

DigitalWell

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Unified Communications

Services Schedule



1. Service Description

Unified Communications (UC) services from DigitalWell provide certain types of voice and messaging communications functionality for managing customer call flows, messaging and other associated requirements.

If a service is defined as a UC 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.

Delivery method: the service will generally be provided as a cloud-based subscription 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.

An **On-Prem Service** is a deployment into a customer-controlled environment. This entails implementation of dedicated hardware, or software on a virtual machine that is provided and managed by the customer. The customer will be responsible for providing space, power, and any and all internal cabling that may be required 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.

2. Support

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

The table below describes amendments, additions and variations to these definitions specific to UC On-Prem PBX services only. Depending on your Solution, you may avail of these services.

Services	Description	Exclusions
Proactive Monitoring	Critical alert management for edges and application may be available, depending on the Solution procured.	Unless specifically called out in your order form, monitoring of any device/application not clearly stated under monitoring in your order form or service agreement is excluded.

The support for UC On-Prem PBX 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 (On-Prem PBX)		
	Standard Support	Best Efforts Support	Unsupported (License Subscription only)
Incident - OnSite	Y	Y	X
Incident - Remote	Y	Y	X
Hardware Replacement*	Y	X	X
Service Request	X	X	X
Change Request	X	X	X
Monitoring/Alerts	Y	X	X
Back Office (Billing queries, Licence Admin & Renewals)	Y	Y	Y

**Hardware replacement/maintenance services for On-prem services will only be provided if explicitly listed in the order form, the BoM or the SoW.*