BT's prior written approval.
- 6.5 Providing BT with a written report upon execution of the Order, and annually thereafter, thirty (30) days prior to the anniversary of the Operational Service Date. Each report will be certified by an officer of Customer stating the total number of Employees of Customer.
- 6.6 Ensuring that Users have Cisco Webex licenses for Services purchased by the Customer
- 6.7 Customer warrants that the information provided during the registration process is accurate.

## ANNEX 2

### BT Support Services Annex

#### 1. Definitions

The following definitions shall apply, in addition to the definitions contained in the BT One Collaborate General Terms Service Schedule (the "Service Schedule").

**"BT Support Service"** means the support described in this Service Annex for the Services contracted by the Customer;

**"Service Desk"** means a single-point of contact provided by BT to address and assist Users with resolution of issues reported and general information requests for the Services;

#### 2. Schedule Overview

This Service Annex describes the standard support process provided by BT to the Customer in connection with the BT One Collaborate Cisco Service. This Annex should be read in conjunction with the product specific Service Schedule(s) associated with each service(s) being deployed. Any changes outside of the standard support process may result in additional charges to the Customer.

#### 3. Hours of Service

The BT Support Service will be available 24x7.

#### 4. Regions & Languages

The BT Support Service will be available globally. Support will be provided in English only unless otherwise agreed in writing by the customer and the BT head of audio/web portfolio.

#### 5. Service Features

Service features include the following:

- Service Desk
- Technical Support
- Administration and centralised provisioning of accounts for Services purchased
- User training
- User adoption program
- Usage Reports
- Service Management (if applicable)

##### 5.1. Service Desk

The Service Desk is available 24X7 for telephone and email based assistance and will act as a single point of contact for Users to address and resolve questions or inquiries relating to the Services purchased, as described in this schedule.

##### 5.2. Support Channels

The Service Desk can be contacted via the following channels:

- Email
- Telephone

It is expected that Users will contact the Service Desk directly to report issues with the Services.

##### 5.3. Self Service

Self-service tools are available for use by customers. The detail of how these are implemented will be documented in the product specific Service Schedule.

- MyMeetingManager is available for customer self-provisioning of Webex Meetings.
- The Webex Control Hub is available for the administration of Webex Teams.

##### 5.4. Support

Support will be provided through the Service Desk and includes levels of support from general inquiry and account details to technical resolution through our Technical Support teams.

General support includes:

- 'How to' support which entails answering User queries on how to use the Services.
- Incident resolution, which includes fault logging, analysis, diagnosis, escalation, resolution, and status updates.
- Provide client software support for desktops with administration access for Cisco Webex Meetings and Webex Teams; instructions and advice will be provided for desktops without administration access.
- Cisco Jabber support includes the logging of incidents and hand off to Cisco (For Cisco Webex Teams Hybrid Calling with One Cloud Cisco logging of incidents may be done with the support provided by the BT HCS Service Desk).
- For CMR the customer is responsible for connectivity of endpoints to the internet and configurations. The customer is expected to have support contracts for video endpoints, components and internet connectivity. Where support is provided by Cisco (TAC), and where triage is required with the Webex support teams, the TAC case number can be provided to the BT Service Desk. The BT Service Desk can help triage the issue investigation by e.g. engaging with the Cisco Webex support team using the TAC number and the Cisco joint support process. The BT Webex Service Desk cannot provide video endpoint, component, integration, or video endpoint connectivity support.
- For any customer provided solutions that are integrated with the core applications (Webex and Teams) handover with the help desk for the solution being integrated with Webex and/ or Teams must be agreed in writing.

BT will:

- Receive and log phone, email and \*0 requests from Users
- Respond to feature and functionality questions.
- Provide troubleshooting, diagnostics and resolution
- Provide support for installation / upgrade / removal of client software for Webex and Teams services.
- Process new account requests and/or queries for Webex services
- Provide guidance on browser configuration issues such as security settings, clearing cache and history
- Provide Incident management and service request fulfilment.
- Provide workarounds for known application issues – where available
- Engage development/engineering work to troubleshoot and resolve complex issues with the Services
- Deploy software fixes for identified issues with the Services.

