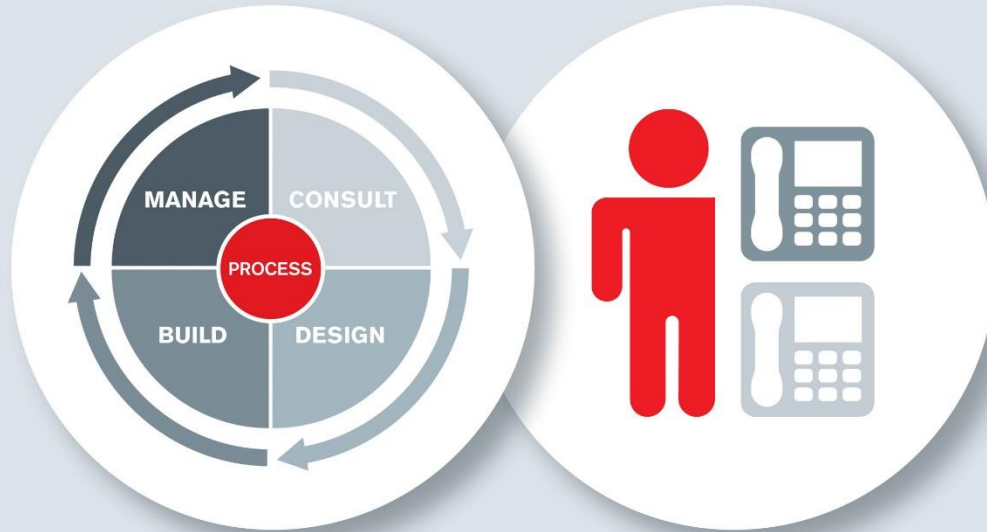


Claranet Service Description



Hosted Voice

Claranet provides a cloud-hosted self-managed voice and Unified Communications service. Claranet will provide you with a range of applications, handsets, numbers and access to an administration portal. Your service is monitored and managed by our partner, BT Wholesale, and supported 24x7x365.

Version 10.4

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The Service Description

This Service Description describes the service Claranet provides and details your responsibilities in relation to this Service. The Service Description forms part of the Agreement between the Parties and all terms used within this document are in accordance with the terms to be found in the Master Services Agreement.

Service overview

Hosted Voice from Claranet provides a highly configurable enterprise voice and Unified Communications platform that can be deployed within your organisation to handle all inbound, internal and outbound voice telephony.

This service is designed to replace traditional IP-PBX and remove the need for dedicated voice connectivity, and moves the call handling to a central multi-tenanted cloud platform.

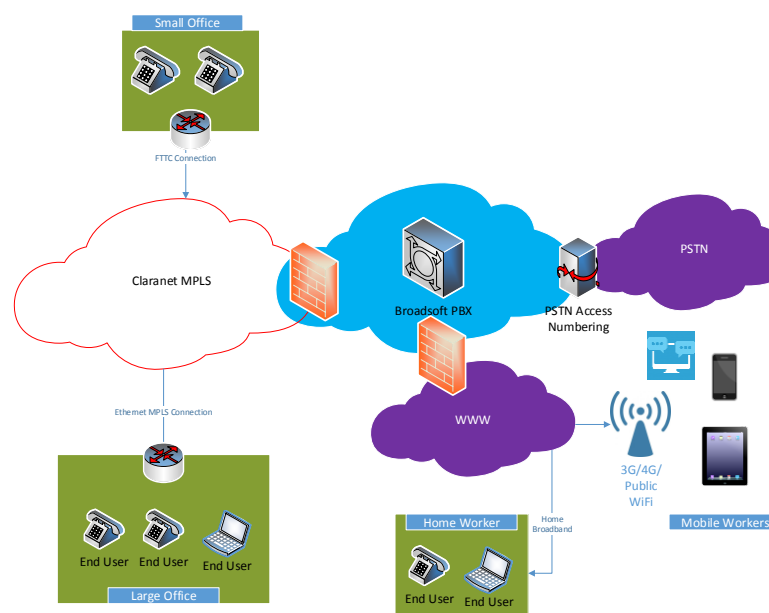
The platform is hosted within our voice partner's network and our end users can connect via Claranet MPLS connectivity or via public fixed and mobile broadband. You are able to make voice and video calls (depending on license and endpoint device) and access a range of features to manage your voice calls at an end user and company administrator level.

Hosted Voice is not offered as a fully managed service and Claranet are not required to manage all changes to your service. Claranet will help you match your needs to the capabilities of the service and will propose a license and endpoint design that meets those requirements. Claranet will also deploy the service with you to an agreed initial configuration. Once this is done, day-to-day change management responsibility will pass to you, and you will be given access to a simple-to-use configuration portal that will allow you to change almost all aspects of your solution, as well as see near-real-time call statistics. Claranet support will be available to help you with queries and issues but we will **not** be operating a fully Managed Service.

Claranet's voice partner in this service is British Telecom (BT), who provide and manage the core call handling platform (based on Broadsoft technology) and other aspects of the service including number management and call break-in/out. Some of the terms of our agreements with BT for this service are necessarily passed down to you and these are detailed within the Service Description.

This document will take you through the various options available and will outline the roles and responsibilities in the delivery of the Hosted Voice service, including what is required in each of the **Consult | Design | Build | Manage** stages.

How Hosted Voice works



Site licences

Claranet provides a range of options within the Hosted Voice service.

Every location at which you have an IP desk phone, will require a site license. These licenses allow Claranet to capture your site locations for the purposes of emergency call handling and these must be accurate.

Office site license

This is a license for traditional offices, or 'place-of-work' locations such as warehouses, depots etc. These locations typically have a number of employee users based there as their work location. Office Site Licenses are required in order to create hunt groups, call queues and other site based call handling rules.

Home site license

This license is required for all home based users who are having an IP desk phone in their home, which is their primary place of work. This license is required in order to capture your home address for Emergency Services records. The home address is not shared with any 3rd parties, nor associated with any billing detail. Home sites have the same feature options as Office sites. It is not required for a Home Site to have a dedicated MPLS connection but if you are a VIP or require a service free from interference from other connected devices in the home, a second connection may be required.

Note for use of home broadband:

UC Office Desktop clients and wifi-enabled UC Office Smartphone and tablet applications will consume your domestic broadband connection and will contribute to any usage cap. If you hit your ISP's usage cap you may experience failure of the Hosted Voice to your home and Claranet cannot overcome this.

As a Home Site user, you have responsibility for ensuring that your desk phone can be plugged into your home broadband connection, and you are responsible for all data usage.

It should be understood that Home Site Licenses are not required if you are a mobile user who is not having a desk phone at your home. Mobile users are associated with an Office Site for the purposes of Emergency Services and you are reminded again **NOT** to make Emergency Services calls from their PC or mobile clients.

Site bolt ons

A number of licenses are available to enable additional functionality at the site level. These licenses are:

Auto attendant

This enables a business to have an automated receptionist answer calls and providing a personalised message to callers with a number of options. Details of these can be found in the Appendix: Options.

Call centre ACD

This enables a business to have access to a basic Call Centre ACD service that allows incoming calls to be received by a single phone number and distributed among a group of users, or agents. Full details of the functionality supported can be found in Appendix: Options

Wallboard

This enables a business to monitor and display real time and historical statistics on the performance of their Call Centre ACD Queues and individual agents. Wallboard is added to a Call Centre ACD.

