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1. Service Overview

Our Voice Enabled Teams Service is a cloud-based communication and collaboration service based on Microsoft Teams software and our Next Generation Network. Microsoft Teams is part of the Microsoft 365 (M365) and/or Office 365 (O365) suite. To procure this Service, you must have a valid Microsoft licence. If you have not already purchased this licence, we can provide it to you subject to an additional Fee.

Depending on your specific requirements, we will deliver the Service via either Direct Routing ("MSDR") or Operator Connect ("OC").

We can deliver this Service either as unmanaged service, where we would only enable the voice service, or as a managed service, where we would configure and manage your Microsoft Teams environment.

Additional information is included in the Order Form and Statement of Work.

2. Service Features

We offer two tiers for this Service: Essential and Advanced. We will deliver all the standard items included in each tier and as set out in the table below. You can request the optional items to be added to your Service tier subject to an additional Fee.

Your selection and the relative Fees will be specified in either your Order Form or SoW:

Feature	Essential	Advanced
Managed service	<i>Optional</i>	<i>Optional</i>
Inclusive UK voice minute bundle ¹	•	•
Out of bundle voice usage rates	•	•
Number porting	•	•
Integration with other voice solutions	•	•
Teams Compliant Devices	<i>Optional</i>	<i>Optional</i>
Advanced reporting		•
Livnumber		•
M365/O365 backup		•

2.1 Managed Service

Please note that this feature is available as an optional upgrade for an additional Fee.

¹ The Essential tier includes 1,500 minutes UK mobile and landline (01/02/03 and 07 (top 5 mobiles)). The Advanced tier includes 3,000 minutes UK Mobile and Landline (01/02/03 and 07 (top 5 mobiles)).



If you have procured Voice Enabled Teams as a managed service, we will configure your domain and your Teams environment as described in Section 3.1. During the term of the Service, we will provide additional support for incident related to your voice services and originating on your Teams tenant during normal Business Hours.

If you require support, you must contact our support team as described in Section 5. We will access your Teams tenant to perform an initial investigation and endeavour to resolve the issue within the targets set out in Section 9. Please note that resolution is not always possible as Microsoft's input may be required for certain issues related to your Teams tenant, in which event we will advise you that you need to escalate the issue to Microsoft.

Please note if you have not procured the optional managed service feature, we will only support the resolution of incidents related to the voice Teams platform provided by us, and we will not investigate issues originating from your Teams tenant.

2.2 Service Deployment Features

Our Voice Enabled Teams Service connects our voice network directly to Microsoft Teams.

If you have an existing M365/O365 licence, you can procure the telephony functionality within Teams (i.e. this Voice Enabled Teams Service) on a per user basis by procuring the relevant Microsoft Phone System Licence, which is subject to an additional monthly Fee. For more details of the Microsoft Phone System Licence, please see <https://learn.microsoft.com/en-us/microsoftteams/here-s-what-you-get-with-phone-system>.

2.3 Inclusive UK Voice Minutes

The Voice Enabled Teams Service includes:

- (a) Essential – one thousand five hundred (1500) minutes per month (in the aggregate) for PSTN calls to UK fixed and mobile numbers; or
- (b) Advanced – three thousand (3000) minutes per month (in the aggregate) for PSTN calls to UK fixed and mobile numbers.

2.4 Out of Bundle Rates

Calls will be charged at our current voice usage rate when those calls are:

- (a) In addition to the minutes included in your Service as set out in Section 2.3; or
- (b) Not included in the UK voice minutes (e.g. non-geographic and international calls).

We can provide details of our current voice usage rates upon request.

2.5 Number Porting

As a standard, we will provide new telephony numbers for your Services. You can keep your existing telephony numbers if we have a number porting agreement in place with your service provider. We will confirm whether we are able to port your existing number before commencement of the service implementation activities. We will perform this action on your



behalf as part of our implementation process (subject to the appropriate information being provided to us by you in the data capture forms).

2.6 Teams Compliant Devices

If required, we can provide end user devices, such as headsets, video and deskphones from third-party suppliers. Please note that the provision of devices is optional and subject to an additional Fee.

