

MASTER SERVICES AGREEMENT

SERVICE DESCRIPTION



SERVICE DESCRIPTION: CALLING FOR MICROSOFT TEAMS – OPERATOR CONNECT

DESCRIPTION

The Calling for Microsoft Teams – Operator Connect service provides PSTN connectivity to your Microsoft Teams application. This service enables One New Zealand to provide and manage PSTN, calling, numbering and connectivity into your Microsoft 365 tenancy. As part of this service, we use our telecommunications grade Session Border Controllers (SBC) in a multi-tenant environment.

There’s no requirement for complex infrastructure roll outs, all you need is sufficient internet access. Staff are allocated a Microsoft Teams phone number, which rings on any of their Microsoft Teams-enabled devices. You can also migrate your existing landline numbers or allocate new ones from our portal.

OPTIONS, INCLUSIONS, AND ADD-ONS

Inclusions		
Component	Description	Payment Type
Design and implementation	Standard Discovery, design, implementation of your business call flow into MS Teams. Standard Includes a maximum of six auto attendants and our call queue features. Training to manage the implemented call flow.	One off transition charge per user upfront
Number Porting	Support to plan and port your phone numbers from your existing phone system for up to 100 users.	One off transition charge per user upfront
DDI Number	A DDI number for each user.	Included in Monthly per user charge
Monitoring	The Service is monitored for performance and traffic abnormalities 24 x 7.	Included in Monthly per user charge
Remote Management	Administrative functions such as log extraction and route configuration can be performed remotely from any physical site where the Calling for Microsoft Teams - Cloud Service is deployed.	Included in Monthly per user charge
Firmware Updates	Manufacturer’s firmware is kept updated at General Availability release levels and updated when new hot fixes or patches are released in response to threat advisories.	Included in Monthly per user charge
Add-ons		
Moves, Adds, Changes and support requests	Request changes setup of additional services and ongoing support via the self-service portal	Please refer to the Pricing Schedule.
Hardware onboarding/setup	Assistance in configuring and setting up Microsoft Teams certified hardware	Please refer to the Pricing Schedule.

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Additional systems integration	Professional services to integrate components outside of the scope of Calling for Microsoft teams	POA as per the pricing schedule
Project Management	Project management may be requested via your account manager for large deployments or complex multi service deployments.	POA as per the pricing schedule

SERVICE CONDITIONS

- You may cancel the Service within the first 30 days by providing us with notice, if you decide the Service is not suitable for you. If you do cancel in this way, Early Termination Charges will not apply. Standard monthly phone number and transition charges will apply for the phone numbers you use during the period up until you cancelled the Service.
- Users have to be in Azure Active Directory and have Exchange Online, it is your responsibility to manage your Microsoft 365 services including Exchange Online and SharePoint.
- Your users must have a Microsoft License assigned that provides the Teams application.
- Users and resources requiring a Teams Calling number must have the appropriate Microsoft Teams Phone system license.
- To port phone numbers you will need to provide the standard industry information, number, account name, current provider.
- You are responsible for connectivity from your network to Office 365. Devices and services will need access via your firewall.
- Windows updates on Teams client software and Microsoft endpoints will be managed by your Microsoft update policies.
- In case of a fault in a component of the service that Microsoft is responsible for you can find their SLAs [here](#) and we offer best effort and raise a Microsoft Premier Support Ticket. If the fault is in a component of the Service provided directly by us the response times align with our service desk SLAs which can be found [here](#).
- It is recommended that you have Microsoft certified headsets or handsets.
- To help you configure the service One New Zealand will require permission to manage your Teams Admin centre.
- Calling for Microsoft Teams is subject to our Fair Use Policy which can be found [here](#) in our general terms and conditions.
- As part of our commitment to providing you with the best possible service, we require you to complete, where possible, the Microsoft Claiming Partner of Record form which helps us track our impact through improved reporting and continual improvement.