User licenses

Claranet offers a range of user licenses that are designed to suit different individual's roles and needs within a business' organisation. There are also a number of bolt ons that bring additional functionality to those users.

Fixed user UC bundle

This bundle incorporates a Fixed User License and a UC Business license in a single commercial package, including a monthly allowance for calls to UK local, national and mobile numbers. It does not include an IP Phone, but does include a PC desktop client with the following features:

Users are able to make and receive voice and video calls, using their Hosted Voice number, on Personal Computers, Windows and Apple based O/S. Further information can be found in Appendix: Options

Mobile user UC bundle

This bundle incorporates a Mobile User License and a UC Business license in a single commercial package, including a monthly allowance for calls to UK local, national and mobile numbers. It does not include an IP Phone, but does include both a PC desktop client and a smartphone and tablet client which enables you to make and receive voice and video calls, using your Hosted Voice number, on Apple IOS and Google Android OS Smartphones. This capability is enhanced with the UC Business license which enables Instant Messaging and Presence.

Mobile applications are downloaded from their respective Application stores (e.g. Apple App Store, Google Play) and there will be restrictions applied by the app store on what devices can download the application. It may be necessary for you to update your device to the latest firmware version in order to download the application. Claranet have no control over this process.

Fixed user standalone

This is a Fixed User License that does not include any additional UC features or any bundled call minutes. It has all the standard Fixed User features detailed above and in the Appendix: Options.

Mobile user standalone

This is a Mobile User License that includes both the smartphone and Hot Desking Guest capabilities but does not include additional UC features such as IM and Presence. It also does not include any bundled call minutes.

Functional user standalone

This is a low-feature license designed for conference room phones, lobby phones or analogue devices (e.g. faxes, hardened phones) that are not associated with an individual user but are shared within the business. They provide basic call in and out capability and basic call handling features.

User license bolt ons

There are a range of additional licenses available that add capability to individual users, also available on a per-user-per-month basis. The availability matrix is can be found in Appendix: Options:

Busy lamp field (requires IP Phone module)

This enables users to become receptionists when using a hardware (sidecar) console that can be attached to an IP phone. The BLF license enables this hardware to monitor other user's status through a series of illuminated lights on the sidecar, and to quickly dial those individuals to allow swift transfer of calls.

Fax messaging

This feature allows users to receive a fax and email it to the message store along with their other messages (voicemails). A notification is sent for fax messaging, that is separate from voice messaging. From the telephony user interface, fax messages are treated like voice messages.

A user can listen to the header or envelope, and delete the message. In addition, WHC Unified Messaging allows fax messages to be sent as an attachment to a user or group e-mail address, from which they can be viewed, printed, or forwarded to another user.

An additional DDI number should be provisioned for users to have as their Fax Messaging number.

CRM connect

This license enables users to download a plugin to their PC desktop that allows them to integrate call control into their CRM system. Details of the functionality can be found in Appendix: Options.

Reception console

This license is available in two formats as it is intended for use by reception positions.

Small Business licence: The Small Business license allows a user to download an application to their PC that allows them to monitor up to 30 user's on/off-hook status and use a simple graphical user interface to transfer incoming calls. The Enterprise version allows monitoring of and call transfers up to 250 users.

These can be deployed in a number of configurations – for example you could have one receptionist covering multiple sites, or individual sites can have their own receptionist console. It should also be noted that not all users need to be monitored so a site with 60 people on it could have up to 30 being monitored and the rest unmonitored.

As with other PC desktop applications, Claranet cannot support the end user PC desktop itself.

UC Team

The UC team license is designed for users who need to be able to collaborate from wherever they are. It enables desktop sharing and web collaboration between users of the UC Desktop and Smartphone/Tablet clients so that users can collaborate on the same document from different locations. It also enables audio conferencing capability for users, who can then set up ad hoc audio and video conferencing from their desktop with up to 8 other users.

It also includes access to a powerful Web Collaboration portal which can be used for webinars, online meetings and document sharing.

Voice portal

The Voice Portal provides an Interactive Voice Response (IVR) application that can be called by End Users of the Site from any phone, to manage some of their features and voice mailbox, or to change their voicemail passcode. The Group or Company Administrator can also use the Voice Portal to record new greetings for a Site's Auto Attendants.

The Voice Portal also provides a convenient way for you to manage some of the features from any phone. Details of this can be found in Appendix: Options.

Call director

The Call Director user feature allows you to define one or more phone number locations e.g. a Mobile Phone (also referred as Call Director locations in this document) that can be used as extensions to the user's account. These numbers are all alerted for inbound calls, similar to the Simultaneous Ring/Remote Office feature. Call Director supersedes the Simultaneous Ring feature.

There is also the Call Director portal, which is a Site level Feature and details of the functionality can be found in Appendix: Options.

Number management

The Hosted Voice service requires that all users have a public telephone number, and some site features such as Hunt Groups and Call Queues also require a separate number in order to function. The service includes the ability to request new numbers and to import existing numbers.

The service only supports UK Geographic numbers. Please see Appendix: Number Management for more information.

Call recording

The Hosted Voice service also offers Call Recording, using a cloud-hosted application provided by our platform partner, BT Wholesale. The platform is PCI DSS compliant in terms of storage, though using it does not guarantee end-to-end PCI or FSA compliance and you should work with your own compliance officers to ensure that all call handling and data handling processes are compliant.

At launch this will be via a separate portal called IP Voice Services Call Recording. Claranet will set you up within the portal and then pass administrative access to you to manage individual users and their recordings.

N.B. A future release of the Hosted Voice service will integrate Call Recording into the Business Portal directly so only one portal access will be required for administrators. Please see Appendix: Call Recording for more details.

User applications

In addition to the IP phone range there is a range of applications for PCs, smartphones and tablets that can be deployed. There are additional license costs associated with some of these applications – please refer to the pricelist for more detail.

In most cases you and your end users are able to download, install and run these applications without Claranet assistance. User guides are available.

Please note that using PC and Smartphone Clients instead of IP desk phones changes the level of support that Claranet can offer to those users. Please see below for more information. This section details the clients that are available with some of the available features.

UC desktop clients

These are PC and MAC desktop UC clients that you can download to your PC (desktop or laptop). They are complex clients that will integrate with Microsoft Outlook and the Hosted Voice corporate directory to allow you to dial a number from the client. There is also the capability to control your desk phone if you have one, i.e. to click to call from the client and then use the phone device to have the call. They also work with USB and non-USB microphone headsets. The client also includes UC features such as presence, instant messaging and, with a license upgrade, video and desktop sharing. A user guide is available. Please note this client should NOT be used for emergency services calls.

Claranet will not install the application for the Customer or end user but will provide documentation and minimum PC specifications as per the user and administrator guide documents below. Please also note that some changes to your firewall may be required.

User toolbar

This is a downloadable application for laptop/desktop PCs that installs into Internet Explorer or Outlook. It allows the end user to 'click-to-dial' from web pages and outlook contacts and causes their IP desk phone to dial the selected number. It is NOT a VoIP client and will not function without an IP desk phone. It also allows an end user to change some of their personal settings.

