

MS Teams Direct Routing - Terms & Conditions

1. All charges in relation to the Services not listed in the Product Agreement will be charged as per our current tariff as published from time to time. For the purposes of this clause 1, the following peak/off peak times will apply:
 - Peak = Monday to Friday - 08:00 to 18:00
 - Off Peak = Monday to Friday - 18:00 to 08:00,
 - Weekend = Saturday 00:00 to Sunday 23:59
2. All calls are charged per second with a 1p minimum call charges apart from some non-geographic numbers, directory enquiry services and ISDN services.
3. Free mobile calls will only apply to Agreements on a minimum 36-month term.
4. A call set up fee may apply to certain non-geographic or directory enquiry services.
 - A. The total number of calls per Direct Routing user/channel from an endpoint shall not exceed 2,000 minutes per month to 01/02/03 terminations. Any MS Teams endpoints that exceed this aggregate amount will be subject to a per minute price for the total volume of calls generated from that endpoint according to the standard Arrow rate card. In addition, calls to numbers beginning 03 shall not exceed 15% of the total calls on that channel.
 - B. The total number of mobile calls per Direct Routing user/channel from an endpoint shall not exceed 2,000 minutes per month to UK mobile destinations. The eligible mobile networks are Vodafone, O2, EE and Three. Any MS Teams endpoints that exceed this aggregate amount will be subject to a per minute price for the total volume of calls generated from that endpoint according to the standard Arrow rate card.
 - C. Calls to 084/087/118/09 numbers will incur an access charge for the initial minute or part minute and in one-minute increments thereafter, in addition to the service charge cost of the call.
5. The Customer is responsible for the configuration and ongoing support of their Microsoft 365 tenant, any connectivity and network infrastructure unless some or all these elements are supplied by Arrow. In the case of a fault, the Customer must liaise with the relevant provider of the associated service.
6. Phone system pairing means Arrow will assist with associating the customer O365 tenant to our Direct Routing service only.
7. Phone system configuration means any configuration of the Telephony features in Microsoft Teams including but not limited to DDi mapping, call flows, call queues, hunt groups etc and any PowerShell scripting is the sole responsibility of the customer (unless these services are obtained from Arrow).

Qunify - Call2Teams

1. Use of Voice Platform Service Offerings. The Customer may enable any Authorised User to access and use, the Voice Platform Service Offerings in accordance with this Agreement.
2. Customer Identification. Arrow will issue a secure login to access the Voice Platform Services. The Customer is solely responsible for ensuring the security and confidentiality of the Customer Identification. The Customer acknowledges that it is fully responsible for all liabilities incurred through the use of the Customer Identification and all activities that occur through the use of the Customer Identification. The Customer will immediately notify Arrow of any unauthorised use of the Customer Identification or any other breach of security known to it.
3. Authorised Users. To access and use the Voice Platform Services, the Customer's Authorised Users must create a user account associated with a valid e-mail address.
4. Changes to Voice Platform Service Offerings. Qunifi may change any of the Voice Platform Service Offerings (including the Voice Platform Service Offerings as a whole) or change or remove features or functionality of the Voice Platform Service Offerings from time to time. Arrow will provide the Customer reasonable notice of any discontinuation of any material element of the Voice Platform Service Offerings.
5. Licences - Subject to the terms and conditions of this Schedule, Arrow hereby grants the Customer a limited, non-exclusive, non-transferable license during the Voice Platform Term to access and use the Voice Platform Service Offerings.
6. The Customer may not use the Voice Platform Service Offerings in any manner or for any purpose other than as expressly permitted by this Schedule. Without limitation of the foregoing, the license granted does not include or authorise: (a) modifying or otherwise making any derivative use of the Voice Platform Service Offerings; (b) using any data mining, robots or similar data gathering or extraction methods; (c) downloading (other than page caching) of any portion of the Voice Platform Service Offerings or any information contained in the Voice Platform Service Offerings; (d) reverse engineering or accessing the Voice Platform Service Offerings to build a competitive product or service; or (e) using the Voice Platform Service Offerings other than for their intended use. The license granted is conditional upon the Customer's continued compliance this Schedule (including, without limitation, its Authorised Users' compliance with the Policies), and will immediately and automatically terminate if the Customer does not comply with any material term or condition of this Agreement.
7. Other Security and Backup. The Customer is responsible for maintaining appropriate security, protection and backup of Customer data. Arrow is not responsible for any unauthorised access to, alteration of, or the deletion, destruction, or loss of, or damage to, or failure to store, any Materials or other data that the Customer or any Authorised User submits or uses in connection with the Customer's Calls2Teams account or the Voice Platform Service Offerings (including as a result of the Customer's errors, acts or omissions).
8. Authorised User Violations. The Customer is responsible for the use of the Voice Platform Service Offerings by its Authorised Users. The Customer will ensure that all of its Authorised Users comply with Arrow's obligations under this Schedule (including, without limitation, its Authorised Users' compliance with the Policies).
9. All rights, title, and interest in relation to the Service Offerings remain with the third-party software provider, the Customer does not obtain any rights in relation to the service offerings or any related Intellectual Property Rights.
10. In the event of any Unauthorised Use relating to the activities of the Customer or any employees, agents, or representatives of any such entity, Arrow will take all steps reasonably necessary to terminate such Unauthorised Use.
11. Any warranties and indemnity obligations do not apply to any noncompliance resulting from any a) partner furnished items b) use not in accordance with this Agreement c) modifications, damage, misuse or other action of the customer

12. The third-party supplier does not warrant that the service offerings are free from bugs, errors, defects or deficiencies.

Operator Connect/Teams DR

1. Each User Subscription shall receive up to 2,000 minutes to 01/02/03 destinations inclusive in its monthly subscription price, and the total allocation per User Subscription shall be aggregated per Endpoint. In addition usage to numbers beginning 03 shall not exceed 15% of the total minutes on that Endpoint.
2. In the event that any Endpoint exceeds the aggregate amount of inclusive minutes available, Gamma shall be entitled to invoice the Company for the total minutes routed at the Company's standard price for each such destination in accordance with the Company's standard rate card.