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Client Service Description

NTT Extend for Microsoft Teams

powered by Tango Networks

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1. Introduction to NTT Extend for Microsoft Teams

The purpose of this document is to provide a clear description of the NTT Extend mobile integration service offering for Clients having subscribed to our Microsoft Teams services.

1.1. Overview

NTT Extend is a white-label mobile service that seamlessly integrates a mobile phone with corporate communications platforms, in this case, Microsoft Teams. This enables capabilities such as:

- Microsoft Teams calling through the native phone dialler – no additional mobile app required.

- Replacement of physical desk phones with a mobile device

- Personal and business calling on a single mobile device - Addition of second line on the user's personal mobile device for true native personal and business communications.

- Compliant extension of Teams features such as call recording to the mobile device.

NTT Extend for Microsoft Teams brings together the power of Microsoft Teams collaboration and enterprise calling with the familiar, intuitive native user experience of any mobile device. By enabling their landline business number natively on their mobile device, users can make and receive business calls while taking advantage of enterprise-grade calling features without the use of an app.

IT admins can centrally manage provisioning in the Teams Admin Center and apply policies such as compliance recording providing enterprise-level control and security.

Benefits

For the Caller:

- Better connectivity: Utilize the mobile phone native calling experience, wherever you are without requiring Wi-Fi or an app on the mobile phone.

- Flexibility of making and receiving business calls from anywhere

- Consumer-like experience: Access your business line through a native dialing experience and leverage built-in phone features like iOS or Android assistant (Siri, Google...).

- Availability of compliant calling features such call recording.

- Convenience: Users no longer need to carry two mobile phones to separate their business and personal contacts and communications.

- Privacy of personal identity by using business phone number on mobile native dialer

- High call quality with the use of cellular voice network

- Single business number across all Teams device with a unified view of user presence

For the IT administrator:

- Provide flexibility and mobility to your employees so that they can conduct business anywhere.

- Administration and compliance: Enable and apply compliance policies to mobile calls made with the business line on personal mobile devices.

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1.2. Prerequisites for NTT Extend for Microsoft Teams

- End user must have Teams license with an NTT calling plan and assigned DID/DDI. In that respect, this document should be read in conjunction with the Universal Calling Plans Service Description.

- Customer Teams tenant must have the SIP Gateway enabled. The requires enabling the "SIP devices can be used for calls" option under *Calling policies* in the *Microsoft Teams admin centre*.

- Subscribers' location is in one of the following countries:

  ○ Americas:

    - Mexico
    - United States

  ○ Europe

    - Austria
    - Belgium
    - Denmark
    - France
    - Germany
    - Ireland
    - Italy
    - Luxembourg
    - Poland
    - Spain
    - Sweden
    - United Kingdom

  For latest update please visit the global availability page

- Supported unlocked mobile device with eSIM capability. Check the latest supported device list here.

- An eSIM is a digital SIM that allows a user to activate a cellular plan from a carrier on a mobile device without having to use a physical SIM card.

2.   NTT Extend for Microsoft Teams

Extend extends NTT calling plan for Microsoft Teams to the native dialler of an end user's phone, by leveraging eSIM technology.

Once an NTT Extend eSIM has been activated and paired with the end user's Teams account successfully, end users will have a dedicated mobile subscription for business calling on their device.

NTT Extend connects end user's mobile device to the Teams calling platform to route business calls and provide access to enterprise-grade calling features natively on the mobile phone.

