MICROSOFT TEAMS
EU SERVICE AGREEMENT

DATE:

QUOTE #:	EXPIRATION DATE:
NAME:	EMAIL:
COMPANY NAME:	PHONE:
OFFICE 365 ADMIN NAME:	OFFICE 365 ADMIN EMAIL:
STREET ADDRESS:	CITY, STATE, ZIP CODE:
MICROSOFT TENANT NAME:	TENANT PROVISIONER:

MONTHLY RECURRING CHARGES

	DESCRIPTION	QTY	UNIT	TOTAL
1.	**Please select between a Voice Group or per User Calling plan:** CALL PATH for MS Teams* UNIFIED VOICE for MS Teams** (For details on Pricing Models, see Supplemental Details on Page 3)			
2.				
3.	**New DID's** (New Numbers to be purchased through NuWave)			
4.	**Ported DID's:** (Owned Numbers from another Carrier to be ported over to NuWave) For more details on **PORTS,** see line 16 on Page 2			
5.	**Temp DID's:** (Temp DIDs are procured to assist with validation and for temporary use in the event of a pending port. Numbers will be disconnected once customer has ported active numbers or validation is complete and numbers are no longer needed)			
6.	***MANDATORY* Service Location Updated:** Service record must match what is in the MS Admin Center. See Supplemental Details on Page 3 for more information.			
7.	**Inbound Caller ID NAME Display** (This allows the NAME to be displayed on an Incoming call) (For Outbound Name Display see Outbound Caller ID Preferences on Page 3)			
8.	**SDWAN Network Upgrade**			
9.	**Enable International Calling?** (See Terms, See International, In-country rates & Surcharges. Customer responsible for any International traffic, whether fraud or not.) Yes No			
10.	**New Toll Free TN's (+per min usage .029)** (New Toll Free Numbers to be purchased through NuWave)			
11.	**Ported Toll Free TN's** (If you will be **PORTING** (AKA Resp Org), see line 17 on Page 2 for additional details.			
12.				
13.				
14.				
15.				
16.				
17.				
18.				
19.				
20.				

MS Licensing

OTHER Products/Offers

MRC SUBTOTAL		TERM
NRC SUBTOTAL		**TOTAL**

QUOTE #:	EXPIRATION DATE:
NAME:	EMAIL:
COMPANY NAME:	PHONE:
TECH POC NAME:	TECH POC EMAIL:
STREET ADDRESS:	CITY, STATE, ZIP CODE:
MICROSOFT TENANT NAME:	TENANT PROVISIONER:

NON-RECURRING CHARGES

	DESCRIPTION	QTY	UNIT	TOTAL
16.	**Microsoft Tenant Provisioning Fee**			
17.	**Local Number Portability (LNP)** (If porting numbers please submit **LOA** and bill copy that is less than 30 days old. See Number Poring Guidelines & LOA.)			
18.	**Toll Free Port** (If porting TF numbers please submit TF Resp Org Form and bill copy that is less than 30 days old. See TF Porting Instructions.)			

Toll Free Provisioning:

If you are porting over Toll Free(s) to your Teams Tenant please be sure to identify where your numbers will be provisioned to. Also please identify if the TF number(s) port needs to coincide with any DID's or if Toll Free can be ported over at any time.

Is there a need to coordinate DID Port with the TF Port?

Yes   No

If not, what is the Desired TF Port Date:

	DESCRIPTION	QTY	UNIT	TOTAL
19.	**SDWAN Setup Fee**			
20.				
21.				
22.				
23.				
24.				
25.				
26.				
27.				

TERMS AND CONDITIONS:
See www.nuwave.com/policies for Terms and Conditions of this agreement and services. NUWAVE's rates and charges are exclusive of taxes, fees and surcharges.

By signing this document Customer acknowledges that NuWave Communications will seek association to your Microsoft Tenant ID under the Microsoft Partner Incentives program. This association will only be used for the purposes of becoming a claiming partner of record (CPOR). CPOR enables Microsoft to identify and recognize those partners who are helping customers achieve their business objectives and realize value in the O365 cloud.

To accept this agreement place your signature here and return a copy to orders@nuwave.com

NRC SUBTOTAL	
MRC SUBTOTAL	
TOTAL	

Authorized Signature	Print Name	Title	Date

PARTNER DETAILS:

PARTNER COMPANY:	PARTNER NAME:
PARTNER EMAIL:	PARTNER PHONE #:
MASTER AGENT NAME:	
NUWAVE SALES REPRESENTATIVE:	

ADDITIONAL CUSTOMER DETAILS:

SERVICE ADDRESS: (If different from listed, main location)	CITY, STATE, ZIP CODE:
BILLING POINT OF CONTACT: (If different from listed, main point of contact)	BILLING EMAIL: (If different from listed, main contact email)

SUPPLEMENTAL DETAILS

CALL PATH Microsoft Teams calling plan- Microsoft TLS/SRTP Certified SIP Trunks/concurrent call paths/channels. Free INBOUND minutes, unlimited Teams to Teams minutes. All outbound is subject rates & surcharges. See our International, In-country rates & Surcharges for more information.

UNIFIED VOICE Microsoft Teams calling plan - Includes Free INBOUND minutes, unlimited Teams to Teams minutes. All OUTBOUND is subject rates & surcharges. See our International, In-country rates & Surcharges for more information. (mobile per minute usage rates apply in EU), 1 DID per user (Ported or New), and 1 Dynamic Emergency Service Record per user. Terms & Conditions Apply.

Dynamic 911 SERVICE PRE-REQUISITES:

1. In the left navigation of the Microsoft Teams admin center, click Locations > Emergency addresses then click Add.

2. Enter a name and description for the location, select the country or region, and then enter the address.

3. If the address isn't found and you want to manually edit the address, turn on Edit the address manually. Click Save.

4. Please provide the Service Address that matches the address used in the MS Admin Center:

Outbound Caller ID preferences:

Main DID CNAM   Individual DID CNAM

1) What is outbound desired Outbound Caller ID NAME Display? (15) character limit, including spaces.

Telephony environment migrating from?

SfB (online or on-prem) or MSFT Teams PSTN?   Yes   No   Discovery Questionaire

TeamsVoice licencing Requirements met?   Yes   No
Supported TeamsVoice License combinations
can be found here: Microsoft Teams Licensing

Professional Services:

For production agreements only – A Statement of Work will be required and agreed upon prior to any professional services being provided by Nuwave Communications. Professional Services will be calculated at a rate of $225.00 per hour and hours will vary by customer and solution requirements.