KCOM

Office 365

Product Schedule

1   INTRODUCTION

This Product Schedule describes the Services available. This Product Schedule is subject to the Standard Terms and Conditions for the provision of KCOM Office 365 Services and the KCOM Office 365 Service Level Agreement. Detailed descriptions of the services highlighted below can be found at the following URL https://technet.microsoft.com/en-gb/library/office-365-service-descriptions.aspx

2   SERVICE OPTIONS AND FEATURES

The Services made available in accordance with the Agreement are as follows:

- Office 356 Business Essentials
- Office 365 Business
- Office 365 Business Premium
- Office 365 Enterprise E1
- Office 365 ProPlus
- Office 365 Enterprise E3
- Office 365 Enterprise E5
- Exchange Online Plan 1
- Exchange Online Plan 2
- Office 365 Extra File Storage
- Project Lite
- Project Online
- Project Online with Project Pro for Office 365
- Project Pro for Office 365
- SharePoint Online Plan 1
- SharePoint Online Plan 2
- Visio Pro for Office 365
- Skype for Business Cloud PBX
- Skype for Business PSTN Conferencing
- Skype for Business PSTN Domestic Calling
- Skype for Business PSTN Domestic and International Calling

3   SERVICE DETAILS

Security

Our built-in security features protect data from the time it is stored to the time it reaches the users' devices. Our security features include:

- 24-hour monitored physical datacentres.
- Logical isolation of data between tenants.
- Administrative access to Office 365, controlled by a role-based access control (RBAC) process.
- Segregation of the internal datacentre network from the external network, plus encryption of data

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transmitted across the networks.

- Encryption of email data at rest using BitLocker and SSL/TLS encryption of data in transit.

- Applications built by following the Security Development Lifecycle. Our secure development lifecycle ensures that security and privacy are incorporated by design — from software development to service operation.

Data Ownership and Privacy

When You entrust Your data to Office 365 You remain the sole owner of the data. You retain the rights, title, and interest in the data You store in Office 365.

Data ownership and what it means

- You are the owner of the data; Microsoft is the custodian or the processor of Your data.

- It's Your data, so if You ever choose to leave the service, You can take Your data with You.

- We do not mine Your data for advertising purposes.

Microsoft's role as data processor

- Microsoft will only use Your data for purposes consistent with providing You with services You pay Microsoft for

- If a government approaches Microsoft for access to customer data, Microsoft redirect the inquiry to You, whenever possible and will challenge in court any invalid legal demand that prohibits disclosure of a government request for Your data

Privacy controls

- Privacy controls allow You to configure who in Your organization has access and what they can access

- Design elements prevent mingling of Your data with that of other organizations using Office 365

- Extensive auditing and supervision prevents unauthorized access to Your data

4   FAULT MANAGEMENT

In the event that You become aware of any fault or a breakdown in the operation of the Services (**Fault**), You should notify Us immediately by contacting the Technical Support Centre.

Faults can be reported to Us either:

- On-line, 24 hours a day, throughout the year; or

- Telephone the Technical Support Centre on:

- 0345 1224 333, 08:00 to 20:00 weekdays and 09:00 to 17:00 Saturdays.

Please ensure when contacting the Technical Support Centre You have the following relevant details to hand.

1. Organisation name & address.

2. Details of the Services provided to You by Us.

3. Contact name and relevant security details.

4. The nature of the Fault.

Faults Procedure

The following outlines the procedure for Faults reported by You (without prejudice to the provisions of the Standard Terms and Conditions for the provision of KCOM Cloud Productivity Services,

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including, without limitation, clause 5).

1. You raise a call with the Technical Support Centre to report a Fault.

2. The Technical Support Centre staff will log details of the Fault on Our faults system and issue You with Fault Reference Number (the unique number issued when logging a Fault with Us).

3. The Technical Support Centre's service engineers will raise a fault record and will use reasonable endeavours to diagnose and resolve the Fault.

4. If necessary the Fault will be escalated by Us as We consider necessary, in order to rectify the Fault as speedily as possible.

5. We will regularly update You on how the Fault is being progressed, and all action taken in resolving the Fault, including contacts with yourself, technical escalations etc. will be recorded in the fault ticket report.

6. When the Fault is resolved, We will confirm to You that the Fault has been resolved and obtain Your agreement (with You always acting reasonably) to close the Fault.

Service Constraints

Cloud PBX and PSTN Calling services are subject to the terms of use for Skype for Business Online PSTN services, as described in section 4.4 of Our Standard Terms and Conditions for the provision of Office 365 Services:

For Cloud PBX and PSTN Calling services, Microsoft will block all calls to phone numbers, whether 10-digit numbers or short codes, that result in an additional charge being assessed on the calling party (either directly or indirectly) by the called party. Often referred to as "premium rate" numbers, charges associated with these calls are not part of the Skype for Business PSTN Calling services and you, therefore, agree that such calls are not permitted with the exception of small businesses (organisations with 10 employees or less).

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