NTT DATA

Voice Transition Scope of Work (VTSOW)

NTT Communications Hub

Client reference

18 September 2024 | Document Version 1.01

Contents

1. NTT Deliverables

1.1. Client Engagement

The Client Engagement includes the following activities.

1.1.1 Project Kick-Off

NTT will perform a Project Kick-Off call with the client which will include the following elements:

- Introduction to the NTT Project Team
- Project Scope Review
- Overview of key project success criteria
- Alignment on key next steps

1.1.2 Setup & Training on NTT Portal

- Establishment of customer's NTT portal
- Share access credentials with customer
- Provide portal (1 Hour) training session for customer project/operational team

1.2. Enable

The Enable professional services engagement covers the foundational activities for a successful Microsoft Teams voice migration. Included in this engagement are the following activity areas

1.2.1 Design

1.2.1.1 Readiness Review Session

This 1 Hour session will cover the required aspects of a successful Teams voice migration and prepare the customer for the key next steps.

- High level project milestone overview
- Teams voice data collection requirements
- Porting scope overview & data requirements
- Review of project level technical architecture and prerequisites

1.2.2 Delivery

1.2.2.1 Project Management

NTT will provide Project Management services, via NTT's Project Management Center of Excellence resources, for the complete delivery lifecycle of the overall project as well as the site level migrations with the associated Go Live events include the following activities:

Project Methodology Delivery

- Management of all NTT delivery teams

- 1st level escalation point for all Client project issues
- Scheduling responsibility for all project meetings
- Ensure Client awareness of NTT and Client deliverables and project assumptions.

Project Plan

- Creation and management of project plan using NTT project management tools
- Manage individual Go Live events, T-Minus schedule
- NTT ownership for all project Go / No-Go events

Communication

- Remote attendance of weekly standing call (30mins)
- Review of progress including project plan progress, key weekly achievements, risks and active issues status
- Ad-hoc calls as reasonably required to ensure the successful delivery of the project

1.2.2.2   Porting Management

NTT will provide Porting Management services, via NTT's Project Management Center of Excellence resources, for delivery of the overall project. This will include the following activities:

- Review of port submission form, as submitted by Client, to ensure all fields are completed.
- Port submission via NTT's cloud voice application and regular status updates
- Management of the port process with NTT's carriers
- Net new number acquisition
- Service Number porting
- Upload and routing of Client phone numbers within NTT's architecture
- Synthetic testing of each ported or newly provisioned number

1.2.2.3   Technical Delivery

NTT will support the technical delivery via NTT's Microsoft Teams Center of Excellence resources, for the complete delivery lifecycle which includes the following activities:

Teams Voice Policies, User Configuration & Phone Profiles

- Perform the following actions in the Client's Office 365 tenant
- Assign phone number and voice-enable user and service accounts
- Create and assign voice and calling policies
- Configure any Teams Room or Common Area Phone accounts required
- Creation and assignment of Teams device configuration profiles based on the settings available in the Teams Admin Center and the Teams IP Phone Policy.

1.2.3   Day 1

1.2.3.1   Go Live Support

On the day of the Go Live event, NTT will provide porting, project management & engineering support during the local business hours of the associated site(s). Business hours are defined as 8-5pm in the local time zone of these site(s).

Any issues identified and reported to the NTT project team on the day of go live will be managed to resolution by NTT's project team. All other issues post Day 1 will be managed via the in-scope NTT support process.

1.3.   Auto Attendant/Call Queue Configuration

1.3.1   Technical Configuration

NTT will configure within the Client's Microsoft Teams tenant a maximum of 3 call queues and 1 auto attendant based on the Client's documentation of the call flows in an NTT-provided data collection template.

Complex designs may result in the need for additional call flows configurations (e.g., nested auto attendants with multiple business hour requirements) that would require joint approval of a Project Change Request.