The list of compatible devices changes regularly. Please refer to your account manager for the latest list and prices. The devices that you can procure from us will have a manufacturer's warranty. Depending on the specific devices that you require, we will confirm whether the manufacturer provides management portals and enhanced reporting.

2.7 Advanced Reporting

We will provide advanced reporting if you have procured the Advanced tier of the Service. We offer a Cloud Applications Reporting Service which provides reporting and analytics for unified communication and collaboration elements. We deliver this business information through an interface and supporting reports. Please refer to our Cloud Applications Reporting Service Description for further details.

2.8 Livenumber

We will provide Livenumber if you have procured the Advanced tier of this Service. Livenumber is our service to reroute inbound calls made on your DDIs to a different destination number, either on an individual basis or as part of a disaster recovery plan. Please refer to our Livenumber Service Description for further details.

2.9 M365/O365 Backup

We will provide unlimited M365/O365 backup if you have procured the Advanced Service tier. We offer a backup service for M365/O365, which is an independent backup separated from the app itself. Please refer to the Microsoft 365 Backup Service Description for further details.

3. Service Implementation

After order acceptance, we will implement the Service as follows:

Service Implementation	Us	You
We will send you an introductory welcome email, arrange a kick-off meeting and send you the associated agenda.	•	
We will hold the kick-off meeting, discuss the initial data we need from you, and send you all the technical data capture forms.	•	
You will provide us the initial data by email.		•
We will jointly hold a design workshop to define with you: • The Voice Enabled Teams Service design and implementation plan; • User profiles, pick-up/hunt groups, directory, etc.;	•	•



- Handset features and setup; and - Service implementation plan and, where applicable, number porting.		
We will create a low-level design document.	•	
You will approve and sign-off the low-level design document.		•
We will complete and communicate the project plan with you.	•	
We will place your orders for Voice Services that will be indicated in your Order Form and/or SoW (including number porting where applicable).	•	
We will build and configure your voice connectivity	•	
We will build and configure your voice usage bundles and usage minutes.	•	
We will test the voice service, communicate the Ready for Service Date and provide a handover pack to you.	•	
We will commence billing.	•	

3.1 Managed Service

If you have procured the managed Service option, we will perform the additional configuration activities listed below:

Service Implementation	Us	You
You will provide us access to your Teams tenant as reasonably required by us.		•
We will prepare your M365/O365 Teams platform.	•	
We will implement and configure your Teams user packages.	•	
We will build and configure your voice connectivity to your Teams users.	•	
We will jointly build and configure your reporting with you.	•	•
We will jointly run internal acceptance tests to confirm the environment is ready.	•	•
We will jointly facilitate a training call for the use of the software and the admin portal with you.	•	•
If you have procured the Advanced Service tier, we will perform a M365/O365 backup for you.	•	

All work will be carried out during Business Hours. We will invoice additional charges for any work undertaken outside Business Hours. We reserve the right to charge additional Dees for any change in your requirements occurring after the implementation of the Service and outside the scope of the contract (as described in the MSA).

3.2 Ready for Service

The Ready for Service Date is the date when we (acting reasonably and properly) notify you that the implementation steps and testing are complete and that the Service is ready for service. This date may be specified to occur at a later date, if mutually agreed to be so. If you consider that the Service is not ready for service on the date notified, you must notify us within two (2) weeks of our notification, after which the Ready for Service date will be deemed to have



occurred regardless of issues or defects of which you may later become aware and notify us about (which will then be dealt with as faults or service issues but will not change the Ready for Service Date.

4. Billing

The Service will be billed as a Set-Up Fee, Recurring Fee and Usage Fee as described in our Billing Guide.

4.1 Additional Charges

We reserve the right to charge additional fees in the following situations:

- (a) Any work carried out outside Business Hours;
- (b) Work undertaken and reasonable expenses incurred when supporting you in resolving faults due to changes you have incurred or implemented after being provided with administrator rights;
- (c) Work undertaken and reasonable expenses incurred when supporting you in resolving faults due to issues in a network that we do not manage;
- (d) Shipping of materials to sites outside the UK, charges and expenses related to release from customs and, if applicable, additional shipping charges from customs to your sites;
- (e) Travel expenses for our engineers to sites located outside the UK, and
- (f) Any change in your requirements occurring after the implementation of the Service and outside the scope of the contract (as described in your MSA); and
- (g) Any change to the scope of your Statement of Works or Order Form.