From the platform standpoint, NTT Extend mobiles are treated as a SIP registered device, making it another endpoint where Teams business calls are made and delivered.
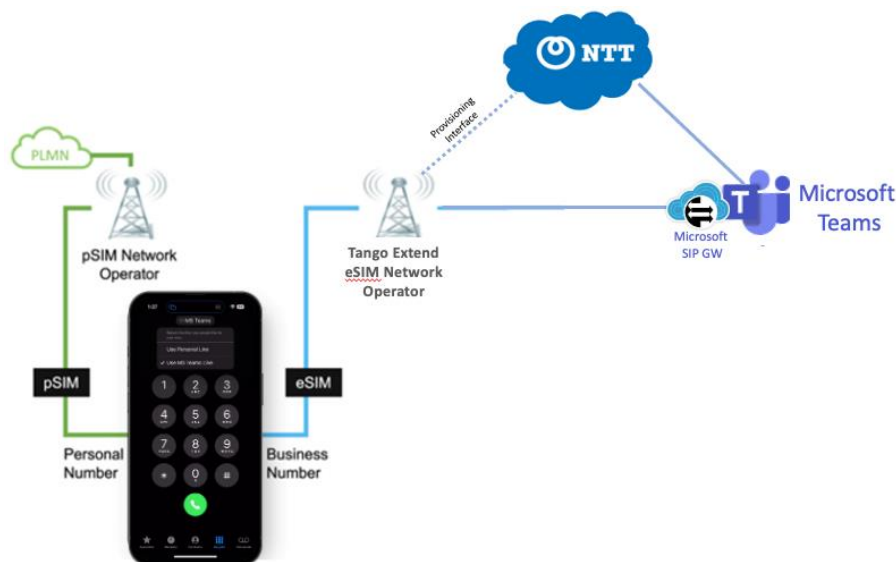
NTT Extend adds the Teams business number (as NTT -Cloud Voice DID number) as a second line/SIM in the end user's mobile device.

Calls go over the voice network for the business line and do not consume calling minutes/data from the user's personal cellular plan.

Emergency calls are routed directly through the mobile service provider and not Teams.

2.1.   NTT Extend Components

Components of the Extend mobile network include:

2.1.1 Mobile Voice Service

NTT Extends provides native cellular calling on a mobile device integrated into a UCaaS platform, in this case, MS Teams. Access to UCaaS voice service is provided through the native phone application of the mobile device.

In the US, mobile (cellular) voice service is based on VoLTE cellular access.

In the UK, mobile voice service is facilitated by either GSM or VoLTE cellular access. Note that GSM services in the UK are scheduled for shutdown in 2024.

2.1.2 Data Service

With NTT Extend for BYOD (2nd SIM case), data is disabled when the NTT Extend line is idle (no active call). Data service is available in background on the NTT Extend line when the end-user is on an active NTT Extend voice call. but subject to fair use of 5GB per month. If data use is higher that 5GB per month, NTT reserves the right to reduce data speeds, impose a threshold or blocking data services completely for the subscriber.

With no active NTT Extend call, data services are provided by either an available Wi-Fi connection or the primary cellular line.

This applies to supported mobile devices only.

2.1.3 SMS/Texting Service

NTT Extend integration with MS Teams voice is only applicable to **Operator Connect** and **Direct Routing** based customers. This means that the NTT Extend service only supports landline/geographic numbers with Microsoft Teams. These types of numbers are only SMS-capable in North America.

To provide service consistency in all regions, SMS/MMS is not supported with NTT Extend integration into Microsoft Teams.

2.1.4 Voicemail Service

With NTT Extend integration, voicemail services are provided by the Microsoft Teams platform. Voicemail notifications and end-user voicemail access can be provided in two forms on the mobile device:

1. Microsoft Teams mobile app

2. Voicemail to Email

The customer opportunity will drive which approach is used for voicemail notifications and access.

2.1.5 Emergency Call Services

Emergency call with mobile native dialler

An emergency call with a cell phone, also known as emergency dialling, is a service that allows a cell phone user to contact emergency services (such as police, fire department, and ambulance) by dialling a pre-designated emergency telephone number, usually 911 in North America, 112 in Europe and other countries, or other emergency numbers depending on the country.