#### 5.5. Priority Definitions

Incident Management <b>Targets (no credits/guarantees)</b>	Purpose
Priority 1	Serious interruptions to a production system that has affected, or could affect the entire user community's ability to access their conferences, helpdesk, or an escalation or fault of severe service affecting nature. No workaround exists. For example: Network outage, Bridge Failure
Priority 2	Interruptions to normal operations, where the ability to perform production system tasks is impacted, but the error does not impair essential operations and processing can still continue in a restricted manner. For example: intermittent issues accessing conferences, users drop from the conference and are able to re-join.
Priority 3	Minimal interruptions to normal operations, does not prevent the operation of a system, or else there is a minor degradation in performance. For example:

	scheduled maintenance, user specific set-up, available upgrade needed, monitoring temporarily unavailable
Priority 4	<p>Service / Information Request:</p> <p>No symptoms of a production problem, requests such as</p> <ul style="list-style-type: none"> <li>• User specific set-up requests</li> <li>• Passcode resets (audio)</li> <li>• Request for Global Access Numbers (audio)</li> <li>• Request for audio dial-in numbers (video)</li> <li>• Request for Conferencing user guide</li> </ul>

**6. Account Provisioning and Administration**

	<b>BT Responsibility</b>	<b>Customer Responsibility</b>
<b>Webex</b>	Bulk account creation Webex site creation Webex site setting management Webex upgrade testing & validation	Provision of user data in .csv format for bulk upload  Individual account creation , modification & deletions - via My Meeting Manager  Individual account creation, modification & deletions - via customer portal that uses BT's self-service API (Note – support for the customer writing to the BT APIs must be agreed in writing by BT and the customer and may be chargeable by BT  Desktop/mobile application testing & deployment
<b>Webex Teams</b>	Teams site creation Teams site setting management Administrator account setup Creation of customer domain Provisioning of licenses	Bulk account creation  Individual account creation, modification & deletions (via the Webex Control Hub)  Teams domain management including configuration  Desktop/mobile application testing & deployment  Customer will own the design, deployment and support of any customer owned integrations.
<b>Webex Registered Endpoints</b>	Webex Hardware and subscription ordering.	The customer administrator will be responsible for the addition and configuration of any additional devices.

**7. User Training and Adoption (\*Delete/modify dependent upon customer requirement/agreement)**

BT are able to provide the Customer with a BT standard education and adoption program to launch the Service as described in this section and included with the purchase of the Service. BT will work with the Customer to develop a communication plan that includes implementation and ongoing educational and training initiatives.

An optional service is also available for an additional charge. This is a consultant led engagement where we take the customer on a journey to get the maximum return on investment by driving high levels of user adoption. This is a highly customized approach taken with each customer through a unique and proven methodology.

All communication to Users will be BT branded and provided in English. Options for customer branding and support in other languages is available upon agreement by both parties (charges may apply).

Branding applies to Cisco Webex at this time. Collateral for Cisco Teams services will be provided by Cisco.

BT's standard education and adoption program includes the following:

#### 7.1. **Web Portal**

The web portal is an extranet site which contains the following Service information for Users to access:

- Overview of Services
- New account registration which can be restricted to email addresses on Customer's domain
- FAQs and instructions (i.e. how to get started, join a meeting, etc.)
- Product specific training and reference guides
- Global access numbers available to access the Service
- Ability to monitor usage and billing

#### 7.2. **Awareness and Launch Communication**

End user communication provides Users with their Account details to use the Service, how to prepare for their first meeting, and how to use the service. Communication includes:

- A reminder email with guidance on termination dates and recurring meetings.
- A training email directing users to self-paced web-based training.
- Wider employee communications to encourage usage of the new conferencing services.
- In room material providing best practice and troubleshooting tips

Ongoing communication is used to encourage use of the Service as a regular business tool.

#### 7.3. **Education and Adoption Communication**

A unique differentiator for BT is our long-term engagement with our End Users. We deliver on-going education post-launch to ensure End Users continue to get the most out of the Service. To ensure End Users are using the service most efficiently, we constantly monitor usage results and solicit feedback to improve & innovate over time.

#### 7.4. **Training**

**Self-paced training:** BT offers a complete suite of self-paced training for Webex to cover all Customer's training needs. The self-training modules are available on the BT public site and also will be made available for any customer with their own mini site on that web portal/mini-site.