5. Service Operations

You can log and track all of your requests on our client portal. We will provide you registration and login details during the Service Implementation phase.

Our support team can be contacted by phone, email or via our client portal and will be able to assist you with the following:

- (a) Incidents;
- (b) Ticket updates;
- (c) Portal logins;
- (d) Service reporting; and
- (e) General queries.



When you contact our support team, we will issue you with a reference number which acts as your unique reference for your incident or request. We will ask you to quote this reference number when contacting the support team to provide information or an update.

Please refer to our Operations Manual for further information on incident management, requests for change and information requests.

5.2 Self-Service Administration

As an administrator, you can view and manage all Teams apps for your organisation on the manage application page in the Microsoft Teams admin centre. Here you can:

- (a) See the organisation-level status and properties of applications;
- (b) Approve or upload new custom apps to your organisation's app store;
- (c) Block or allow apps at the organisation level;
- (d) Add apps to Teams;
- (e) Purchase services for third-party applications;
- (f) View permissions requested by applications;
- (g) Grant admin consent to applications; and
- (h) Manage organisation-wide application settings.

6. Dependencies

We will provide the Voice Enabled Teams Service subject to the following dependencies:

6.1 Client Obligations

- (a) You will appoint a project lead and technical contacts with the appropriate level of expertise to support the successful implementation and operation of the Service;
- (b) You will provide us with all the information needed to complete the configuration of the Service;
- (c) You will manage any of your own third parties needed during Service Implementation or Service Operations;
- (d) You will provide us or our third parties with access to your site(s) for set up and maintenance of the Service;
- (e) During the installation of the Service, it is your responsibility to show our installation engineer (or our third-party engineer) to the installation point;
- (f) You will ensure that structured cabling and appropriate LAN connectivity are in place on your site(s);



- (g) You will supply comms room space and access to our agent to unbox, install and connect in your site(s) for the CPE (for routing, switching and/or connectivity);
- (h) You will deploy end-user software on desktops, laptops, tablets, and smartphones using the auto-configuration tool included in the service offering;
- (i) To enable porting of any existing telephone numbers that you would like to transfer to your Service, you will provide us with a letter of authority holding correct information within five (5) days of signature of your Order Form;
- (j) For all CLI ported or provided on the Service, you will provide us with the name of you company and suffix (plc, Ltd, etc.) so that we may submit this information to the emergency services;
- (k) Where you are using your own LAN or WAN solution, you will ensure that it is designed and maintained to support VOIP traffic;
- (l) You will ensure that your PBX/Gateway is configured ready for the integration with your connectivity services before the cutover date;
- (m) You will put in place procedures and other security measures to guide against toll/voice fraud;
- (n) The use of the Service must be in line with OFCOM regulations and best practices. We reserve the right to disconnect the Service if we believe these regulations and best practices are not being followed;
- (o) You will work with your mobile provider to ensure that the appropriate network set-up is in place for the Teams mobile client to function on your network, according to the details provided by us;
- (p) Where required, you will be responsible for creating an account and give us administration rights where M365/O365 licensing has been purchased through a provider other than us;
- (q) Where we are not providing your network, you are responsible for auditing, providing and upgrading existing equipment to meet recommended requirements at implementation, and for any subsequent releases and upgrades (for example for QoS etc.);
- (r) Where the DNS is not managed by us, you will configure public and/or private DNS in accordance with our recommendation; and
- (s) If you have procured the optional managed service feature described in Section 2.1, you will provide us with access to your Teams tenant as reasonably required by us to enable us to configure your tenant and perform diagnostic.

6.2 Service Dependencies



- (a) The ability to port your existing number is subject to the terms of your current service provider;
- (b) We will deploy features reliant on Microsoft software within the limits of and according to Microsoft best practices. In some instances, the set-up of one feature may affect the use of another feature; and
- (c) This document describes how we will support sites in the UK. For sites outside the UK, we will provide a separate SoW to describe the solution and our services.