Claranet will not install the application for the Customer or end user but will provide documentation and minimum PC specifications.

Reception console

The reception console is available in two variations, one for up to 30 users and one for up to 250 users. They are intended to be used by the site receptionist to re-direct calls made to a central number to other users within the organisation.

Both versions of the application are PC desktop applications that need to be downloaded and installed on the end user's PC.

Claranet will provide information on the minimum specification required for the application to be installed on the end user's PC, and an installation and user guide. Please see user guide and installation guides below.

Busy lamp

This allows you to install a physical sidecar to your IP phone that monitors the status of a number of other users, specifically whether or not their line is engaged. This allows you to act as a receptionist position and transfer calls to free users via the sidecar. If this license is enabled, it must also be equipped with a desk phone and the appropriate sidecar. It will not work without a suitable desk phone.

Wallboard

The wallboard is a web-based application accessed via a browser that shows real time statistical information on your call handling. There is no software to install and the application is configurable by you via the Business Portal. You must provide an internet-connected PC to connect to the screen that will display the wallboard.

Mobile client

These are mobile apps that can be downloaded and installed on iOS and Android smartphones and tablets. They function as VoIP clients and will typically use Wi-Fi or 3/4G wireless data from the end user device to create a SIP session for voice calls. In use they will bypass any mobile voice service that you have with the device (i.e. it will not use the phone's built in dialler, and calls made using the client will NOT show on your mobile call

bill). Use of these clients will consume mobile data (if not using Wi-Fi) from your mobile data tariff (e.g. Vodafone, O2, EE) and will contribute towards any usage caps (e.g. 1Gig, 2Gig per month) that your tariff may incorporate. This is true whether you are making OR receiving calls. Further details can be found in Appendix: User applications.

Analogue devices and fax machines

Analogue devices can be connected to the service and assigned to a user license where a device needs to be able to make and receive calls but is not an IP phone. Examples of this can be found in the Appendix: User Applications

Lync Online and Skype For Business integration

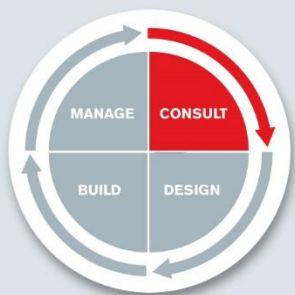
It is possible for the Hosted Voice service to integrate with Lync Online or Skype For Business (S4B) Online. This integration is done at the user desktop and requires you to run both the Microsoft client and a cut-down version of the UC Office desktop client at the same time. Further details can be found in Appendix: User applications.

IP Phones, Headsets and Accessories

Claranet offer a range of approved devices to connect to the Hosted Voice service. These include Polycom and Yealink IP Deskphones and conference room phones, ATA devices to connect analogue devices such as fax machines or door entry systems, and Jabra headsets for use with UC Office desktop applications.

Please see our separate Headset Guide for details on the range of headsets available and guidance on how to deploy them to your organisation.

Please see Appendix for IP Phone and accessory list.



Consult

Claranet's consulting process ensures that you have the right information, the right recommendations, and the right service options available to you to achieve your business outcomes.

Understanding your business is paramount to ensuring that you have the right solution for your business outcomes. In the Consult stage, Claranet will discuss your business requirements with you prior to recommending a solution.

Generally the implementation of the Hosted Voice service does not require a distinct Consult phase but depending on the complexity of requirements, one or more discussions between you and Claranet may be arranged in order to outline your requirements. These may be conducted by Solutions Consultants, Strategy Consultants, Solutions Architects and Enterprise Architects who will be applied at our discretion. It is in everyone's interests to ensure that the proposed solution will meet your requirements and one of our first roles is to focus on your business and your IT requirements. Depending on the proposed solution or whether the Hosted Voice is part of a larger solution, Claranet may produce a high level scoping report, the High Level Options Analysis. This will allow you to make an informed choice as to the recommended path.

High Level Options Analysis



What Claranet will do

Deliverable: The High Level Options Analysis report. A short, high-level scoping document.

Time to complete: The High Level Options Analysis is a consulting based service and is included up to a maximum of 2 days work at Claranet's discretion. In some instances, the work required to produce a High Level Options Analysis could extend beyond this e.g. where the requirements need extensive discussion or the options are particularly complex. If this is the case, Claranet will agree with you a charge for the additional work required to produce a High Level Options Analysis to establish the requirement.



What Claranet will do

Technical Design: Technical work beyond this falls outside of the scope of the High Level Options Analysis and is carried out in the Design phase.

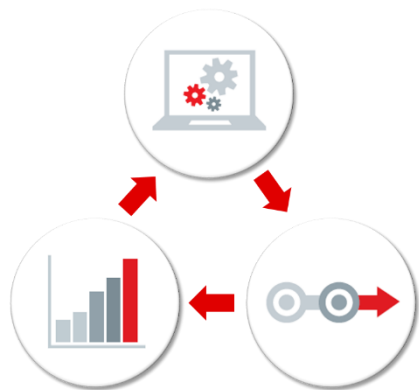


What you will do

Information sharing: Provide any requested information to allow Claranet to deliver a High Level Options Analysis. This will include full details of on-going technical contacts within your organisation. This information will form the basis of the Initial Configuration, so it is your responsibility to ensure the information provided is correct.

Packaged Consulting

Claranet has a number of pre-packaged assessments and audits that help to outline your readiness in respect of particular IT options. It may be that the completion of one or more of these packaged consultancy engagements is made as a result of the recommendations made in the High Level Options Analysis report. The completion of these assessments follow a general pattern:



Current State

Performing a real life assessment of your current environment and understanding where your business needs, and your current technical setup, may diverge.

Future State

A vision of the future for your company, taking into account strengths, weaknesses, opportunities and threats.

Transformation

The enablement program to be undertaken as a priority to advance your organisation to the desired level of maturity.



What Claranet will do

Examples of packaged assessment options:

- Linux Infrastructure Maturity Assessment (LIMA)
- Infrastructure Maturity Assessment (IMA)
- Cloud Readiness Assessment
- Open Source Assessment

Pricing: This additional packaged consulting service is optional and is a chargeable event. Claranet provides three prices for each assessment depending on the size of your company and the complexity of your requirements: Small / Medium / Large.

Consulting

A packaged consulting approach can be of significant help to many organisations. However, Claranet also provide a specialist consulting service that can be used at any time (including pre-contract) to help you in areas outside of the packaged offering. This engagement is specific to you and can cover any area that is needed with regard to your business and technology.



What Claranet will do

Specialist consulting: Provide a range of specialist expertise in a variety of areas. This includes a detailed focus on your business in order to ascertain the scoping requirement or where you are unsure as to the direction your business should take in the ever-changing IT environment.

Outcomes: Provide a full and detailed report on your available options along with recommendations of the next steps to take.

Pricing: This additional consulting service is optional and is a chargeable event and is based on a consultancy day rate.

Hosted Voice Site Services

Site VoIP assessment



What Claranet will do

Pre-agreed survey: Work with our partner who employs a range of skilled and experienced surveyors and auditors who can attend site and complete a pre-agreed survey template to capture and document the details of the existing LAN/WAN and physical infrastructure on site, as detailed above.