Once the emergency number is dialled, the call is directly connected to a public safety answering point (PSAP) via the local mobile network, bypassing the Microsoft Teams or NTT Cloud Voice platforms. With NTT Extend, it falls under the responsibility of the mobile provider via Mobile Network Operator to route such call directly, even in case of roaming.

The PSAP operator will ask the caller to confirm location retrieved by mobile and the nature of the emergency, and then take the appropriate actions, such as dispatching emergency medical services, sending police, or alerting the fire department.

Emergency Calling from Microsoft Teams

Please refer to related section into the Universal Calling Plans Service Description.

2.1.6 Service Availability

NTT Extend service availability is broken down in the following country classification. To get the latest coverage update visit Global Availability.

1. **Home Countries**
   Includes countries where an NTT Extend user can be provisioned with NTT Extend plan and where service is facilitated by a direct mobile carrier relationship.

2. **Roam Like At Home country**
   These are countries where NTT Extend service is facilitated by direct carrier relationship and a fully and regularly tested service. They differ from Home Countries in that NTT Extend user provisioning is not allowed.

   Users traveling from Home Countries will receive full NTT Extend service attachment within a 90-days in any 365-day period allowance.

3. **Roaming Countries**
   Countries where NTT Extend does not have a direct relationship with the operator and where we cannot guarantee the performance of supported mobile devices.

   Users traveling from Home Countries will receive full NTT Extend service attachment if permitted by NTT Extend roaming policy. See Policy Control of service Availability section.

4. **Blocked Counties**
   These are counties where NTT Extend service is not allowed or otherwise available.

Policy Control of Service Availability

NTT Extend service offers per-user control over service availability at the country level via policy assignment. This enables an administrator to block access to NTT Extend service in certain countries by assigning a specific roaming policy to the user in the NTT Extend provisioning system. By default, for NTT Extend service, a blanket policy will be applied to all NTT Extend users that only allows NTT Extend Service in the Home and Roam Like At Home countries.

2.1.7 Service Operations

Service Level Agreement

NTT Extend expands the Cloud Voice service platform.
SLA for the Universal Calling Plans product will apply for PSTN calls. Please refer to related documentation.
Mobile Operators networks segments are out of scope of SLA.

2.2. Available Plan

NTT Extend plans basic features

All NTT Extend plans includes for each user:

- An NTT Cloud Voice DDI for Microsoft Teams (Operator Connect or DRaaS)
- Unlimited PSTN calls towards Domestic destinations (Home country) and On-net calls subject to the Service Use Policy defined in the Universal Call Plans Service Description.
- Unlimited Mobile Network voice calls towards Fix and mobile lines in Home Countries

- Unlimited Mobile Network voice roaming in RLAH countries subject to use policy described in Service Availability

NTT Extend Voice Plan

In addition to basic features
- 5 GB background data when in a call, subject to throttling in case of over consumption without incurring overage costs.

NTT EXTEND Voice and Data 10GB Plan

In addition to the basic features
- 10 GB of Data for data only connectivity needs, subject to throttling in case of over consumption without incurring overage costs.

2.2.1 Service Attachment

NTT Extend services are accessed via an eSIM (embedded SIM) on the end-user's mobile device. The eSIM is configured as the second SIM on the device for access to the end-user's Microsoft Teams voice services (business line). The primary mobile line on the device is typically the end-user's personal line or any mobile line, thereby allowing native phone application enablement.

2.3. Included Features

NTT Extend extends your Teams business phone system to the mobile device and as a result, end users can use the rich set of enterprise calling features and cellular features on their native mobile dialler.

2.3.1 Microsoft Teams features

Incoming/Outgoing Calls:
- Make/receive calls through native dialler on mobile device.
- Name and number match caller ID configuration
- All devices ring for an incoming call
- Rejected calls processed through busy service.
- Unanswered calls processed through no answer service by Teams voicemail.
- Logging of all mobile calls into Teams call logs.
- Mobile calls automatically change Teams presence to indicate busy.