#### **Instructor Led Training:**

BT will aim to provide public scheduled training sessions to which the Customer may send an unlimited number of participants.

#### 8. **Reports**

BT will provide access to service usage reports to selected Users nominated by the Customer. The customer may submit a request for a non-standard report to the Service Manager (if applicable). BT will make reasonable efforts to provide the report where data is available.

Standard reports available to the Customer for Services purchased are:

- Service Performance Reporting (incident report)
- Usage
- Storage
- Port Capacity Utilisation

#### 9. **Deployment and Implementation Responsibilities**

The design and implementation responsibilities include:

- Customer to provide user information in format provided by BT including customer responsibilities in Section 6 and the following:

- Provide an electronic high resolution logo and specific guidelines on how to use the logo;
- Provide a key contact responsible for the co-ordination of information / briefings for all the communication materials;
- Provide a senior contact to endorse the launch (timings) including announcement emails;
- White listing of BT email servers to effectively provide relevant conferencing information (passcodes, educational materials, etc.);
- Ensure your internet security allows Users to access the dedicated mini-site. Users will need to access information on how to get started and training information, therefore the dedicated website should be accessible by all employees.
- List of all conferencing Users with telephone numbers, job title and postal addresses. The format will be provided by the BT team
- Customer and BT to agree the implementation phases for the Services
- BT will be the administration master for the Services during launch and throughout the contract term.

#### 9.1. Connect IM / Jabber Instance Set Up

On initial set up of Connect IM / Jabber, an email will be sent to a nominated administrator to request password set up. Once the administrator Account is live, individual User information and policies to be applied to the Account can be entered into the administrator portal. On successful entry of new User information into the administrator portal, the new User will receive an email detailing the set up process of creating a password for their Account and downloading Connect IM / Jabber for installation. Administrator rights will be required on User systems to allow installation.

## 10. Release Management

### 10.1. WebEx Lockdown Releases

For customers that take WebEx lockdown releases, the management of WebEx release upgrades includes the BT central testing and deployment to the customer of upgrades for the Customer's selected Cisco WebEx solution, BT Audio Integration and Cisco productivity tools for Cisco WebEx.

Customers are to expect two (2) releases per year minimum, not including emergency patch releases. Deployment of new releases will include Customer liaison, Customer communications and change control management. Training and adoption following these upgrades will be included if appropriate and at the discretion of BT. BT will use reasonable endeavours to deploy the latest locked down release within 3 months of release by Cisco. Upgrades will be carried out following completion of integration testing and acceptance by BT. The customer must use reasonable endeavours to deploy the latest release within 60 days of notification from BT.

### 10.2. WebEx Unlocked Down Releases

Customers may choose for unlocked down releases of the WebEx site and client software. Unlocked down releases will contain feature changes, patches, service pack updates related to WebEx core features (not integrations), operating service, and browser support changes. Interim releases will be pushed out to all unlocked down sites on a timetable determined by Cisco, with an expectation that these releases will be once a month. Sites on unlocked down cannot opt out of upgrades. Any unlocked WebEx site will be upgraded by Cisco automatically, there is no action or change control required by BT or Customer. API's will be locked down to prevent any admin changes impacting BT's central administration.

The following describes the responsibilities with implementation unlocked down releases:

- Cisco is responsible for providing notification to BT and customer two weeks prior to an upgrade.
- BT is responsible for providing limited quality testing for audio integration with WebEx.
- Customer is responsible for the latest software to functioning successfully on their network and all end users have access to the software.

Customer will run interim versions without the following:

- BT Training updates for interim versions
- BT Collateral updates for interim versions
- Service Desk support by BT will not be guaranteed for any updates needing new operating system, mobile device, browser (based on timescales for getting system access and training).
- There will be no post upgrade testing by BT on a per customer / per site basis

- Customer is responsible for the deployment of the software in advance of the upgrade. Failure to deploy software before the upgrade will mean users will run temporary software, for every WebEx meeting.
- Customer accepts that Cisco may make changes to audio, Webjoin, central administration, or Single Sign-On (SSO) in an unlocked down release. BT or Customer may identify a fault in testing that impacts service. Customer options are:
  - To identify interim solution to maintain service
  - Continue with the current service until a resolution is identified
  - Downgrade to a previous release, if available.
- For terms of deployment, Customer must:
  - Accept above responsibilities and limitations of an unlocked release
  - Allocate early testing resources, if required
  - Have documented plan to manage unlocked down releases

### 10.3. Webex Teams Releases

The Teams application is agile and will be upgraded by Cisco when a new release is available. Releases may contain feature changes, patches, and service pack updates related to Teams core features (not integrations). Software updates will be pushed to all applications on a timetable determined by Cisco. Customers cannot opt out of upgrades. Teams software will be upgraded by Cisco automatically, there is no action or change control required by BT or Customer.

