

Service Description

Luware Attendant Console

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5 September 2024 | Document Version 1.1

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Document history

Issue	Date	Comments
1.0	September 30 th , 2023	Initial document
1.0.1	December 4 th , 2023	Added link to vendor Terms of Use Removed mentions of other contractual framework elements (meant to be listed in the Order Form) Updated link to vendor features description
1.0.2	February 28 th , 2024	Updated link to vendor features descriptions
1.0.3	April 25 th , 2024	Updated priority matrix
1.1	September 15 th , 2024	NTT Data template update Removal of link to vendor Terms of use

1. Luware solutions

Luware offers a set of cloud-based solutions to enhance call routing and handling for Microsoft Teams.

The latest description of Luware services is available online on Luware's website ([here](#)). Please refer to these documents to get the most up to date information around Luware's Products and feature-set.

NTT supports the below Luware licenses:

- Luware Attendant Console*
- Advanced Routing
- Enterprise Routing

**The Luware Attendant Console solution requires at least one Advanced Routing or Enterprise Routing license.*

2. Service Management

Cloud Voice services are managed according to the description in the Customer Service Handbook document.

2.1. Service Operations

2.1.1 Scope

Support for the Customer's own communication platform (e.g. IPPBX, Contact-center, UCaaS solutions) is not included as part of the Luware Attendant Console service.

2.1.2 Global Integrated Operations Centre (GIOC) service-desk

The NTT Global Integrated Operations Centre operates currently as a single virtual team with engineers based in Barcelona (Spain) and South Africa.

The NTT Global Integrated Operations offers English language support on a 24hours/365 days basis.

The NTT Global Integrated Operations Centre is responsible for:

- Being the first point of contact for Customer Authorized Administrator
- Tracking, managing and completing Services and Incident Requests
- Responding to phone calls and service portal requests
- Manage requests with other vendors and internal escalation teams.

N.B. Service requests and incidents must be raised by a Customer Authorized Administrator.

Customer Authorized Administrators are one or more named individuals or a named Service Desk that are authorized to log cases to NTT.

2.2. High Availability

The Luware Attendant Console solution comes with High Availability as described in vendor's own latest Service Description.

2.3. Service Monitoring

NTT monitors alerts from vendors on a 24/7 basis.

2.4. Incident Management

Incidents are defined as "unplanned interruption to service or reduction in the quality of service provided".

2.4.1 Incident logging

Client can log incidents on a 24/7 basis via either NTT portal or Phone. Several mandatory information are required to log an incident, which may vary depending on the incident type.

2.4.2 Incident priority definition

Incidents are prioritized according to the below matrix table:

	Large scale	Medium scale	Small scale
High impact	P1	P1	P3
Medium impact	P2	P2	P3
Low impact	P2	P3	P3

Request for Information (RFI) are classified as P4

Large scale: Entire Site impacted / Several groups of end-users. A site is a company business office.

Medium scale: Group of several end-users. Can be a business department, a site floor, several users in different sites.

Small scale: A couple of users or Remote Workers.

High impact: Service not available (i.e. unable to send and/or receive calls on the Attendant Console)

Medium impact: Service partially available (i.e. Unable to send/receive calls to/from specific destinations, etc.)

Low impact: Poor service quality (i.e. Call quality is not good, latency, etc.)

2.4.3 Incident priority matrix

Incident priorities are defined according to the below matrix table:

Incident Priority	Response Target (Auto)	Ticket Status Update	Time to Restore*
P1	15 mins	2 Hours	N/A
P2	30 Mins	4 Hours	N/A
P3	4 Hours	24 Hours	N/A
P4	N/A	N/A	N/A

*N.B. Vendor is not providing a Time to Restore SLA and NTT is hence not able to provide one.

2.5. Cloud Voice Service Level Agreements (SLAs)

2.5.1 Platform Availability

Luware SLA definition are available online in the vendor's Service Description.

2.5.2 Service Credits

Procedure to apply for Service Credits is defined by vendor in its Service Description. NTT will raise such Service Credit requests within a 5 Business Day period.

If applicable, Service Credits will be credited by NTT to Client.

2.6. Client Obligations

Although NTT makes every effort to detect and block fraudulent calls on its network, Client must always:

- Ensure that only authorized people use the Luware Attendance Console service.
- Take sensible precautions regarding security and access to systems, such as enforcing the use of strong passwords and PINs where applicable, to prevent unauthorized usage.

3. Billing

3.1. Standard Charges types

The Luware Attendant Console service as described in this document is structured with the following SKU's:

SKU name	Definition	Charge type
Attendant Console*	Charge being applied to all named user	Yearly Recurring Charges
Advanced Routing - Premium	Charge being applied on a per Service basis	Yearly Recurring Charges
Enterprise Routing - Premium	Charge being applied on a per Service basis	Yearly Recurring Charges

**The Luware Attendant Console solution requires at least one Advanced Routing or Enterprise Routing license.*