

1 Enabled Phone

Client has deployed a Microsoft Teams with Voice solution and would like to ensure a high level of support by having eGroup Enabling Technologies to provide remote maintenance and technical support.

1.1 Client Prerequisites

The following section describes prerequisites required for successful technical support.

- Provide Delegated Admin Access to eGroup Enabling Technologies for Teams Administration Portal
- Maintain vendor support and advanced hardware replacement support for each gateway and or voice handsets in production (A vendor support contract must be held by the vendor)
- Maintain and support AD, DNS, load balancers, Firewalls, Reverse Proxy, network components, and other infrastructure not specifically called out in the agreement
- Collaborate with eGroup Enabling Technologies when issues arise that may be due to factors outside of the UC equipment
 - Notify eGroup Enabling Technologies support team about significant changes that will be or have been made that will impact the products eGroup Enabling Technologies supports in the event that product advice/compatibility verification is needed
- Notify eGroup Enabling Technologies support team if any changes are scheduled which may result in system alarms being triggered (examples include: server reboots, router reboots, firewall changes, service restarts)
- Run tests or gather information that are impossible for eGroup Enabling Technologies to do remotely (i.e. call into pilot number from a local phone and report the results)
 - Run and submit Teams Quality of Experience report when applicable
 - Submit Teams logs when requested by eGroup Enabling Technologies
 - Submit desk phone/endpoint logs when requested by eGroup Enabling Technologies
 - Submit screenshots of error messages

1.2 Proactive Services

eGroup Enabling Technologies will provide the following managed services based on the frequency outlined in the table below. eGroup Enabling Technologies and the Client will preschedule collaborative meetings in advance at a mutually agreeable time.

Service	Frequency
Office 365 Digest for Teams	Monthly
Client Proposed Policy and Tenant Changes Review	Monthly
Analytics and Reports Review	Quarterly

1.3 Areas in Scope

- 1) Vendor management with 3rd-party vendors (as defined in this proposal) as required, including escalation to Telco / ISP providers when necessary. Proper agency to work directly with Telephone Services Provider on Client's behalf

- 2) Assist Client in the troubleshooting of Voice or Video quality issues
 - a) eGroup Enabling Technologies will verify Teams configurations, Quality of Service (QoS) tagging, Teams system performance, and own issues related to the applications in scope in the **Summary of Services** section above
 - b) eGroup Enabling Technologies will not own, but will remain involved in an advisory fashion to assist Client if the quality issues relate to their local or wide area network, virtual private network (VPN), Public Switched Telephone Network (PSTN) connectivity (such as SIP trunk(s) and PRIs), Personal Computers, Teams native/compatible handsets, Teams Room Systems or other applications/services/hardware that may impact real time media quality not listed in the **Summary of Services** section above
 - c) eGroup Enabling Technologies will assist in an advisory fashion with telephone company or Internet Service providers as quality issues are being troubleshoot.
 - d) At eGroup Enabling Technologies' discretion eGroup Enabling Technologies may escalate voice issues to Microsoft Support
- 3) eGroup Enabling Technologies will provide technical support and troubleshooting on the following:
 - a) Microsoft Teams
 - i) Organization Configuration
 - (1) Meeting\Messaging Policies, Org-wide settings
 - (2) Coexistence settings
 - (3) Auto Attendants
 - (4) Response Groups
 - (5) Call Routing
 - ii) Microsoft Audio Conferencing
 - iii) Online and Live Meetings
 - iv) External and Guest access
 - v) Basic Connectivity testing
 - vi) Emergency Location (911)
 - vii) Online Device Management
 - viii) Call Quality Dashboard and Call Analytics
 - (1) Guidance on configuration and usage
 - (2) Policies
 - (3) Connected Applications
- 4) eGroup Enabling Technologies will use Client provided workstations to preform logging, tracing, and testing when required

1.4 Areas out of Scope

Areas that are out of scope for this support agreement include, but are not limited to, the following:

- 1) Setting up **new** services, policies, features, or any additional functionality that Microsoft adds to their Cloud Services. These will be handled by eGroup Enabling Technologies' Professional Services team as one-time projects.
- 2) Provide remote end-user moves, adds and changes
- 3) Any activities that would require design, planning, architecture of the solution. These will be handled by eGroup Enabling Technologies' Professional Services team as one-time projects.
- 4) Viruses that impact the workstations and / or network
- 5) DNS, PC, AD, or IP Network issues
- 6) Mobile Device native mail applications, or other 3rd party mail applications
- 7) Support and troubleshooting of meeting attendee issues outside of the Client's network
- 8) VoIP/Video quality issues that are related to the underlying network infrastructure or Client computers
- 9) Any software / hardware that is not listed in the **Summary of Services** Section such as, but not limited to
 - a) Load balancers, firewalls, or PBX equipment, or their configurations.
 - b) Gateway hardware

- c) Headsets
 - d) Microsoft Roundtable or other cameras
 - e) Contact Centers
 - f) E911 providers
- 10) Repair issues resulting from customer-made changes to, or failures of, components including but not limited to network, application servers, PBX configuration, or gateway reconfiguration. In these situations, eGroup Enabling Technologies will assist however possible, but is not responsible for any aspect of the customer network or infrastructure not directly involving servers/equipment listed in the "**Summary of Services**" section
- 11) Issues related to any custom PowerShell scripts that are not supplied and / or supported by the vendor
- 12) Support of any version of software that is no longer supported by the manufacturer