6.3 Pre-requisites

- (a) To use the telephony functionality within Teams (i.e. this Voice Enabled Teams Service) you must procure the relevant Microsoft Phone System Licence for each of your users. You can either procure this licence from a third-party or directly with us subject to an additional monthly Fee.

7. Exclusions

- (a) Number presentation and CLIR features are only available where supported by the far-end carrier and the caller has not restricted the sending of their number; and
- (b) Any activities other than those specifically set out in this Service Description are not included in the scope of your Service.

8. Definitions and Acronyms

8.1 Definitions

In this document “we” or “us” refers to the Supplier, and “you” refers to the Client.

The terms listed have the following meanings:

Term	Meaning
Direct Routing	Direct Routing allows you to connect your session border controller (“SBC”) to Microsoft Teams phone. With this capability, you can configure on-premises public switched telephone network (“PSTN”) connectivity with Teams.
Local Survivability Gateways	Locally deployed back-up solution for Teams, offering support for inbound and outbound calls if access to the cloud is blocked by a WAN outage or a Microsoft 365 outage.
Microsoft Phone System Licence	Licences required in order to utilise Teams for Public Switched Telephone (PSTN) calling.
Next Generation Network	Our core network operated and managed by us.
OneDrive	Microsoft’s term for a file hosting and synchronisation service operated by them as part of Office365/Microsoft 365.



Operator Connect	Operator Connect can be configured for the provision of public switched telephone network ("PSTN") connectivity with Teams and your phone system.
PBX/Gateway	Private branch exchange (phone system) or system that supports the SIP protocol.
Statement of Work	A document which defines project-specific or client-specific activities, deliverables and/or timelines for providing services to that client.

8.2 Acronyms

Acronym	Meaning
CLI	Calling Line Identifiers
CLIR	Calling Line Identification Restriction
CPE	Customer Premises Equipment
DDIs	Direct Dial-In Numbers
MSDR	Microsoft Direct Routing
DNS	Domain Name System
HID	Human Interface Device
LAN	Local Area Network
M365	Microsoft 365
O365	Office 365
OC	Operator Connect
PBX	Private Branch Exchange
SoW	Statement of Work
VOIP	Voice over Internet Protocol
WAN	Wide Area Network



9. Operational Targets

Type 1	P1	P2	P3	P4
Response	30 mins	30 mins	1 hour	Next Business Day
Fix	4 hours	6 hours	8 hours	3 Business Days
Hours of Support	24x7	09:00 - 17:30, Business Days	09:00 - 17:30, Business Days	09:00 - 17:30, Business Days
Description	Complete loss of Service.	Performance issues or failures on fifty percent (50%) of calls.	- Service Available with a non-service affecting issue; - A feature or function is not working.	- Service Requests; - Non-Service affecting work and reports; - A required change or configuration alteration to a service.

The target service delivery time is twenty (20) Business Days from signature of the Order Form, exclusive of any time reasonably beyond the control of the Supplier.

The target delivery time for porting is highly dependent on the complexity of the migration and on third parties' delivery time. The implementation target is typically between ten (10) and forty (40) Business Days from signature of the Order Form.

We will confirm to you the target delivery date for handsets, Local Survivability Gateways and other optional hardware after signature of the Order Form.

10. Service Levels and Service Credits

The Service will be delivered at the target level set out below for the percentage level described, against which service credits will be paid (as set out in the Billing Guide).

Service	Measurement	Period	Target	Service Level	Service Credit
Voice Enabled Teams – Platform	Availability - the ability of the Teams platform be used on the public tenant. The availability is maintained whilst there is no active P1 Incident.	Calendar Month	100%	99.89% - 99.35% 99.35%- 98.85% Less than 98.85%	5% of monthly value of Recurring Fees 10% of monthly value of Recurring Fees 15% of monthly value of Recurring Fees

1. Service Overview

The Call Recording Service allows you to record your users' voice traffic over the PSTN, internal extension to extension, Teams to Teams, federated calls and meetings. The Service also enables users to capture screenshares recorded as a video format.