Time expectations: Work with the surveyor who will liaise with the site IT contact and provide the required information back to Claranet. Depending on the final audit requirements, this will determine the amount of time required on site. Claranet would expect that a single day on site would suffice in most cases to capture the information required.

Remedial works



What Claranet will do

Remedial work: On completion of the survey/audit Claranet's partner will highlight any remedial works which may be required to prepare the site for transfer to a hosted IP telephony platform, this could include cabinet tidies, installation or upgrading of structured cabling, installation of new/additional LAN switches etc.

Quotation: As part of the survey report our partner can provide a detailed quotation for each item requiring consideration, and can help you with the provision of new hardware where required. On acceptance of these costs our partner will contract directly you and would return to site to complete these works prior to the migration of the telephony platform



What you will do

Remedial works: Contract directly with our partner regarding the deployment, management or repair of LAN equipment. You are also able to contract with a separate LAN provider to complete any remedial works if required. Claranet will not deploy, manage or repair LAN equipment. If the nature of the remedial works required indicates that the site is not suitable for IP Telephony until they are completed, Claranet reserve the right to refuse to deploy the service to that site before the works are completed.

Handset deployment

The exact sequence of events for this can be discussed as part of your project, however typically our partner's engineers attend site to build, put-out, program and connect the new handsets on the desks prior to the cut-over of the system to the new platform, i.e. the site is still running on the old handsets but the new handsets are also located on the desks.

However on certain sites this will not be possible and the site will need to be transitioned within one change window, depending upon the size, layout and connectivity of each site.

The pricing for this service is provided as an engineer day rate; typically this covers 30 users in a single site; Claranet can of course provide multiple engineers to ensure a large site is transitioned in a single day, this will require quoting for the day rate multiplied by the number of engineers required. Out-of-hours (e.g. weekend or evening) rollouts are also available at additional cost.

Floor-walking, training and cut-over support.

As part of the go-live procedure, you may benefit from a "floor-walking" engineer(s) on site to assist the users on the new system, correcting faults, amending hunt-group or divert settings etc. and providing general support during the first day of operation, and beyond if necessary.

The number of days required per site is subject to further scope and is dependent upon the size of the site, the shift pattern of the staff and the amount of training required, therefore we have provided a day rate at this stage for both normal hours and out of hours working.

Administrator and end user training

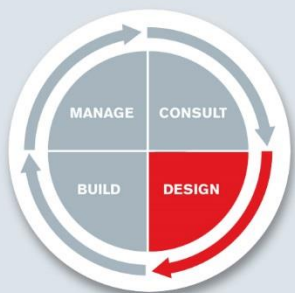
One of the most critical elements of the Hosted Voice service is the capability for you to manage your own configuration once in-life. The Business Portal is the window on the platform and allows your administrators to make real-time changes to call handling across your organisation.

In order to make the transition to Hosted Voice as easy as possible, Claranet offer two levels of training, delivered by a specialist partner, for administrators and end users.

Webinar – this is a two hour interactive online course aimed at IT or Communication team administrators within your organisation who will be responsible for the day-to-day administration of the service for you.

On-Site Training – this is a day's time with a specialist trainer and can be used either as a roving trainer or to run classroom sessions on site.

Further details are available on request.



Design

The Hosted Voice service does not require a distinct design phase but there are some details you should know before deploying the service.

Implementing and transitioning to a new voice service is a complex project, and a thorough design phase is required to ensure not only that IP network connectivity is correctly scaled and configured to provide voice services, but also to ensure that the right combination of licenses, capabilities and devices is specified and a practical roll-out plan discussed. Typically it may require the utilisation of a Solution Architect and the output of this process is a proposal document and a Statement of Works (SoW). This forms part of your agreement and will provide the technical specifications for your solution.

Typically the technical design will be completed prior to order, but further detail can be refined once the order has been placed. Any technical design work is conducted on a 'reasonable commercial endeavours' basis and will be based on assumptions made by you and Claranet.

What Claranet will do

Deliverable: A proposal document and a Statement of Works which forms part of your agreement which is detailed enough to allow a full quotation.

Standard level of design work: Produce design work on your proposed solution at a level commensurate with that of the market. It will be sufficient to allow further decisions to be made and may include input from a Claranet Sales Specialist. However, fully specifying a complex complete new hosting infrastructure is not part of the standard design work. If this is required at this stage, it can be completed using Claranet's Specialist Solution Design service.

Additional components: In the event that additional components are required outside of the SoW, Claranet will levy additional charges for the implementation and management of the modified solution. If this is the case, a new proposal and SoW document is produced. This must then be signed by you to acknowledge and accept the changes before any work is performed.

In the Design section, Claranet ask you to confirm you are aware of the features and limitations of the Hosted Voice service and understand how to interact with it.

What Claranet will do

Solution Design (network): Review your Claranet network and advise on the use of 3rd party networks (e.g. home broadband, mobile data).

Solution Design (voice): Work with you to understand the requirements of your users and your business to ensure that the service meets those needs and to specify the licenses and devices required for your service, and their distribution throughout your estate.

What you will do

Data Gathering: You will ensure that you have a clear understanding of the number of sites, users, number ranges etc. included in your current voice solution.

Requirements Gathering: You will work with the various departments and lines of business within your organization to gather requirements for the new voice service.

Communication sales specialist

As part of your standard service, Claranet provides a communication sales specialist who has detailed knowledge within this particular field, or within your own specialist vertical industry, and will support your Account Manager and Solutions Architect with and specific technical aspects of your proposal. Part of their role is also to help ensure that the

proposed technical solution will fit your business and achieve the outcomes you are looking for.

Specialist solution design

At times, the complexity of your solution design will require additional or specialist design work in order to detail your requirements.



What Claranet will do

Specialist level of design work: Produce technical design work on your proposed solution in order to specify your requirements fully. This may be completed by a Solutions Architect or a Claranet Technical Specialist in that particular field. It may be part of an overall solution.

Pricing: This additional specialist solution design service is optional and is a chargeable event and is based on a day rate for the service.

Hosted Voice service design guidance

This section covers guidance for Solution Architects and Customers on how the solution should be designed and what aspects should be considered and made explicit in the Statement of Works.

Site WAN Connectivity Guidelines

Hosted Voice consumes IP bandwidth for each concurrent call that users make. It is therefore critical that your sites are provisioned with sufficient bandwidth for the number of users in the site. Quality of Service configurations should also be deployed to ensure that the voice calls are not negatively affected by restricted or congested bandwidth at your site. This is particularly necessary where there are 5 or more users at a site, and that site is designated as an 'Office' site.

The Hosted Voice platform will optimise the voice codec depending on what device is making and receiving the call, and where that call is coming from or is going to. All of the IP Phones listed above are capable of 'HD Voice' which utilises the G.722 wideband voice

codec to improve call quality. On-net calls between IP Phones will default to this codec. On-net or off-net calls made using the UC Office desktop client will use either G.711 or G.729, depending on your settings. Outbound calls to external destinations from any device will use either G.711 or G.729 depending on how the individual user is configured.

Claranet's Solution Architects will advise you to utilise the G.711 voice codec for the majority of locations and users, which has the highest possible voice quality. Lower quality codecs should not be recommended, and used only with your specific approval captured in the Statement of Works.

