

# Exhibit 1 - Service Description

## 1. Description

China Telecom's Carrier Voice for Teamwork service (the "Service") allows End-Customers the ability to make calls from the Microsoft Teams® environment to PSTN and mobile numbers<sup>1</sup> – and enables communication in the opposite direction, too. China Telecom provides access and transport of minutes to and from the Microsoft Teams cloud through its global communications network and vendor network. China Telecom's affiliate will assign a PSTN 2-way voice number to that license or (if supported in the country) port-in an existing number. China Telecom's online self-service portal (the "Portal") allows the Company to onboard End-Customers, initiate orders, and export billing information for invoicing.

The Service enables the following features:

- Secure SIP trunk interconnected to Microsoft Teams Azure® cloud
- Local media optimization and media bypass
- Simplified Skype for Business migration support with advanced routing features
- Legacy TDM PBX and analog device support
- Auto attendant
- Call queue and parking
- Speed dial
- Quiet hours
- Building basic announcements

The Service consists of the following components:

- End-to-end connectivity
- [via the Portal] End-Customer on-boarding, End-Customer management, Service selection, production of End-Customer billing information, the EULA on demand, and pricing for different aspects of the Service

## 2. Requirements

The Company shall ensure that their End-Customers have the correct Microsoft Teams license: E1 or E3 (with phone system license), E5, or any business license. China Telecom shall create an account for the Company in the Portal environment and the Company must agree to China Telecom's pricing offer. The Company shall ensure that its End-Customers download the required application within Microsoft Teams with administrator rights, or the Company shall guide the End-Customer through the installation of the required application, so that End-Customers will be able to activate the domains and assign and manage numbers within the Microsoft Teams environment. The Company must provide certain information, via the Portal, about its End-Customers, as required by applicable regulatory authorities. The required information will vary by country. Examples are:

- Name and address
- Proof of local address
- Business registration
- ID or passport

<sup>1</sup> China Telecom® is the registered trademark of China Telecom, Inc. in the United States and other countries. Microsoft Teams and Azure are registered trademarks of Microsoft Corporation and China Telecom makes no claims of ownership or other interest in such marks. All other trademarks are the property of their respective owners.

<sup>2</sup> "End User License Agreement" or "EULA": Company agreement containing the terms and conditions of the Service that Company End-users must accept.

## Service Description

### 3. Network & Infrastructure

China Telecom's global network will transport calls to and from Microsoft Teams local cloud instances. When using China Telecom 2-way voice enabled numbers, End-Customers can make calls or receive calls in more than 40 countries. Calls will be handled on local or regional basis to avoid long Post Dial Delay. The numbers will have to be assigned to individual End-Users within Microsoft Teams before it can function.

#### Microsoft Teams End-Users Utilizing CLI and DTMF

China Telecom will be responsible for the architecture, design and configuration definition of the Service and other architectural requirements to accommodate the expected number of End-Customers and properly enable the usage of the Service at the desired capacity level.

The Company will be responsible for the installation of the necessary hardware to support the End-Customers, configuration of that hardware, and other activities in relation to the delivery, deployment, maintenance and support of that hardware. In fulfilling these responsibilities, the Company shall comply with commercially reasonable industry practices and standards regarding security and quality of service to End-Customers, while ensuring that the hardware is optimally deployed and configured relative to End-Customer needs. If the Company elects to engage the services of an Integrator to perform any of its duties described in this Exhibit 1, the Company shall ensure that such Integrator complies with the foregoing requirement.

### 4. Number Management

The Service allows End-Users to make outbound calls to mobile and fixed PSTN numbers worldwide. China Telecom's affiliate will provide the Company with an overview of the required documentation per country. China Telecom's affiliate supports both new numbers for the Company's accounts and allows existing numbers to be ported in, if porting is allowed in the country specified by the Company. The availability of these options is shown in the Portal.

### 5. End-Customer Onboarding Via the Portal

- China Telecom will provide the Company with administrator rights to log-in to the Portal and create accounts for their own employees.
- The Company can white-label the Portal based on their own branding.
- The Company must use the Portal to initiate service orders for End-Customers. China Telecom retains the right to reject orders within 10 business days after an order is submitted via the Portal.
- The Company can add or modify End-Customer information, make pricing offers to End-Customers, and send or export documents, including the EULA<sup>2</sup>, for End-Customer signature.
- End-Customers accepting and signing the Company's service order will result in such End-Customers also accepting the EULA<sup>2</sup>. The Portal logs all activities for audit trails.
- The Portal provides insight into all End-Customer details around licenses, assigned numbers, pricing and usage. This information can be extracted and downloaded to the Company's own system.
- The Company shall not grant any End-Customers/End-Users or any other third party access to the Portal without China Telecom's prior express written consent.
- The Portal allows the Company to assign a specific billing code to each End-Customer, which is needed to create the correct domains within the Microsoft Teams environment and to assign numbers to specific End-Users.

## Service Description

## 6. Phone System Features

All features mentioned below are part of the Microsoft Teams license and are subject to change pursuant to the applicable terms and conditions of such license. China Telecom provides this information as a convenience and neither has, nor assumes, control of, or responsibility for, the availability of the described features.