1.4. Dynamic Emergency Calling

1.4.1 Technical Delivery

NTT will configure dynamic emergency calling for users in locations where it is supported and required by the Client. This includes 5 sites for every 500 users in scope. Additional sites beyond this will require additional charges. The configuration will be based on data collected from the Client that may include Teams network locations (not related to the "Building Data" used in the Call Quality Dashboard (CQD)), Location Information Service (LIS) database, and emergency policies.

The configuration effort is based on emergency locations with subnet-level network identifiers. Population of additional network identifiers (e.g., Wireless Access Point (WAP), ethernet switch/port) may surpass the initial estimates.

1.5. Extension Dialling Configuration

1.5.1 Technical Delivery

NTT can configure dial plans in the Client's Microsoft Teams tenant to support the short digit/extension dialing based on the capabilities of extension dialing within Teams.

The configuration effort is based on the creation of normalization rules for PHONE NUMBER ranges and associated 3rd party analog/SIP devices within a particular range of phone numbers.

1.6. Call Compliance Recording

1.6.1 Technical Delivery

NTT will support the following deployment requirements based on the package included in the engagement:

User configuration:

- Configuration of recording rules and associated options defined during data collection.
- Assignment of recording policy and recording rules to Client-provided users or groups

Administration:

- Add and configure user and/or groups provided by the Client during data collection.
- Add custom rules to the above-mentioned user and groups.

The configuration effort is based on assigning recording rules for up to 6 unique groups or users that have been assigned the recording policy by the Client.

The following items will be configured by NTT assuming all necessary access rights will be provided. Otherwise, they will become client deliverables on section 5.13 (with NTT's assistance)

- Create a Teams policy to allow a third-party app to be installed and can be pinned in the MS Teams client for a user

- Provide a Microsoft 365 tenant global administrator account (to be used in PowerShell to register the bot and add the recording policy to the tenant, will also be used to assign recording policies to users and groups) If access is not granted, see section 5.13
- Configuration of recording policy
- Association of pre-determined storage location

1.7.   Cloud Fax

NTT will configure Cloud Fax for the Client on the NTT Cloud Fax platform for the quantity of numbers described in the accompanying quote. The NTT project team will provide instructions to the Client regarding the creating of an Exchange connector for the purposes of routing Cloud Fax emails.

2.   Client Deliverables

2.1.   General

- Access will be given to all global engineering team members assigned by NTT to the project through NTT-sponsored methods. Any exception to this approach will be subject to additional charges via a project change request
- Minimum of 2 Teams Administrator, Skype for Business, and User Administrator required to perform all in scope activities. If this cannot be provided, additional cost may be required.
- Assigned single point of contact
- Attendance to all agreed upon project meetings and workshops
- Perform all User Acceptance Testing
- Freeze all data changes 5 days prior to go live for each site
- Client will provide the required administrative access to Microsoft 365 and remote access to 3rd party devices (if applicable) for all NTT deliverables included in this engagement.

2.2.   Enable

2.2.1   Design, Delivery & Day 1

- Ensure Client's network meets all Microsoft Teams requirements / best practices
- Approve all technical requirements for project delivery
- Provide and procure all Microsoft licensing
- Manage and escalate any Microsoft Teams issues to Microsoft that are not related to NTT's voice platform and/or carrier environment.
- Freeze all data changes 5 days prior to go live for each site
- Provide accurate porting data and LOAs as requested by NTT
- Provide all requested data for each port, no less than 35 days prior to agreed go live date
- Manage losing carrier relationship and engage with losing carrier as and when requested by NTT
- Creation of UAT document for each site in coordination with the NTT TDA representative
- Coordinate UAT at each site on the day of go live with local representatives
- During the go-live window (Day 1), complete the UAT document and send to NTT Project Manager
- Unpacking and set up of all physical devices
- Network connectivity to all physical devices
- Configuration of any Teams device settings that fall outside of the configuration profiles in the Teams Admin Center
- Testing of basic Teams device operations once configured
- Troubleshooting ongoing Teams device issues with manufacturer
- Support onboarding process for Microsoft's Claim Partner of Record (CPOR) process
- If conducted, provide results of network testing at each site using the Microsoft Network Assessment Tool