Additional Features:
- Do Not Disturb (DND) extensibility for calling on mobile native dialler.
- Call recording
- Feature Access Code (FAC) dialling.
- Native Voice assistant integration support (Siri/Google…)
- Teams Voicemail
- VoIP Calling through Teams app, when roaming

2.3.2 NTT Extend Cellular features

Mid Call services:
- Call Hold / Resume
- Add Call and Conference – add a second Teams-based call with the options of merging calls into a conference.

Additionally, IT Administrators can manage IT compliance policies, security and analytics for business calls made through personal mobile devices.
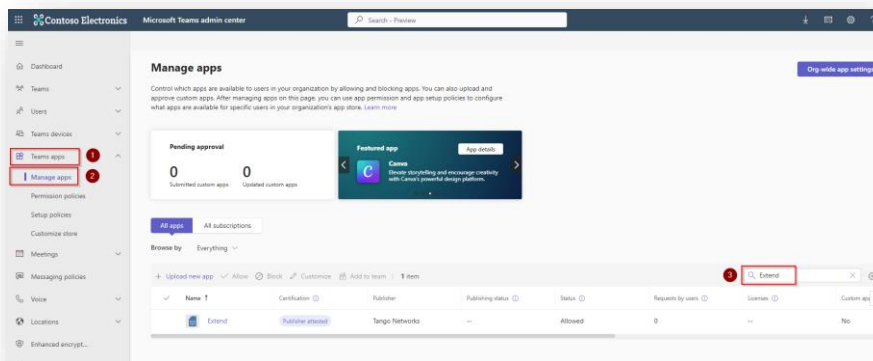
3. NTT Extend user Onboarding

3.1. Tenant enablement

As a pre-requisite, customer tenant must have:

- SIP Gateway enabled for the organization (tenant). More info <u>here</u>.

- NTT Extend App installed on organization. More info <u>here</u>.

End user will then have access to the App on his/her end user client to enable the service. Users having the App available on their client can be managed under a dedicated policy.

3.2. End user onboarding

The end user installs their Extend eSIM by scanning a per-user QR code. Access to the QR code is provided through the Extend Teams app. This app is discussed in the next section. To leverage Extend service, the end user must complete two steps:

1. Pair their NTT Extend device with their Microsoft Teams account.

2. Install their NTT Extend eSIM.

Both steps are seamlessly handled by the end user within the Microsoft Teams desktop app through the NTT Extend Teams app. The Teams app provides a wizard interface for completing both steps listed above. The end user simply follows the instructions provided in the NTT Teams app. *Instruction from a mobile Teams App interface are also available (placeholder for screenshots)*

Regarding installation of the eSIM, the final step within the NTT Teams app provides an on-screen QR code that the end user scans using the mobile device. This starts the eSIM installation process directly on the user's mobile device. The steps will differ based on the type of mobile device: Apple or Android.

End user onboarding experience video available <u>here</u>.

Service Entitlement

Per-user entitlement to NTT Extend service is controlled by the Teams tenant administrator by restricting access to the NTT Extend Teams app. Only those Teams users that require NTT Extend service should be given access to the NTT Extend Teams app within the Microsoft Teams App store. More info <u>here</u>.