Services	Description
<b>Cloud auto attendants</b>	Lets you create a menu system that enables external and internal callers to locate and place or transfer calls to users or departments in your organization.
<b>Cloud call queues</b>	Lets you configure how call queues are managed for your organization. For example: set up on-hold greetings and music, search for the next available call agent to handle the call, and so on.
<b>Music on hold</b>	Plays default music defined by the service when an external call from the Public Switched Telephone Network (PSTN) is placed on hold. This feature works for one-to-one PSTN-to-Teams calls in addition to calls made to a call queue. This feature provides on-hold notification parity with other platforms. This feature is configurable by the administrator but currently only via PowerShell. Hold music is not supported in consultative transfer of a PSTN call.
<b>Call answer/initiate (by name and number)</b>	Lets users answer inbound calls with a touch, and place outbound calls either by dialing the full phone number or by clicking a name in the client.
<b>Call forwarding options and simultaneous ring</b>	Lets users set up forwarding rules so calls can go with them anywhere, or calls can be forwarded to colleagues or to voicemail.
<b>Group call pickup and forward to group</b>	Lets users share incoming calls with colleagues so that the colleagues can answer calls that occur while the user is unavailable. This is less disruptive to recipients than other forms of call sharing (such as call forwarding or simultaneous ringing) because users can configure how they want to be notified of an incoming shared call.
<b>Transfer a call and consultative transfer</b>	Lets users transfers calls to another person or, if they need to leave their office but want to continue the conversation, they can transfer the calls from their PC or IP phone to their cell phone.
<b>Transfer to voicemail mid call</b>	Lets users transfer to voicemail during a call.
<b>Call park and retrieve</b>	Lets users place a call on hold in the Teams service in the cloud. When a call is parked, the service generates a unique code for call retrieval. The user who parked the call or someone else can then use that code and a supported app or device to retrieve the call.
<b>Call phone number from search</b>	Lets users place a call from the search box by using the /call command and specifying a name or number.
<b>Caller ID</b>	Calls from inside the company display a detailed caller ID that pulls information from the corporate directory, showing picture ID and job title instead of just a phone number. For calls from external phone numbers, the caller ID as provided by the phone service provider is displayed. If the external phone numbers are secondary numbers in the corporate directory, then the information from the corporate directory will be displayed.
<b>Device switching</b>	Lets users play a call or meeting on another HID device that is connected to Teams; for example, switching from their PC speakers to a headset.
<b>Presence-based call routing</b>	Controls inbound communications with presence, enabling the user to block all incoming communication except from those specifically indicated.
<b>Integrated dial pad</b>	Lets users dial by name or number anywhere in the search bar and in the dial pad, speeding up the process of making outbound calls.
<b>Federated calling</b>	Lets users securely connect, communicate, and collaborate with users in federated tenants.
<b>Make and receive a video call</b>	If the user's account is enabled for video calls, the user can make face-to-face video calls with their contacts. All they need is a camera, their computer speakers, and a microphone. Users can also use a headset if their computer doesn't have a built-in audio device.
<b>Cloud voicemail</b>	When a user receives a voicemail, it is delivered to their Microsoft Exchange mailbox as an email with the voicemail message as an attachment. Users can listen to their messages on their certified desktop phone, and on all Teams or Skype for Business applications. Support for voicemail transcription has been added as of March 2017 and is enabled by default for all organizations and users.
<b>Cloud voicemail user settings</b>	Lets users configure their client settings for voicemail greetings, call answering rules, and greeting language, including out-of-office greetings.
<b>Secondary ringer</b>	Users with multiple speaker devices connected to their PC can choose to set a secondary device to ring in addition to their default speaker. For example, a user with a headset connected to the PC and desk speakers can choose to have both headset and desk speakers ring when a call comes in so that they don't miss a call.
<b>Distinctive ring alerts</b>	Lets users choose separate ringtones for normal calls, forwarded calls, and delegated calls so they can distinguish the type of call.
<b>Shared line appearance</b>	Lets users share their phone line so that another user can make and receive calls on their behalf.
<b>Busy on Busy (Teams only)</b>	A calling policy that lets you configure how incoming calls are handled when a user is already in a call or conference or has a call placed on hold. The caller will hear a busy signal when the caller is on the phone already. The caller gets a missed call notification but is not able to answer incoming calls. This feature is disabled by default, but can be turned on by the tenant admin.

## Service Description

**6. Phone System Features Continued**

Services	Description
<b>Call blocking</b>	Lets users add PSTN phone numbers to a blocked list so that the next call from that number is blocked from ringing the user.
<b>Common area phones</b>	A common area phone is typically placed in an area like a lobby or conference room making it available to multiple people. Common area phones are set up as devices rather than users, and can automatically sign into a network.
<b>Media bypass support (for Teams Direct Routing only)</b>	For better performance, media is kept between the Session Border Controller (SBC) and the client instead of sending it via the Microsoft Phone System.

References (subject to change):

<https://docs.microsoft.com/en-us/microsoftteams/here-s-what-you-get-with-phone-system>

<https://docs.microsoft.com/en-us/microsoftteams/setting-up-your-phone-system>.