The Service is delivered via a web-based portal that can be accessed from varied device(s). Hosting and storage are in Azure and calls can be specifically marked at the domain level to remain within a designated region or country.

The call recording solution aligns with the regulatory requirements listed below:

- (a) PCI DSS;
- (b) MiFID II;
- (c) HIPAA;
- (d) GDPR.

All recordings are then encrypted, using AES256 Bit, and stored in the selected Azure blob storage. You can access the media via the web portal where it can be played back, downloaded, shared via emailed links, commented on, transcribed (licensing permitted), etc. We will not have access to your call recordings.

The Call Recording Service must be purchased in addition to the following Service:

- (e) Voice Enabled Teams Service (please see the Voice Enabled Teams Service Description for details).

Additional information is included in your Order Form and/or SoW.

2. Service Features

The Service tiers and features are detailed in the table below. Optional items are available as required for an additional fee. Your choices will be indicated on your Order Form and/or in your SoW.

KEY:

● Inclusive as part of the standard service offering;

◐ Inclusive and as standard when you have purchased (i) the relevant service from our Service Description or (ii) where you have requested services specified in your Order Form or SoW;



○ Available as an optional upgrade for an additional fee.

Feature	Essential	Advanced
Call Recording – PSTN, T2T, Federated	●	●
Storage included – Voice calls only ¹	○	● ²
Screen sharing	○	●
Additional 1TB storage blocks – 1 additional per 50 users	○	●
Video capture	○	○
Transcription	○	○
Chat	○	○
Sentiment Analysis	○	○
Analytics – 100 hours of T2S	○	○
Quality Management	○	○
Analytics and Visualisation	○	○

2.1 Service Deployment

The Service connects to our Voice Enabled Teams Service (please refer to our Voice Enabled Teams Service Description) and is provided as a cloud-based offering from our partner Numonix.

Feature	Description
Call Recording – PSTN, T2T, Federated	Will record all calls that are made on the PSTN, Teams to Teams and any federated calls that a user may make.
Storage Included	For Advanced tier, storage is included for all voice calls for up to a period of seven (7) years (subject to the limitations detailed in our fair usage policy ³).
Screen Sharing	Allows your users to record in a video format any screensharing activity on a Teams call. As a standard, these recordings are not subject to any retention period. We offer up to seven (7) years of retention for an additional fee (which will be defined in your Order Form or SoW).
Additional 1TB Storage blocks	Additional storage can be purchased in blocks of 1TB only. If you have purchased the Advanced Service tier, we will provide you with an additional 1TB storage block every 50 users.
Quality Management	This feature gives quality managers the opportunity to listen, score and share feedback with recorded users. This is an optional item available for an additional fee.
Video Capture	The Service will capture video when it is activated in a call. This feature and the relative storage are optional and available for an additional fee, which will be detailed in your Order Form or SoW.

¹ Fair usage policy is two (2) hours per day per user (on average) for up to seven (7) years of storage.

² The Advanced includes storage for average daily usage.

³ Available at www.6dg.co.uk/terms.



Transcription	This feature converts the call to a text-based script. For an additional fee, you can also choose Sentiment Analysis.
Sentiment Analysis	When purchased with Transcription, Sentiment Analysis gives details on the sentiment of the call – happy, sad, angry, etc.
Bulk upload	Capability to bring records into the platform.
Bulk download	Capability to download calls as required.

Media is captured using Microsoft BOT services, which will be invited and will join every call, but will not be visible to participants. We recommend you to have the calls set up to automatically terminate should the BOT service fail in any way. We can implement this configuration for you if you request us to do so during the Service Implementation stage (such request will be documented in writing.).