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The NTT Extend Teams app will automatically provision the NTT Extend user in the backend systems once AUP are accepted, and activation service steps provided in the app are completed by end user.
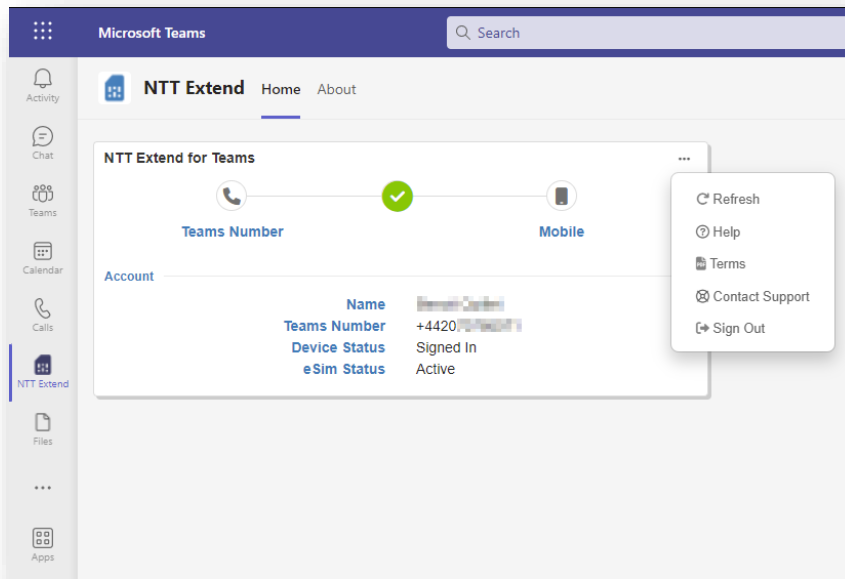
3.3. Supported Mobile Devices

Extend service is supported on iOS and Android mobile device.

Detailed list available on this page Supported Mobile Device Guidelines

4. Billing Cycles

NTT billing cycles start on the first calendar day of the month and ends on the last calendar day of the month.

Monthly Recurring Charges (i.e. NTT Extend Calling Plans) and overage per-minute pay-as-you-go communication charges are computed on the last calendar day of the Month for invoicing (i.e. Communications of December 2023 are rated on December 31st and invoiced by mid-January 2024).

NTT does not provide pro-rated charges but rather full month rating and invoicing.

4.1. One-Time Charges

4.1.1 Default Cloud Voice setup fee

The default Cloud Voice setup fee covers the below items:

- Creation of Client's in NTT administration systems for selfcare, support and billing
- Provide Client with required porting data collection forms
- Review of port or net new number submission form, as submitted by Client, to ensure all fields are completed
- Port submission with updates on port status
- Net new number acquisition: Ordering of new phone numbers is a streamlined process. Delays in obtaining phone numbers may vary from one country to another and are subject to local numbering resources availability.
- Upload and routing of Client DDIs within NTT's systems

4.1.2 Other One-Time Charges

Additional One-Time Charges are to be charged only once and following conditions described in the SOF or in the SoW if Professional Services (PS) activities are also included.

In case of the latter, the detailed description of what is covered by such charges shall be described in the PS Statement of Work.

4.2. Standard Charges type

The NTT Extend services subscription charges are structured with the following SKUs:

SKU Name	Description	Charge type	
NTT Extend Voice	Charge applied to all registered Users of the solution benefiting from NTT Extend Voice plan	Monthly charges	Recurring
NTT Extend Voice and Data 10GB	Charge applied to all registered Users of the solution benefiting from NTT Extend Voice and Data 10GB plan	Monthly charges	Recurring

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4.3.　Pay-as-you-go consumption charges

4.3.1　Call Termination charges

Outgoing PSTN calls not included in the user's Calling Plan will be considered as overage consumption and shall be charged by NTT to Client as Pay-as-you-go service.

Client shall pay to NTT charges calculated using a rate per minute as described in Appendix "Outgoing Calls rate-card" for all calls routed via the NTT Network including calls routed via NTT' carriers.
Calls are billed in one-second unit increments (as soon as a second is started, the second is due).
Per CDR charges are rounded to the nearest upper two (2) decimal places (for currencies not featuring decimals rounding is done to the nearest upper integer place).
NTT will update its Outgoing Calls rate-card at least once a year to reflect exchange rate fluctuations.

Upon Client written request, NTT may block routing of calls towards listed numbers/ranges of numbers, hereafter referred to as "Telephony Blacklist". All calls placed towards numbers not listed in the so-called Telephony Blacklist shall be charged by NTT to Client according to the relevant Telephony Pricelist and paid by Client.

