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## Microsoft UC Call Quality Assessment

**Prepared for: <Client>**

Date: 23/07/2019

**Contacts**

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Name	Position	Contact Tel / Email

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## 1. Preface

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This statement of work dated 23/07/2019 (hereinafter: "Statement of Work") governs duties and scope of the service engagement between <Client> ("<Client>") and Exactive Ltd ("Exactive"). This Statement of Work is governed by the terms which can be found at [www.exactive.co.uk/legal](http://www.exactive.co.uk/legal). The terms of the T&Cs shall govern this Statement of Work, along with any non-disclosure agreement in place between Exactive and the Customer. In case of any inconsistencies between the relevant documents, the terms of the T&Cs will control, unless all of the following apply: (i) the Statement of Work clearly identifies the applicable section of the T&Cs that is to be modified; and (ii) the Statement of Work clearly states that such provision supersedes the conflicting or inconsistent provision in the T&C's

## 2. Executive Summary

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### 3. Solution Overview

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<Client> have a requirement to assess the quality of Teams/SFB calls across their network to understand if their network meets the minimum SLA requirements to run Skype for Business or Microsoft Teams as a voice platform.

Based the requirements of <Client>, **NUMBER** key sites will be chosen to run an audio quality assessment against the Skype for Business Online/Microsoft Teams AV edge service via internet breakout. The audio call quality test to Skype for Business Online/Microsoft Teams will be assessed using two separate tools to ensure as accurate results as possible.

Furthermore, **NUMBER** site to site assessments will take place. This will test call quality for peer to peer calls across the internal network against Microsoft SLA targets.

An automated report detailing Quality of Experience metrics will be produced at the end of the assessment with Exactive's summarisation of the results.

## 4. Scope

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### 4.1 In Scope

The following technical Scope is defined for the project:

Assessment		Design
Exactive will conduct a design workshop with relevant IT team members and key decision makers. The output of the workshop is a High-Level Design (HLD) and detailed prerequisites document.		
Project Tasks	Effort (days)	Description
High Level Design & Prerequisites	1	Exactive will conduct a design workshop covering the following topics: <ul style="list-style-type: none"><li>• Assessment sites in scope.</li><li>• Call simulation scenarios.</li><li>• Hardware and software requirements for assessment agents.</li><li>• Firewall and connectivity requirements.</li></ul>

Project Phase		Deployment
Exactive will deploy assessment node software in locations agreed in the High-Level Design. Assessments will be configured and monitored to ensure they are reporting correctly. Assessment will run for the duration of 7 days. Once the assessment is completed, report will be produced showing the call quality results with a summary overview of the results.		
Project Tasks	Effort (days)	Description
Agent Software Deployment & Assessment Configuration	1	Deployment of assessment software on agents in key locations and configuration of readiness assessments.
Report Analysis	1	Analysis of assessment report

## 4.2 Out of Scope

The following items are considered outside of the scope of this Statement of Works:

Reference	Description
O001	Implementation and configuration of firewall rules.
O002	Deployment of physical assessment nodes.
O003	Root cause analysis of poor call quality.
O004	Assessment of network equipment such as switches, routers and firewalls.
O005	Assessment of network topology and bandwidth calculations.

## 4.3 Engagement Assumptions

The following assumptions have been made in the development of this Statement of Works:

Reference	Description
A001	Delivery activities will occur during standard business hours.
A002	Remote access to all assessment nodes will be provided.
A003	Local admin rights to machines that the assessment software will be deployed.

In the event that any of the assumptions above prove incorrect, Exactive will assess the resultant impact and communicate to the nominated contact. The impact may be negligible and not result in project scope, budget or time impacts. In the event the project scope, budget or time is impacted Exactive, will advise the nominated contact and the Statement of Work will reflect the final decision for the project.

#### 4.4 Engagement Risks

The following risks have been identified during the development of this Statement of Works. Additional risks will be identified as the Works progress and all risks will be monitored and subject to review throughout the delivery of the Works. Managing these risks will ensure that the likelihood and impact are minimised:

Reference	Description
R001	

#### 4.5 Delivery Management

Delivery management runs across all phases of the Exactive delivery method. Delivery management defines the minimum set of Project Management and Engagement Administration activities that apply to all projects. Delivery management will include:

- Project schedule, budget and resources
- Key decision points, the date by which a decision is required, and the impact of the decision through maintenance of schedule
- Mechanism for early issue raising, issue communication and issue resolution
- Critical review process for issues that may impinge on the successful delivery of the project
- Monitoring and management of all changes that affect the delivery of the specified Works.

## 5. Pricing

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### 5.1 Fees

The Fees are calculated on a fixed outcome basis where the cost of the engagement is based on agreed tasks and not on a Time and Material basis. Any professional service days stated are a guideline only for the envisaged work that needs to be completed as defined in the scope.

#### *Project fees*

Project	Total Cost

Prices are exclusive of expenses and VAT

### 5.2 Payment Schedule

#### *Payment Schedule*

Payment Phase	Description	Cost
On receipt of PO	Delete or add phases as appropriate	
On completion of [x Phase]		
On project completion		