Lower quality codes such as G.729 have 'mobile' type voice quality that many users find unacceptable and can make transition to the new service problematic. It is our experience that it is better to provision enough bandwidth for G.711 than to try to force a lower quality codec onto users.



What Claranet will do

MPLS connectivity: In order to maintain voice call quality in your sites where telephony is critical, it is mandatory to have Claranet MPLS connectivity delivering the voice services to that site. It is not permitted to run Office site locations over 3rd party connectivity.

Home sites: Strongly recommend that in 'Home' sites (i.e. the user's own homes and small remote offices) the fastest available connectivity option is chosen, although they may be connected using standard public internet broadband connections. Claranet will have very limited ability to troubleshoot voice issues on sites connected via public internet broadband. It is not mandatory for Claranet to provide the public internet broadband service.

Review of current speed: Review with you the current speed and QoS configurations of all sites where voice is to be deployed and to recommend upgrades to those connections to cope with the Hosted Voice service.

Please refer to the Quality of Service and Elevated Traffic guidelines in the Networks portfolio for detailed guidance on setting up MPLS networks for Hosted Voice.

Claranet has agreed the following guide, based on the number of users in a site and the likely number of concurrent calls:

Fixed users on site	Maximum concurrent calls	Minimum bandwidth required	Minimum connection	Recommended connection
1-10	3	330Kbps	ADSL2+ @ >10mb	ADSL2+ Annexe M + Elevated Traffic
10-20	6	660Kbps	ADSL2+ Annexe M + Elevated Traffic	FTTC DSL + Elevated Traffic
20-50	15	1.6Mbps	FTTC DSL + Elevated Traffic	Ethernet @ 6mps + QoS
50-100	30	3.3Mbps	FTTC DSL+ Elevated Traffic	Ethernet @ 6mps + QoS
100-150	50	6Mbps	Ethernet @ 10mbps + QoS	Ethernet @ > 10mbps + QoS

The figures above assume maximum throughput on all connections and no contending applications, and represent a ‘best case’ position. You should work with Claranet Solution Architects to ensure that the whole picture in terms of bandwidth consumption by all applications is understood and the Hosted Voice is incorporated into your network requirements.

What Claranet will do

Over-provision: Recommend a slight over-provision to cope with mobile users who may be visiting the site temporarily, for multi-party calls that users might have, and to provide headroom for peak times. Claranet does not recommend under provisioning or use of alternative audio codecs to fit more users or concurrent calls into a site – the degradation in call quality will result in failed calls and trouble tickets that cannot be resolved.

Any orders for new or upgraded site connectivity should be submitted separately ahead of the Hosted Voice service order and should be completed and enabled before the Hosted Voice service is deployed.

Consideration should also be given at this stage as to whether additional capacity is going to be needed in the immediate future (i.e. within 3 months of the planned rollout) as bandwidth increases may also need to be planned in.

Number requirements

It is critical to get an accurate gauge of the volume of numbers that you require and it is a good idea to over-provision numbers at the point of the original order so that contiguous numbers can be provided for new users as you grow.

Several of the Hosted Voice features require additional phone numbers which should be identified early and included in your initial order:

- Voicemail requires a number per site and additional numbers for hunt group voicemail accounts
- Fax Messaging requires an additional number per user
- Call Director requires an additional number per user
- Hunt Groups require an additional number per hunt group
- Call Queues require an additional number per queue

Site VoIP assessments

It is recommended that you consider having a VoIP site assessment carried out before proceeding to delivery of a Hosted Voice solution, particularly for Office locations which will have a large number of voice users. A site’s Local Access Network (LAN) can have a huge impact on the user experience of the Hosted Voice service and it is possible to avoid a lot of downstream issues with call quality by this method.

What Claranet will do

Minimum requirements: Provide a minimum requirements document for reference.

Site LAN Assessment: Arrange for an engineer to attend your site for a period of up to one day to look at a variety of metrics in your environment and also the physical state of the cabling, switching, availability of Power Over Ethernet

etc. These are non-intrusive and involve no outages of your existing setup and are not offered Out-of-Hours. These assessments are a chargeable one-off professional service event.



What Claranet will do

Pre-visit questionnaire: Provide a pre-visit questionnaire as part of the pre-sales engagement which will capture key information prior to the site visit.

Post survey assessment document: Provide an assessment document that will detail the readiness of the site for Hosted Voice and recommend any remedial action that you should take before deploying the solution at that location. It will also clarify exact costs for Claranet provided rollout services.

Claranet recommend that all sites are assessed either by Claranet or your preferred LAN partner, and that any remedial action required is completed before rollout of the service.

You should also consider your Wireless LAN setup if you have many users connecting their laptops via Wi-Fi, and then using their desktop UC clients. Claranet can recommend partners with Wireless LAN expertise if required.

The Site VoIP assessments are available at the following levels:

Level	Description	Applicability
A1	Physical Auditor/Surveyor – One Day (Physical requirements - cabling, locations, spare ports etc.)	Basic survey, recommended for sites which have recent LAN deployments. Does not load-test the LAN itself.
A2	Technical Auditor (CCNA or equivalent) (Technical requirements - documenting existing setting VLAN's, routing, network settings etc. if not provided)	Detailed Survey, recommended for sites where the Customer is unsure of the state of the LAN, will involve interrogating the system and documenting setup.
A3	LAN Assessment - Per Day (Capacity assessment, traffic mapping, network analysis)	Very detailed investigation, recommended for sites where the Customer has no knowledge of the LAN and/or the LAN is very old. Involves putting a probe on the network and testing traffic.

Please note that completion of a Site VoIP assessment does not constitute a guarantee that Hosted Voice will always function without error at that site. Local Networks are live environments and additional local applications can impact the Hosted Voice service.

Home and mobile worker bandwidth guidelines

Home and mobile workers will often be attempting to connect to the service via public internet broadband and wireless data networks. In these cases Claranet have no control over the end user's experience, as the bandwidth is shared between multiple users and applications in each environment and it is not possible to protect the voice service from interference and packet loss generated by other applications.



What you will do

Public broadband: You acknowledge that Claranet has no control over the end user's experience if the bandwidth is shared between multiple users and applications.

Claranet recommends that all Home users have a minimum download speed of 2mbps, and a minimum upload of 1mbps. In a modern home with other connected devices (e.g. laptops, tablets, smartphones, games consoles, On-Demand TV services etc.), at peak times voice services can suffer interference from other users on the network.

A home user with an IP Desk phone requires a 'Home Site' license as discussed above. The handset itself will require a direct Ethernet cable connection to the user's broadband router. Claranet does not support connecting an IP Desk phone via Wi-Fi. If the user has their own Ethernet LAN or HomePlug type setup in their home that will work but when there are issues, Claranet may ask the user to connect the phone directly to eliminate the home LAN from the issue. Home based users should also be aware that any calls will contribute toward their broadband data allowance, and they will NOT see the calls on their home phone bills.

Mobile workers will typically be using public or home Wi-Fi, or public wireless data networks (e.g. Vodafone, O2) and will be using a desktop, mobile or smartphone client to communicate. These clients are capable of additional communication methods and require an increased amount of bandwidth as users escalate through these methods.

UC application	Minimum bandwidth required	Connection recommended (GPRS/3G/4G/WiFi)
Presence (Busy/Available/In Meeting etc.) Status	10kbps	GPRS or above
Instant Messaging	10kbps	GPRS or above
Voice Call (making OR receiving)	30kbps	3G or above
Video and Desktop Share	500kbps	3G or above.