3. Service Implementation

After order acceptance, we will implement the Service as follows:

Service Implementation	Us	You
We will send you an introductory welcome email, arrange a kick-off call and send you the associated agenda.	●	
Following the call, we will send you the relevant data capture forms and information on the tenant commands.	●	
You will return the information back to us via email.		●
We will arrange a call to configure the recording tenant and the Microsoft Tenant to allow recordings to take place. We will need Global Admin access to your Microsoft O365 tenant.		●
We will run some test calls and provide a walkthrough of the system to you to highlight how it works.	●	
You will test and sign off on the Service.		●

All implementation work will be carried out during Business Hours. We will invoice additional charges for any work undertaken out of hours. We reserve the right to charge additional fees for any change in your requirements occurring after the implementation of the Service and outside the scope of the contract (as described in the MSA).

3.1 Ready for Service

The Ready for Service Date is the date when we (acting reasonably and properly) notify you that the implementation steps are complete and that the Service is ready for service. This date may be specified to occur later, if mutually agreed to be so. If you consider that the Service is not ready for service on the date notified, you must notify us within two (2) weeks of our notification, after which the Ready for Service date will be deemed to have occurred regardless of issues or defects of which you may later become aware and notify us about (which will then be dealt with as faults or service issues but will not change the Ready for Service Date).



4. Billing

The Service will be billed as a Setup Fee, Recurring Fee(s) and Usage Fee as described in the Billing Guide, using the definition of the Ready for Service Date in Section 3.1 of this Service Description.

5. Service Operations

Please refer to our Operations Manual for further information on incident management, requests for change and information requests.

6. Dependencies

We provide the Service subject to the following dependencies:

6.1 Client Obligations

- (a) You will designate a project lead and technical contacts with the appropriate level of expertise to support the successful implementation and operation of the Service;
- (b) You will provide us with all of the information needed to complete the configuration of the Service;
- (c) You will grant us the necessary permissions to provide access to the service; and
- (d) You will manage any of your own third parties needed during Service Implementation or Service Operations.

6.2 Service Dependencies

- (a) You must purchase our Voice Enabled Teams Service (please refer to the Voice Enabled Teams Service Description) to be able to use this Call Recording Service.

7. Exclusions

The items below are outside the scope of this Service:

- (a) We will not monitor storage limits. We do offer the Service with voice storage for up to seven (7) years (please cross-reference Section 2);
- (b) We will not monitor calls that are being recorded.

8. Definitions and Acronyms

8.1 Definitions

In this document “we” or “us” refers to the Supplier, and “you” refers to the Client.

The terms listed have the following meanings:



Term	Meaning
AES 256	Advanced Encryption Standard 256-bit implementation
Azure Blob	Microsoft's object storage solution for cloud
Federated Calls	Federation is a collection of domains that have established trust. Within Teams, calls can be made between these domains.
Microsoft BOT	Call recording BOT is a service that participates in audio/video calls and online meetings and captures the data.
Statement of Work	A document which defines project-specific or client-specific activities, deliverables and/or timelines for providing services to that client.

8.2 Acronyms

Acronym	Meaning
GDPR	General Data Protection Regulation
HIPAA	Health Insurance Portability and Accountability Act
MiFID II	Markets in Financial Instruments Directive II
PCI DSS	Payment Card Industry Data Security Standard
PSTN	Public Switched Telephone Network
SoW	Statement of Work
T2S	Text to Speech
T2T	Teams to Teams
TB	Terabyte



9. Operational Targets

Type 5	P1	P2	P3	P4
Response	30 Minute	30 Minutes	1 Hour	Next Business Day
Vendor Response	1 Hour	2 Hours	N/A	3 working days 08:30 – 17:30 (U.S.) Eastern time
Fix	N/A	N/A	N/A	N/A
Hours of Support	24x7	09:00 – 17:30 Business Days	09:00 – 17:30 Business Days	09:00 – 17:30 Business Days
Description	• Total loss of service or security breach; • Your service does not function, and you are unable to access it.	• Service impaired or degraded; • You are able to access or use your service, but it is performing at an unacceptable level. EXAMPLES: • Substantial degradation in performance of the service.	• Minor service degradation/warning from monitoring or non-impacting service issue; • A service feature or function is not working; • There is a workaround, or you are able to utilise the service for the majority of its function.	• Service requests; • Non-service affecting work and reports; • A required change or configuration alteration to a service or a technical query.