2.3.   Auto Attendant/Call Queue Configuration

- Complete all necessary data collection templates
- Test all configured call flows in an accurate and timely manner

2.4.　Dynamic Emergency Calling Configuration

- Identify sites where dynamic emergency services may be required.
- Fully complete data documents provided by the NTT TDA.
  - Incomplete documents provided by the Client may result in project delays
- Test and validate dynamic emergency services is working as intended for all locations and use cases as outlined in section 3.4.1.

2.5.　Extension Dialing Enablement

- Provide a complete list of all phone number manipulations required for short digit/extension dialing
  - If the Client is not able to provide a complete list, NTT will not be able to properly configure this feature.

2.6.　Call Compliance Recording

The following deliverables are required for the installation of the Call Compliance Recording application:

- Provide Microsoft Teams client (web or desktop client)
- Create a Teams policy to allow a third-party app to be installed and can be pinned in the MS Teams client for a user
- Provide a Microsoft 365 account with a Business or Enterprise Microsoft 365 license plan.
  - This account will be used as the first admin user in the Call Compliance application to create additional users and do initial configurations
- Purchased license
- Provide Bot details – if applicable
- Provide a client machine with Microsoft Windows 10
- PowerShell version with version 5.x or higher – if applicable
- Provide a Microsoft 365 tenant global administrator account (to be used in PowerShell to register the bot and add the recording policy to the tenant, will also be used to assign recording policies to users and groups)
- Completion of onboarding checklist
- Association of pre-determined storage location
- Configuration of NTT standard and Client standard (if provided) for key management

The Microsoft 365 accounts created by the Client will be used for the configuration of Call Compliance Recording solutions by NTT. These accounts can be disabled or removed after the installation has been successfully completed.

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3. Ancillary Items

The following items will be found on the Client quote but will only be charged if required.

3.1. Additional Port Request

Should the Client require any additional port submissions beyond the 1 per Client site this additional fee will be applicable.

3.2. Late Port Reschedule / Cancellation

Should the client require a reschedule or cancellation after NTT has received a Firm Order Confirmation (FOC) from the carrier, this charge will apply.

3.3. Additional Engagement Fee

Should the Client require additional elements to be added to the engagement after the full scope of this SOW has been deployed the following charge will apply in addition to the other required one time charges.

4. Assumptions

- The NTT project team will engage no later than <u>45 calendar days</u> after the contract signature date.
- Porting window consists of Monday through Thursday during the local business hours of the Client site(s) unless the country regulations mandate after-hours porting.
- Go Live dates include a <u>35-business day</u> lead time in all countries that will be communicated and managed by the NTT project team and is part of NTT's Advanced Delivery Framework methodology.
- All carrier testing and porting will occur during local business hours of the sites included in the porting event.
- NTT reserves the right to release resources from the project if the Client has not responded to any NTT communications for a two-week period. Upon Client re-engagement, NTT requires a minimum of four weeks for project resource reassignment. NTT reserves the right to assign new resources.
- NTT will not perform any service-affecting changes or cutover activities during carrier blackout dates that are communicated to the Client during the project design workshop.
- Features and functions are delivered by the manufacturers, NTT does not control the roadmaps or feature availabilities of these products and services.
- NTT does not assume liability for any project expenses incurred by the Client due to feature/functionality limitation or platform availability.
- NTT reserves the right to assign resources as it sees fit from its Project Management Center of Excellence & Microsoft Teams Center of Excellence to deliver the described deliverables of this scope of work.
- All NTT deliverables will be addressed during the local business hours of the assigned NTT engineering resource.
- Client has no planned work that may impact Supplier's ability to complete the project in the agreed timescales.
- Client will have all users in Teams Only mode prior to Operator Connect or Direct Routing activation and number porting.
- Client will adhere to Microsoft's current best practices for networking requirements
- All work will be carried out as a remote service, with exception to any pre-agreed onsite work, as well as other activities and tasks that both Parties agree from time to time.
- Client systems are in good order and meet manufacturers best practice, with all relevant updates applied. Where this is not the case Supplier will in the first instance use reasonable endeavors to accommodate any Client's systems' issues in the scope of the program before raising a change control.
- Any delay in the delivery Schedule due to Client or their 3rd Party partners may lead to a Project Change Request.
- All technical engineering tasks will be delivered by English-speaking resources only.

