# SCHEDULE 2 SERVICE DELIVERABLES

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### 1 Overview

**ICON Teams Connector**

The Maintel ICON Teams Connector is a cloud delivered service with the ICON Core interconnecting with Microsoft Office 365. This is a Maintel service that provides Microsoft Teams users with external voice calls. For external PSTN connectivity Maintel provide a secure direct connection between Microsoft’s O365 telephone system and ICON enabling a Teams user to make and receive voice calls from the PSTN over the Maintel centralised SIP infrastructure.

The Service is built in Maintel’s ICON service cloud, with 24x7x365 support, and includes an application Service Availability of 99.99%. Connection to the Microsoft Office 365 cloud infrastructure will be delivered direct over internet connections.

ICON Teams Connector scales with full flexibility from twenty (20) concurrent SBC sessions to one thousand (1000) concurrent SIP sessions (which equates to 100 to 5,000 users), subject always to the agreed Minimum Commitment pursuant to this Agreement.

### 2 End User Support

**2.1** The availability of the Microsoft Office 365 and Microsoft Teams environment is not part of the Maintel service and is wholly the responsibility of Microsoft. For clarification Maintel shall have no liability (in any form) in relation to the Service Availability of Microsoft Office 365 and Microsoft Teams. The Customer is responsible for all end user configuration or operational issues within the Teams environment. for

## 2.2 Platform Access & Security

The communications infrastructure is deployed within secure, resilient data centres which provides high levels of security and remote access management. Physical access to the data centres is highly restricted with only specifically trained and authorised Maintel personnel allowed access to the equipment. Remote access requires multiple levels of authorisation with each authorised user requiring personal logins. There is full logging and audit tracking of all access to, and activities performed on, the system, for both physical and remote access. This enables the platform to be used for customers that require PCI-DSS compliance.

Only Maintel engineers assigned to a specific customer will have access to that environment and network. All monitoring, reporting and maintenance is specific to that customer and any changes can only affect that specific environment.

### 2.3 Backups

Configuration backups are included as part of the Service, these are completed each day (24-hours) and can be restored by raising a ticket with the Maintel Service Desk.

### 2.4 Upgrades

### 2.4.1 Planned Maintenance

Planned outages may be required on the network, including hardware and/or software for scheduled network maintenance and upgrade activities. Maintel will affect such outages at times that it believes will have minimal impact to the Customer. Maintel will give the Customer no less than 10 days advance notice (save in respect of planned maintenance on circuits where the relevant carrier will provide 48 hours). A maintenance notification will be sent to the Customer, using the change control process.

### 2.4.2 Emergency Maintenance

It may be necessary from time to time to carry out emergency maintenance to the network in order to maintain appropriate levels of service quality and to provide where possible minimum impact to the Customer. Maintel will work with its carrier partners to discourage maintenance without notification, however for such events, it may not be possible to provide the Customer with advance notification.

## 2.3 Customer Web Portal

Customers are provided with a dedicated web portal that allows access to the Maintel Incident Management system and enables the tracking of incidents, problems and change requests. Each Incident raised receives a web reference which is unique to the Incident and confirms that the ticket has been received by the Service Desk. This reference will be used throughout the life of the ticket to track updates and the ultimate resolution of the Incident.

### 3 Service Level Agreements

ICON Teams Connector is provided with Service Availability and detail on how Maintel handle incidents is described below.

## 3.1 Service Desk & Technical Support

Maintel define Incident categories or severity levels as follows –

|  |  |
| --- | --- |
| SEVERITY | DEFINITION |
| Priority 1 – Critical Impact | Business is severely impacted  50% or more of users, trunks, or voicemail boxes not available  Call delivery to more than one site or to a mission critical site is impacted |
| Priority 2 – Major Impact | Business is significantly impacted  25% or more of users, trunks, or voicemail boxes not available  Call delivery to one customer site impacted  There is risk of reoccurrence of the problem with further significant impact to the business |
| Priority 3 – Minor Impact | Non-critical, partial loss of functionality fault with minimal impact to the business  Individual phone or feature fault with acceptable workaround until fix applied  Loss of non-critical system functionality |
| Priority 4 - Mobile / cordless phone failures | Not applicable unless Maintel requested to provide mobile / cordless phone handset |
| Priority 5 – Help Requests | Technical Assistance  Technical Requests  Knowledge Requests  Configuration Change Requests  User Requests |

**3.2** Maintel work to the following service levels, measured over a monthly period:

|  |  |  |  |
| --- | --- | --- | --- |
| Service Type | Description | Incident Priority | Target |
| Service Desk Opening Hours | Monday-Sunday, 00:00 – 23:59, including Bank Holidays |  |  |
| Service Desk Response – Voice Call | Time taken for a customer services agent to answer the call | All | 95% calls answered within 30 seconds |
| Service Desk Response – Email | Time taken for a customer services agent to respond to a ticket logged by email | All | Ticket to be logged and customer contacted with reference number within 2 hours |
| Auto-ticket generation | Time taken for a ticket to be generated from a system monitored alert or alarm | All | Ticket logged within 60 seconds |
| Initial Engineering Response | Time taken for a Maintel Technical Support engineer to be allocated to the incident, commence fault diagnosis, and customer contacted. | P 1  P 2  P 3  P 4  P 5 | < 30 minutes  < 60 minutes  < 4 hours  Not Used  < 8 hours |
| Customer Update | Frequency with which Maintel Managed Services will update the customer on incident resolution progress | P 1  P 2  P 3 – 5 | Every 60 minutes  Every 4 hours  N/A |
| Restoration of Service | Time taken for a work around or permanent restoration of service | P 1  P 2 | Within 4 hours  Within 8 hours |

## 3.3 Handset replacement

Where the ICON Teams Connector service has been contracted and Teams devices supplied, Maintel shall not be responsible whatsoever for any maintenance of the Teams devices, howsoever arising. Any and all maintenance of the equipment shall be subject to the manufacturer warranty only. For clarification Teams devices shall be recognised as such, at Maintel’s discretion and shall include (but not be limited to) headsets, speakerphones, desk phones, room systems and conference phones designed to work with Microsoft Teams.

## 3.4 Service Availability

The ICON Teams Connector service has a baseline Service Availability of 99.99%, which translates to no more than 51 minutes of unplanned Service Availability in the year. Whilst this Service Availability is provided on an annual basis, it will be calculated on a monthly basis.

|  |  |  |
| --- | --- | --- |
| Yearly Availability | Monthly Availability | Total unavailability |
| 99.99% | 99.88% | 51 minutes |

The application Service Availability applies to the hosted hardware and software situated in Maintel’s data centres including the SIP Services. The availability of the Microsoft Office 365, telephone system and Microsoft Teams environments is not part of the Maintel Service and no such liability shall rest with Maintel to resolve any issues arising from such.

### 3.5 Service Outage Measurement

A service outage is measured from the creation of the initial incident tracking ticket, either via automated ticket generation from an alarm or from customer notification through to service restoration (as agreed with the Customer). Service restoration does not imply that the issue is necessarily resolved but that the agreed functionality and services are restored, either through switch over to a back-up service or other acceptable workaround.