What you will do

Mobile users data tariff: Ensure that mobile users who are on public wireless data networks realise that they will be consuming data against their mobile data tariff and data cap with all of these applications, even if they are receiving the call rather than making it.

Mobile users data SIMs: Supply mobile devices or mobile data SIMs for your mobile users as Claranet will not supply these. Users who are expecting to do a lot of video or conferencing on their mobile devices should choose unlimited data packages where available and also potentially look at 4G services from their mobile supplier.

Public Wi-Fi and Wireless networks are outside the control of Claranet and we cannot troubleshoot the user's experience – there are many other users on each connection and some may be involved in very bandwidth-intensive applications (e.g. streaming audio or video) that will interfere with the operation of the UC client. Please see below for how Claranet will treat tickets raised regarding mobile users.

Mobile users may also experience service degradation if their device is running too many applications or has other restrictions applied to it.

Remote desktop environments

BT and Broadsoft specifically do NOT support deployment of PC clients or User Toolbar in Remote Desktop environments and Claranet should not recommend this model for deployment in new Customers. The behaviour of the clients is unpredictable where the

desktop is being provided by a contended off-site server environment and the end user terminal cannot be effectively diagnosed for troubleshooting purposes. There are also problems with ALG in hosted firewalls which stop SIP and the PC client working properly.

Redcare

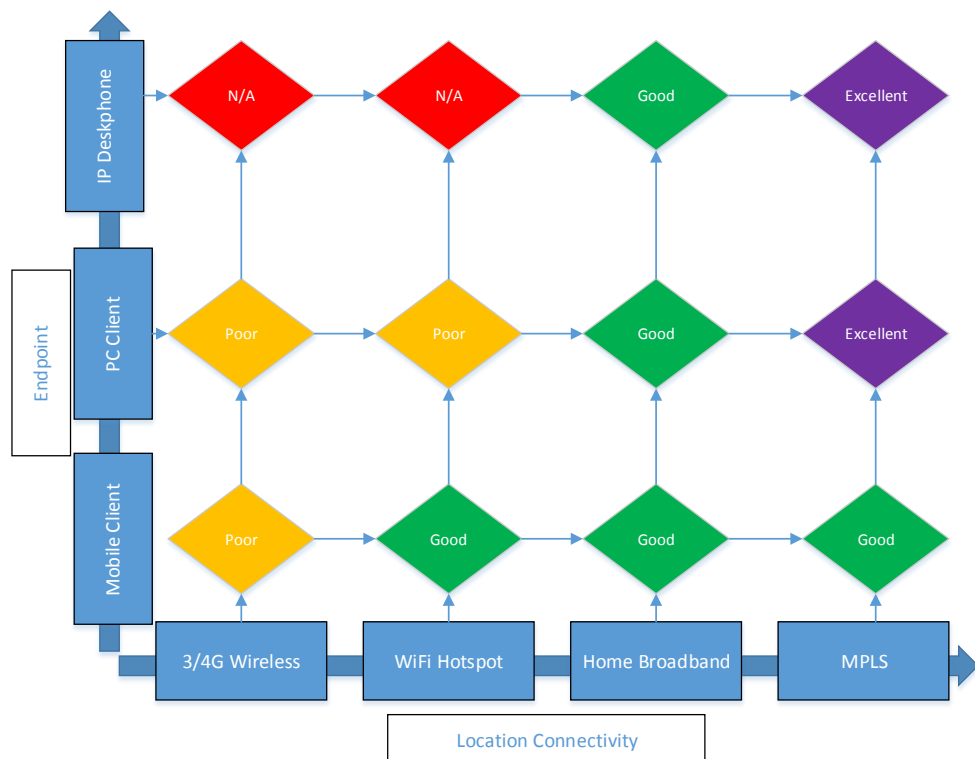
Redcare is a security service provided by BT Retail that involves BT Retail monitoring a phone line installed on a site and connected to an approved alarm system.

What you will do

Retention of PSTN line: Retain your PSTN line for any monitoring with the Redcare service as it is not possible to migrate Redcare services to Hosted Voice (or any other IP based voice service).

User requirements guidelines

Consideration should be given to the roles of individual users and how critical telephony service is to their job role. Users whose roles require regular phone use and also require that to be as reliable as possible should be set up with the most reliable combination of endpoint and connectivity, in line with the matrix below:



User experience expectation definitions

Excellent – This is the highest level of reliability and user experience and users who are very dependent on telephony should be placed in this setup. The connectivity quality protects the call from being dropped and will be the most reliable in terms of call setup (i.e. successfully connecting incoming and outgoing calls).

Good – This represents a good level of reliability and experience for most users. The vast majority of calls will connect fully, voice quality will be acceptable and few calls will be dropped. Users in high-contention locations or where there are a lot of other connected

devices and people on the same connection (e.g. on home broadband with a connected home and family or a busy hotel lounge) will experience some disruption depending on time of day and what other users are doing. High-bandwidth UC features such as video or desktop sharing are liable to slow down or fail in those situations.

Poor – This represents an unreliable mix of location and endpoint. High-bandwidth applications such as video or desktop share will not work reliably. Voice calls may fail to be connected and may drop mid-call, influenced by the position of the end user in relation to the Wi-Fi hotspot or wireless network, the behaviour of other users on the hotspot or wireless network. Smartphone and Tablet clients will also vary in user experience depending on the OS version and the device being used.

N/A – This deployment is either not possible or not supported.

By applying this model you should avoid mis-matches of job role and equipment/connectivity. For example, a desk based service agent should not be equipped with a mobile client and only 3G access, and a field-based sales manager should not be equipped only with a desk phone.

Configuration data capture

This is the second phase of your solution design and captures detailed information about all of your users and their specific requirements.

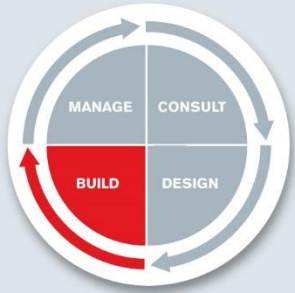
This information is recorded in the Data Capture Form or DCF, and includes:

- Site address details.
- Number porting details – individual numbers and ranges.
- New number requirements.
- Per-site license and IP Desk phone requirements.
- Site services requirements e.g. rollout support, training.
- Individual user names, email addresses and assigned numbers.

- Individual user devices and features.

This information is combined with the Statement of Works to create a complete view of the solution for you. You will need to sign off both documents as approved and this will represent what you are delivered.

The Data Capture form is available from your Account Manager.



Build

Once your service has been ordered, our Service Delivery team take over to complete the delivery process working alongside your internal teams.

The Build section covers deployment of the Hosted Voice service and the passing of administration responsibility to you.

What Claranet will do

Order completion: Complete your setup on the Hosted Voice platform and the provisioning of the licenses, numbers and devices for your service once your signed order is received.

Project Management: Depending on the scale of the project Claranet may assign a Project Manager to work with you to implement the service and manage your transition to Hosted Voice.

Site Services: If you have selected site services such as VoIP assessments or handset rollouts, we will co-ordinate these with you and your on-site teams.