- The Client reviews this document in conjunction with the Standard Terms and Conditions, Service Description, Pricing Quote, etc. included in the Contract for a clear explanation of NTT product offerings included in this engagement.

5.   Out of Scope

Any items not expressly defined as a deliverable in this SOW are considered out of scope.

6.   Responsibility Matrix

The below table represents a RACI (Responsible, Accountable, Consulted, Informed) that will be used between NTT and the Client for this project delivery.

6.1.1   Data Collection RACI

Data Collection	Details	NTT	Client
Porting	Collection of all required porting data for in-scope phone numbers	C/I	R/A
User	Collection of all required user data for in scope Teams users	C/I	R/A
NTT Emergency services	Collection of all required data	C/I	R/A
Teams dynamic emergency calling	Collection of all required data in scope for Microsoft Teams dynamic emergency calling	C/I	R/A
Auto attendant/call queue	Collection of all required data in scope for AAs/CQs	C/I	R/A
Cloud Voice setup	Completion of data collection forms for Cloud Voice connectivity	C/I	R/A
Call Compliance Recording	Completion of data collection workbook for Call Compliance Recording deployment	C/I	R/A
Access for NTT engineers	Creation of requested access for NTT engineers	C/I	R/A

6.1.2   Project Delivery RACI

Project Delivery	Details	NTT	Client
Change process	Creation and submission of all required change requests in Client's ITIL system	C/I	R/A
Porting	Submission & mgt of porting process	R/A	C/I
Losing Carrier Mgt.	Escalation to losing carrier as required	C/I	R/A
User Acceptance Testing (UAT)	Completion of all UAT associated with NTT deliverables	C/I	R/A

6.1.3   Teams Technical Delivery RACI

Teams Technical	Details	NTT	Client
Microsoft licensing	Acquiring all required Microsoft licensing	C/I	R/A
Teams user config for voice	Configuration of in scope users in Microsoft Teams.	R/A	C/I
Auto attendant/call queue config	Configuration of in-scope call flows in Microsoft Teams tenant	R/A	C/I
Dynamic emergency calling config	Configuration of dynamic emergency calling services within Microsoft Teams	R/A	C/I

6.1.4   3rd Party Technical Delivery RACI

3rd Party Technical	Details	NTT	Client
End user device procurement	Ordering of all Teams End User devices, including Handsets, Headsets, Meeting Rooms	C/I	R/A
End user device Teams configuration	Configuration of Teams device policies related to in- scope, Teams devices including handsets, headsets, meeting rooms. This does not include on-site installation	R/A	C/I
End user device, non-Teams configuration	All non-Teams configuration, including physical, software network and identity	C/I	R/A
Call Compliance Recording Teams policy config and bot registration	Installation and registration of the Call Compliance Recording bot along with the configuration of the Microsoft Teams recording policy	C/I	R/A
Call Compliance Recording	Configuration of Call Compliance Recording call recording rules and associated users and groups	R/A	C/I

7. Project Change Request - Management Process

Any change deemed out of scope of this engagement will be managed through the pre-defined change management process. Said process shall be as follows:

- NTT or Client identifies out of scope request.
- NTT and Client agree that request is out of scope.
- NTT and Client define request per the change request form.
- NTT provides estimate of work and cost to Client.
- Change is submitted and approved by NTT and Client.
- Client approves change to build and deploy the Change.

All change requests will be invoiced 100% at change request signature