## **ESMCP TERMS AND CONDITIONS – USER SERVICES**

## SCHEDULE 2

## SERVICES DESCRIPTION – ANNEX C APPENDIX 1 – CALL INTERACTION MATRIX

CHANGE HISTORY

Version	Date	Description	Version
1.0	2022.08.01	Base Version – MSC 2.0 unamended	72923116.1
1.1	2023.06.15	Issued for early draft release to suppliers 16 June 2023	
1.2	2023.07.27	Issued for release to bidders with ITPD	
1.3	2023.10.24	Issued for release to bidders prior to detailed dialogue	
1.4	2024.02.22	Issued for release to bidders with updates post dialogue	
2.0	2024.03.13	Issued for release to bidders at ISFT publication	
3.0	2024.10.01	Issued for release to the Preferred Bidder prior to contract conformance	
4.0	2024.12.06	Issued for release to the Preferred Bidder for contract execution	

This document is based on the Crown Commercial Services Model Services Agreement v2.0 and has been adapted for use by the Emergency Services Mobile Communications Programme. © Crown copyright 2022

SCHEDULE 2 (SERVICES DESCRIPTION) ESMCP User Services Version 4.0

SCHEDULE 2 (SERVICES DESCRIPTION) ESMCP User Services Version 4.0

SCHEDULE 2 (SERVICES DESCRIPTION) ESMCP User Services Version 4.0