Installation

What Claranet will do

Network Delivery and Configuration: If there are any upgrades or changes to your Claranet connectivity required to implement the Hosted Voice service, these will be carried out before the Hosted Voice service is deployed.

Managed Installation: Claranet will provision licenses, request number porting, and build your site and user structure in line with the Data Capture Form information.

Testing and Handover: Claranet engineers will work with you to test the service and recommend additional services if required.

What you will do

Hardware Deployment: You will deliver handsets to your users if required, and remove old equipment.

End-User Testing: Work with Claranet engineers remotely so that you can test the end user experience of the service, including handsets, softphones, reception applications etc.

Customisation Options: You will provide any customer-specific audio such as hold music, auto-attendant audio or call queue recordings in the correct format.

User Communication: Communicate with your users to ensure they know what is happening and what their responsibilities are (e.g. setting new passwords, downloading applications to their machines). You will ensure that all email communication with your users is not deleted or “junked” by accident.

Site Signoff: We will confirm when we believe the service has been deployed successfully and you will have the opportunity to request any early-life changes at that point.

What Claranet will do

Management of the installation process: Manage the installation process including the activities mentioned above and in your configuration requirements within the DCF

Logon details: Claranet will send an email containing the logon details for the Business Portal to the user’s recorded email address as each one is set up, where they can see their user level settings and download any applications (e.g. UC Office desktop client, reception console)



What Claranet will do

Customer configuration: Implement your initial configuration as detailed in the DCF. This will include the following aspects:

- All individual end user accounts, portal logins, associated devices and numbers.
- All Customer administrator account logins.
- All voicemail accounts (apart from end user audio files).
- All hunt group numbers, and hunt group members.
- All auto-attendants including audio upload.
- All call queues including audio upload, wallboard URL and login details.
- Configuring site Call Director Portal, Voice Portal and Configurable Extension Dialling.
- Site call capacity.



What you will do

Configuration by Administrators: Your administrators will be responsible for setting up the following aspects once you have access to the Business Portal:

- Call forwarding rules for site numbers (e.g. overflow from Hunt Groups, Call Forward Not Reachable).
- Uploading any custom directories.
- Setting Alternate Numbers (e.g. outbound presentation of Customer main number).
- Setting any holiday schedules or other time-based call handling rules.
- Restricting end user features as required.
- Any other features identified as 'Company' responsibility in the feature matrix in Section 2.1.
- Configuring their CRM service (if required) to work with the CRM Connect feature.
- Ensuring all users have been issued all user guides.

Configuration by End Users: Be responsible for setting up the personal applications and feature settings for each user, including the following:

- Downloading UC Office client to their desktop PCs.
- Downloading UC Office Smartphone and Tablet Apps as required.
- Downloading Reception Console, CRM Connect or Toolbar applications as required.
- Uploading any personal contacts files.
- Setting up their personal call handling options – call forwarding, personal voicemail, simultaneous or sequential ringing, speed dials etc. (please see feature matrix)

Specialist engineering

It may be that your particular setup requires additional specialist engineering work. This will be quoted individually and could include specialist change requests, work on piloting projects or prototyping.



What Claranet will do

Specialist engineering: Provide a quotation for specialist engineering work based on a day rate.

Project Management

Some Claranet projects are small, simple and very straightforward and the management of these is part of the normal operation carried out by your Account Manager, the Solution Architect and Project Co-ordinator who are already built into the cost of delivering your standard service. Other Claranet projects are much more complex and require more comprehensive project management to bring together the many elements that are needed. Claranet is conscious of the fact that the introduction of a Claranet Project Manager is a chargeable event but will suggest this when we believe it is justifiable and necessary. In addition, it may be that only a short time needs to be spent by a Claranet Project Manager in overseeing and authorising the Claranet project e.g. at the start of the project, where the project is then managed by a Project Co-ordinator, helping to keep your costs to a minimum.



What Claranet will do

Project Management: Allocate a Claranet Project Manager who is PRINCE2 qualified who will ensure that the project is initiated, implemented, carried out and closed according to PRINCE2 methodology and will be responsible for the overall control and management of the Claranet project. Full details of this can be found in the Project Management Service Description and from your Account Manager.

Testing and acceptance

Testing

The engineer configuring your service will ensure that any testing process is as transparent as possible. If actions are identified as part of this process they will be included in your delivery plan and managed to closure by your Project Owner.



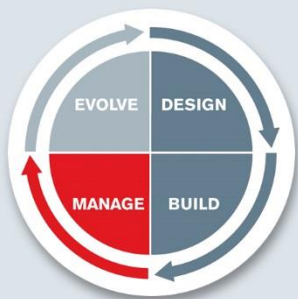
What Claranet will do

Testing: Test the hosting environment to ensure that it performs in terms of connectivity in accordance with the Service Levels.

Backing up the login details: Take a backup of any configuration and retain this along with details of any administration logins and password required prior to acceptance.

Acceptance procedure and Handover Document

Once the service is setup and connected, the ongoing management is under the process of the In-Life Management process managed by our Service Operations Team. As part of the acceptance procedure, you will be provided with a Handover Document. This contains details of how to make the most of the support facilities and who to contact in case of a query or fault.



Manage

Your business is managed by our Service Operations team who provide a pro-active, ITIL aligned, service. The Manage stage of the process covers the In-Life Management including reporting and monitoring.

In-Life Management

Once the Hosted Voice service is established and working, in-life management responsibility is passed to the customer. Your administrators and users access the management portal as required to make changes to their service day-to-day.

What Claranet will do

Company administrator accounts: Create a new company administrator account, providing your company IT team with access to the platform in order to manage users, sites, and features such as Hunt Groups. Administrators will also have access to call logging tools.

Access to the Claranet Hosted Voice Business Portal

What Claranet will do

User login details: Send an automated email with the login details for the Claranet Hosted Voice Business Portal.

Company administration login details: Send details of the company administration login which provides a different view and additional options when logging in.

Planned changes, emergency maintenance and patching

Claranet will contact you with regard to any planned maintenance as soon as we are made aware of it by our partner, BT Wholesale.

What Claranet will do

Notice: Provide at least seven working days' notice of any planned maintenance work or supplier planned engineering works (PEW) wherever possible.

Notification: Notify the nominated contacts you have provided and this is through two primary channels, the online portal and email notification. An email is sent to the nominated contact and details are announced through the online portal. The notification will contain the date and time of the maintenance, the reason, the service affected and the likely impact to you.

Problems occurring during planned maintenance: Invoke its Major Incident process should a problem occur during the planned maintenance window.

Emergency maintenance: Provide as much notice as possible and we will seek to ensure minimal disruption. Wherever possible, changes will be made at periods of low service utilization. It may be necessary to make changes to the configuration of your firewall, including traffic routing rules, **without** prior notification to ensure the continued operation and security of the managed firewall.

Patching: Apply all critical patch updates on an as required basis. Where non-critical patches are released, Claranet can apply these at your request.

What you will do

Contact list: You will be responsible for providing and maintaining the contact details including the levels of authorisation that any individuals may have. Claranet will only provide any reporting information and change requests, to those personnel in accordance with this information.

