

# Uptime v3 Agreement - Special Conditions for Microsoft Lync® Products

## 1 Definitions and Interpretation

- 1.1 “**Connected Equipment**” means equipment such as VoIP phones, headsets, monitors and other audio/video conferencing devices that are connected to the Lync® System.
- 1.2 “**Lync®**”<sup>1</sup> means the software of the same name, as supplied by Microsoft.
- 1.3 “**Lync® System**” means a collection of items which can include hardware, operating system software and the associated Lync® software.
- 1.4 “**Service Package**” means a collection of Service Elements as specified in clause 2.4.

## Service Summary

### 2 General Obligations

#### NTT’s obligations

- 2.1 NTT must provide the Service Packages for the Configuration Items as specified in the Record of Entitlement and list in clause 2.4.
- 2.2 The table in clause 2.4 of these Special Conditions for Lync® products replaces the table of Service Elements in clause 2.3 of the Software Support Agreement.
- 2.3 The Service Elements listed in the table in clause 2.4 are described in further detail in clauses 4 to 5 inclusive.
- 2.4 Table of Service Packages:

Service Elements	Service Packages		
	Instant Messaging and Presence	Video and Audio Conferencing	Enterprise Voice
<b>Incident Management</b>			
• Service Desk	✓	✓	✓
• Remote Support	✓	✓	✓
• Resolution of Incidents	✓	✓	✓
• Installation of Minor Feature Release	N/A	N/A	N/A
• Discretionary Engineer Attendance On Site	If considered necessary by NTT.		
• Escalation Management	✓	✓	✓
• Escalation to Vendor Support	N/A	N/A	✓
<b>Service Levels</b>			
• Service Levels	✓	✓	✓
<b>Optional Support Service Element</b>			
• Software Subscription	N/A	N/A	N/A
<b>Assessment</b>	Option	Option	✓

### 3 Service Establishment

- 3.1 During the Service establishment process, NTT will require confirmation that the Client has a functional Backup system for all the relevant Configuration Items in their Lync® System.

## Service Elements

### 4 Assessment

- 4.1 If the Client has purchased the Enterprise Voice Service Package, NTT will conduct an assessment of the Client’s Lync® System to determine whether the system is built and configured to meet industry standards.
- 4.2 At the completion of the assessment, NTT will report to the Client of any errors, warnings or information regarding the Lync® System plus any remediation activities that need to be performed. Any such remediation must be completed by the Client for the Service Levels to become applicable, otherwise NTT will only provide

<sup>1</sup> Lync is a registered trademark of Microsoft Corporation

the Service to the Client on a best effort basis. NTT can assist with such remediation activities at an Additional Charge.

- 4.3 If the Client has not purchased the Enterprise Voice Service Package NTT can provide the assessment service at an Additional Charge.

## 5 Incident Management

### Escalation to Vendor Support (Enterprise Voice Service Package)

- 5.1 If the Client has purchased the Enterprise Voice Service Package, NTT may use Microsoft's Premier Support for Lync® Partner ("PSLP") programme to escalate Incidents to Microsoft for resolution.

#### *The Client's authority*

- 5.2 The Client hereby authorises NTT send the relevant data to Microsoft if necessary to assist with Incident Diagnosis and/or the formulation of a Workaround or Permanent Resolution.
- 5.3 All information collected by NTT will be treated as the Client's Confidential Information.

## General Obligations

### *NTT's obligations*

- 5.4 In addition to the Configuration Items, NTT will provide telephone support for Incidents associated with any Connected Equipment.

## 6 Lync® Versions Supported

- 6.1 The Service only applies to the most recent version of Lync® (version 'n') and the version immediately prior (version 'n-1'). The Client must upgrade its version of Lync® if it falls outside the range of supported versions.

## 7 Test Accounts

- 7.1 NTT may, for the purpose of Incident Diagnosis and/or the formulation of a Workaround or Permanent Resolution, require the Client to supply a functional test user accounts on the Client's Lync® System.