4.3.2　Minimum Monthly Commitment

Client understands and agrees that NTT is entitled to charge a Minimum Monthly Commitment (MMC) as defined in the Service Order Form (SOF).
Said MMC shall only be charged should the total amount of Monthly Recurring Charges and the Per-minute overage consumption due over a monthly period be inferior to this MMC amount. In such case the MMC only will be charged to Client superseding the sum of the other Cloud Voice charges (excluding One-Time charges).
The MMC is computed at the Billing Account level.

4.4.　Other charges

For all charges not listed in SOF, Client must refer to its NTT Account Manager. Should the provisioning of services not listed in the SOF be effective, NTT shall charge such services using its standard Pricelist, available on-demand from Client's Account Manager.

4.5.　Billing and Invoicing capabilities

4.5.1　Central billing

NTT will invoice Client centrally in country as initially agreed between the two parties.

4.5.2　Local billing

NTT will invoice the different Billing Accounts (BA) as configured initially with Client.
Local billing option comes with a Minimum Monthly Commitment per Billing Account.
Client is responsible to configure the BA against its User Numbers to direct charges towards the right invoices.
Limitation: The pooling of minutes mechanisms available with some of our Calling Plans are also subdivided on a per BA basis. Should some calling plans of the same country be spread across several BAs, then several country-pools of minutes will be created (one for each BA).

N.B. Selfcare Portal access can regroup several Billing Accounts.

Appendix A End User Acceptable Use Policy (AUP)

for NTT Extend Services

This End User Acceptable Use Policy ("AUP") governs your use of the NTT Extend Service(s). Your NTT Call Plan is intended specifically for voice calling and throttled mobile data during call. Certain activities and uses of the NTT Extend service are permitted and others are not. If you use the eSIM in a mobile device manufactured specifically to be used on mobile networks, you agree, that you intend to use the eSIM activated on the NTT Extend Service and will not resell or modify the eSIM and or the NTT Extend services. You accept these conditions of service by doing any of the following things:

1) Providing written or electronic signature or confirmation or oral confirmation that you accept; or
2) Activating, using or paying for the NTT Extend Service.

NTT Extend Service Permitted Use includes:

1) Voice calls;

2) Throttled data during call;

3) Tethering a mobile device to other non-harmful devices pursuant to the terms and conditions and allotments of your data plan.

Unless explicitly permitted by your Call Plan, you are not permitted to use your eSIM or the NTT Extend Services in a way that:

1) Uses a repeater or signal booster other than one which is approved under mobile communication service regulations;
2) Compromises network security or capacity, degrades network performance, uses malicious software or "malware", hinders other customers' access to the network, or otherwise adversely impacts network service levels or legitimate data flows;
3) Uses applications which automatically consume unreasonable amounts of available network capacity;
4) Uses applications which are designed for unattended use, automatic data feeds, automated machine-to-machine connections, or applications that are used in a way that degrades network capacity or functionality;
5) Misuses the Service, including "spamming" or sending abusive, unsolicited, or other mass automated communications;
6) Accesses the accounts of others without authority;
7) Uses a fixed wireless device (provided for use in a fixed location) at a location or address other than the one provided at activation;
8) Resells the Service, either alone or as part of any other good or service;
9) Tampers with, reprograms, alters, or otherwise modifies your eSIM or NTT Extend Service to circumvent any of our policies or violate anyone's intellectual property rights;
10) Causes harm or adversely affects us, the network, our customers, employees, business, or any other person;
11) Conflicts with applicable law;
12) Is not in accordance with these Permitted and Prohibited uses; or
13) Attempts or assists or facilitates anyone else in any of the above activities.

This AUP can be modified from time to time. Any use of the Services following such modifications will constitute acceptance of the AUP as modified.