The following describes responsibilities for management of Teams releases:

- Service Desk support by BT will not be guaranteed for any updates needing new operating system, mobile device, browser (based on timescales for getting system access and training).
- Testing is not available for software releases.
- Distribution of software is not required. Upgrades are automatic and completed when opening the Teams application after the software release occurs.
- Status of Teams application is to be checked by going to: <https://status.ciscospark.com>
- Should an issue with the release occurs, downgrade to a previous release is not available. Customer and BT will work together with Cisco to resolve the release issue.

## ANNEX 5

### BT PRICING ANNEX

In addition to the following pricing details, the Customer will sign a separate Order Form with details required to initiate the order process. A separate Order Form must be included for each service ordered separately or set of services ordered separately.

**1. Webex Charges**

BT Webex Web Conferencing Services				
Type	Cisco SKU	Licenses per Host per Month	Unit Price Per Month	Committed Monthly Spend Total
Subscription Center (Cap [ ])	A-WX-[ ]-[ ]-CAP	[ ]	\$ [ ]	\$ [ ]
Subscription Center Attendee Overage	A-WX-[ ]-[ ]-OVR	N/A	\$ [ ]	Uncommitted
CMR Cloud	A-WX-EC-CMR-25	[ ]	Included	N/A
Cisco Webex Teams	A-WX-IM-INC	[ ]	Included	N/A
<u>Storage (Price per GB)</u>				
Base Storage (depends on SKU, EA/AU 50GB, Ports 10GB)	A-WX-STORAGE-INC	[ ] GB	Included	N/A
Storage Overage	A-WX-STORAGE-OVR	Price per GB	\$ [ ]	Uncommitted

**2. Audio Broadcast Charges**

BT Collaboration Services – Audio Broadcast			
Type	Cisco SKU	Attendees per Call	Unit Price per Month
Audio Broadcast	[ ]	1 – 25	\$ [ ]
		26 – 99	\$ [ ]
		100 – 249	\$ [ ]
		250 – 499	\$ [ ]
		500 – 999	\$ [ ]
		1,000 – 2,999	\$ [ ]
Audio Broadcast Overage	[ ]	3,000 +	\$ [ ]

- Charges for Audio Broadcast are based on the number of attendees who join the meeting. Each tier will be charged at the unit price multiplied by the quantity. Pricing will not be re-rated once the next attendee tier is reached.



**3. Additional Information**

Subscription Term	
Initial Term:	_____ months
Renewal Term:	12 months
<p>Operational Service Start Date:</p> <p>(This date applies to all services included in this Order Form. It is the date that the term of the contract starts and therefore the date that charging begins. This can be a maximum of 90 days from order placement)</p> <p>For phased launches or services that have different OSDs, separate signed order forms are required.</p>	<p>____ / ____ / ____</p>
Branding & Localization:	
<p>Requested URL*:</p> <p>(it must be in the form of <a href="https://companyname.webex.com">https://companyname.webex.com</a>)</p>	<p><a href="https://____.webex.com">https://____.webex.com</a></p>
<p>Branding Reference site*:</p> <p>(e.g. <a href="http://www.companyname.com">http://www.companyname.com</a>)</p>	<p><a href="https://____.com">https://____.com</a></p>
Primary/Default Language	English
Additional Language Site(s)	<p>Check language(s) to provision:</p> <p><input checked="" type="checkbox"/> English    <input type="checkbox"/> French    <input type="checkbox"/> Spanish    <input type="checkbox"/> Korean    <input type="checkbox"/> German</p> <p><input type="checkbox"/> Swedish    <input type="checkbox"/> Japanese    <input type="checkbox"/> Traditional Chinese    <input type="checkbox"/> Simplified Chinese</p>

\*Confirmation of URL availability will be made as part of the Registration Process