

SCHEDULE M: SERVICE DEFINITION FOR UNIFIED COMMUNICATIONS ANALYTICS AND BUSINESS INTELLIGENCE SERVICE

1. Unified Communications Analytics and Business Intelligence Service Description

The Unified Communications Analytics and Business Intelligence (“UCA&BI”) Service aggregates communication and collaboration data from telephony, unified communications platforms, messaging, video calls, and conferencing tools. The communication and collaboration data is presented via an online web portal. The UCA&BI Service includes one-off setup and configuration for the Customer tenant, as defined during scoping for this Service.

The UCA&BI Service comprises of mandatory components, detailed in the table below:

Mandatory Components	Description
Prism License	This provides the Customer access to dashboard, reports and analytics via a web-portal based on the number of end points or subscriber accounts. An end point or subscriber account is considered to be: - Any physical or virtual extension including attendants/consoles - A mobile SIM card - An email/URI used for calls/conferencing/unique subscriber account Additional Charges may apply, based on the quantity of endpoint and/or subscriber accounts above the limits set out in the Order Form, and will be charged pro-rata, calculated in arrears for the previous billing period.
Data Storage	The UCA&BI Service comes with two (2) years data storage that is determined by estimated call volumes agreed by the parties as part of the scoping process, which takes effect from the Service Commencement Date (“Non-Chargeable Data Storage Period”). Any storage requirement(s) after the Non-Chargeable Data Storage Period will be subject to extra Charges.
Data Encryption in Transit	Data in transit is secured by sftp for traditional or unified switches. Microsoft Teams data is retrieved via a webhook service hosted in an UK Azure instance utilising the Restful API (OAUTH) through the Microsoft Graph API.

In addition to the mandatory components above, the UCA&BI Service can be complimented by the following optional, chargeable licenses:

Optional Licenses	Description
Proactive Alerting	This feature allows the Customer to configure proactive alerting (e.g. thresholds).
Encryption at Rest	This feature entitles the Customer to add data encryption to data at rest.
Additional Data Storage	This feature provides the Customer with Additional Data Storage beyond the Non-Chargeable Data Storage Period.

The following table details additional, chargeable Professional Services available for the UCA&BI Service:

Professional Services	Breakdown	Description
Consultation	Consultation	Consultation to work with the Customer to define business outcomes. The output is an updated scope of works. The number of Days will be specified on the Order Form.
Project Management	Project Management	Project Management to support project delivery and setup. The number of Days will be specified on the Order Form.

	Customer Kick Off	Project Management to arrange a Customer kick off meeting. The number of Days will be specified on the Order Form.
	Design Workshops	Design workshop to finalise the detailed solution design (to be performed on site or remotely). The output is a low-level design. The number of Days will be specified on the Order Form.
Implementation	Architect/Design	Professional services provided by a design architect (to be performed remotely). The output is the sign-off of the implementation design. The number of Days will be specified on the Order Form.
	Pre-Build Engineer	Engineering works to perform the service build (to be performed remotely). The number of Days will be specified on the Order Form.
	Quality Assurance and Testing	Professional services to complete testing of the solution and make any required amendments before go-live. This will be performed remotely. The number of Days will be specified on the Order Form.
	Enhance Configuration	Resource to build and/or schedule user reports and alerts and define user profiles.
Adoption	Training	Training to be delivered to End Users on site or remotely. The number of Days and level of training will be specified on the Order Form.
	Interpretation Insights	Insight and advise on interpretation of dashboards and reports relating to Customer data. The number of Days and level of training will be specified on the Order Form.
	Data Insights	Full Guidance on how to use the service to fulfil a specific data enquiry business need. The number of Days and level of training will be specified on the Order Form.

2. Target Service Commencement Date

UCA&BI Service:

40 Working Days*

* From order acceptance. Lead times are subject to completion of a pre-installation checklist.

3. UCA&BI Service Level Agreement

No service credits apply to this Service.

4. Incident Response

Email and telephone support between 09:00 and 17:30 ("Working Hours") UK hours.

For the UCA&BI Service, the Priority Definitions, Target Response Times and Target Fix Times set out in Clause 5.4 of the Customer Support Handbook shall not apply. In lieu, the following (which are best estimates only) shall apply:

Severity	Description	Target Response and Target Fix Times
P1	Loss of data: Call logging data stops	Acknowledgment of case within 1 Working Hour. Identification of problem within 8 Working Hours. Resolution leading to full-service restoration within 8 Working Hours.

Severity	Description	Target Response and Target Fix Times
P2	Loss of access to directory source: The system cannot update directory information	Acknowledgment of case within 1 Working Hour. Identification of problem within 8 Working Hours. Resolution leading to full-service restoration within 2 Working Days.
P3	Loss of automated reports: The system fails to send out automated reports	Acknowledgment of case within 1 Working Hour. Identification of problem within 8 Working Hours. Resolution leading to full-service restoration within 2 Working Days.
P4	Loss of access to the web portal: Customers are unable to access the portal to run their own data analysis	Acknowledgment of case within 1 Working Hour. Identification of problem within 8 Working Hours. Resolution leading to full-service restoration within 3 Working Days.
P5	Queries on data analysis/configuration: Any queries on analysis received by Customer or analysis which has been run on the portal by the Customer. Any queries on Configuration/Ext description/Departmental breakdown	Acknowledgment of case within 1 Working Hour. Identification of problem within 24 hours. Resolution within 5 Working Days.