

DigitalWell

Voice Network

DigitalWell 360 & Managed
Teams Telephony

Services Schedule



1. Service Description

DigitalWell 360 (DW360) Voice Network services from DigitalWell provide certain types of voice and messaging communications functionality for managing customer call flows, messaging and other associated requirements.

Where a service is defined as a DW360 Voice Network service, then all features and functionality provided by that service will be covered by this schedule even where some of them are similar to those provided by other services covered by different schedules.

This schedule specifically covers the DigitalWell 360 hosted platform and support for managed Teams telephony only - for other types of on-premise telephony solutions refer to the separate "Unified Communications" Schedule, or for SIP trunks see the "Voice Network – Voice lines & Numbering" schedule.

Delivery method: the service will be provided as a Hosted service unless clearly stated otherwise on the order form, and/or in the Bill of Materials (BoM) and/or in the Statement of Works (SoW) accompanying or associated with the service.

- A **DW360 Hosted Service** is a deployment hosted in DigitalWell's own managed infrastructure. DigitalWell is responsible for providing all relevant infrastructure, space, power and network connectivity as detailed on the order form, and/or in the Bill of Materials (BoM) and/or in the Statement of Works (SoW) accompanying or associated with the service.
- A **Cloud-based Service** is a deployment in a third-party multi-tenant cloud platform (such as Microsoft Teams). In such cases DigitalWell will assist with the configuration and management of the service where a support service has been purchased (as described below), but all Hardware and software maintenance and provision remains the responsibility of the cloud provider. DigitalWell strongly recommends that the cloud platform licensing is also purchased via ourselves so that we can ensure our staff have the required level of administrative access to perform essential support functions and configuration. If the customer does not purchase licensing through DigitalWell we must be provided with this level of access to the customer tenant by the customer's technical staff or we will be unable to provide a service. DigitalWell will only be able to raise tickets with the cloud-based provider if the licensing is purchased through us.
- An **DW360 On-prem Service** is a legacy offering that is no longer sold to new customers, however some customers have existing implementations that DigitalWell continues to support. In such cases DigitalWell is responsible for all hardware and software provision, however space, power and cabling onsite remains the responsibility of the customer.

2. Support

Definitions of Support services including incident management, Service Requests, Change Requests, and Service Delivery Management are detailed in appendix 7.

The support for UC services is outlined below – refer to the order form and/or statement of Works (SoW) to confirm which applies to any given service.

Support	Unified Communications (DigitalWell 360)	
	Standard Support (Cloud/Hosted)	Legacy DW360 Support (On-Prem)
Incident - OnSite	X	Y
Incident - Remote	Y	Y
Hardware Replacement	Y*	X
Service Request	Y	Y
Change Request	X	X
Monitoring/Alerts	Y	Y
Back Office (Billing queries, Licence Admin & Renewals)	Y	Y

**For a cloud-based service the third-party cloud provider will be responsible for all hardware issues, however as long as the licensing is purchased through DigitalWell we will be able to raise tickets with the provider to help troubleshoot and resolve any potential hardware-related issues.*