Business portal

As part of the delivery of your solution Claranet will create a number of Company Administrators within the Customer organisation. These individuals will have enhanced access to the Business Portal at

<https://hostedvoice.uk.clara.net/businessportal/login.jsp>

Administrator access allows your Company Administrator to view and configure much of their service in real time. The Administrator can access the configuration for all or a selection of sites and users and change many aspects.

This includes near-real time (15 minute delay) reporting information on the calls received and made within the organisation:

The Administrator can also configure site and user level feature, including whether or not the End User has the ability to change things themselves. For example, Do Not Disturb functionality can be turned off for individual users.

The Site and User Feature Guides give detailed information on how to manage and configure different settings, and as mentioned above, Claranet recommend that all Customer Administrators go through the Business Portal Administration Training module.

Changes managed by you

A key advantage of a service such as Hosted Voice is that it puts day-to-day change management control into your hands and the users of the service, speeding up response times for business critical changes. We strongly recommend that you have at least one Administrator Training session with our specialist partner as part of the installation process, so you can start managing your own service.



What Claranet will do

Advice: Customers may contact Claranet Support for guidance on how to perform specific changes. We may recommend further training with our partner if this would be of benefit to you.

Change of the company administrator: Make the change of the company administrator. This is a chargeable event.



What you will do

User Management: You will make changes to user's settings or configurations as permitted by the Business Portal.

Hardware Management: You will be responsible for deploying any new or replacement IP phones or accessories to your end users.



What Claranet will do

User guides: Provide your administrators with user guides and the option of training on how to manage their user and site settings. Claranet will not accept change requests via Service Desk for any of these features.

Changes to configuration: Claranet will NOT make any changes to your configuration unless requested to do so, and we may raise a professional service charge to recover our costs if Claranet is required to correct catastrophic changes caused by you.



What you will do

New Orders: Raise a new order for commercially affecting changes such as new user licences, new numbers and new sites.

Configuration settings: The nature of the Business Portal means that you will not be readily able to make damaging changes to your service, but it is not possible to 'backup' a configuration within the portal, so your administrators are recommended to make a note of the working configuration settings before changing them.

Adding and removing users

Claranet can optionally enable Customer Administrators to add and remove users from their sites, within limitations. The purpose of this functionality is to allow the customer to manage changes in their user-base that do not impact the commercial contract between you and Claranet, for example if a person leaves and is replaced.

There is no cost to enable this functionality but there are number of restrictions that customers should be aware of when using it.

- **Maximum Users Per Site** – when we enable this functionality we will put a limit on the customer’s sites that reflects the number of user licenses that have been ordered for that site. The customer will not be able to increase the number of users on their site beyond that number. If for example your office increases in size, you should raise a new order to increase the maximum number of user licenses allowed at that site. Similarly, if you wish to reduce the maximum number of users per site you should submit a cancellation request.
- **Care with user deletion** – when a user is deleted from a site, all their settings and configurations are removed and cannot be recovered. This is particularly key with users who have Call Recording. A deleted user will lose all their recorded calls, so customer administrators should archive a user’s recorded calls away from the platform before deleting the user from the Business Portal. Please see Call Recording User guide for instructions on archiving calls.
- **Key details are un-editable** – in cases of e.g. a name change of a user, it may be sufficient to change their contact email address and leave their name unchanged. If you require to change a user from e.g. Jane Smith to Jane Jones and have that change reflected in the Corporate Directory etc., it is necessary to delete the old user and re-add the user with the correct details. This is because the user name fields are key data points in the underlying database and cannot be changed.
- **All Company Admins enabled** – once enabled, the functionality is enabled for all Company Administrators within the customer configuration. Changes such as user creation etc. will show in the activity dashboard on the Company dashboard on the Business Portal.
- **No Roll-Back** – it is not possible for Claranet or our suppliers to ‘roll-back’ any changes made by your administrators. If you are uncomfortable with your administrators being able to add or remove users, it may be best not to enable this functionality or to reduce the number of administrators.

Chargeable changes

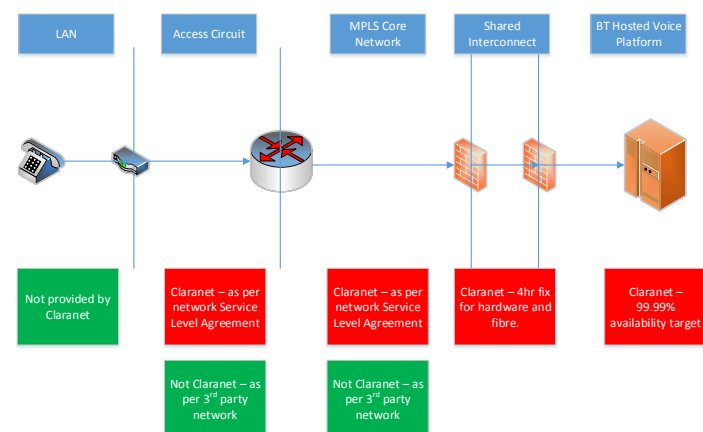
Some in-life changes are chargeable and may require a new formal order into Claranet to provision new licenses etc.

What Claranet will do

User Licenses: Claranet will provision new site and user licenses and bolt ons on receipt of a new order from you. Claranet will also provision new numbers or arrange porting on the same basis.

Service availability

The end-to-end Hosted Voice service is made up of several elements with different availability targets. The following diagram shows this breakdown:



As a result it is not practical to provide an end-to-end service availability target or Service Credit as the elements between the end user and the core platform can vary dramatically.

This is especially true if the user is experiencing the service over domestic broadband, public wi-fi etc.

The core platform is provided to us with an uptime target of 99.99%. This equates to just over 8 hours of unplanned outage in a calendar year. If you experience an outage related to your connectivity you will be able to rely on the SLA associated with the connectivity and should consider upgrading from DSL to Ethernet to get faster fix and response times for critical sites.

We will notify you via Service Notifications of any planned outages to the platform for upgrades or repairs. Typically these happen out of hours (overnight or over a weekend)

Monitoring of the service

BTWholesale monitor the core platform 24x7x365, and have an availability target of 99.99%.

Help and support

Service Desk support



What Claranet will do

Support times and Service Desk: Provide support 24x7x365 once the Hosted Voice Service has been handed over to you. Full details of how you can make the most of this service will be provided in your Handover Document.

Raising tickets: Changes to your service configuration can be made through the Claranet Online ticket request and details of this can be found in the Appendix: Help and Support

Escalation: In the event that an escalation is required, Claranet provides a clear escalation process to allow you to contact the appropriate person within the company. Details of this can be found in the Appendix: Help and Support.



Appendices

Here you will find further information regarding the technical specifications of the service as well as standard procedures and agreements.

Appendix: Features

Full feature list

The core hosted voice platform has a large number of features and capabilities, both at a site and user level, and the exact configuration will depend on what license packs are purchased and provisioned for you and your users. Please see separate documents on features for more details.

Company level functionality

Company level functionality

- Business Portal access for configuration
- Call recording

Office and Home Site level functionality

- | | |
|-----------------------------------|---------------------------------|
| Account Codes | Group Contacts |
| Authorization Codes | Group Intercept |
| Auto Attendants | Holiday Schedule |
| Call Capacity Management | Hunt Group |
| Call Director | Music On Hold |
| Call Logging | My Room Bridge (Conferencing) |
| Call Park | Phone Services |
| Call Pick Up | Series Completion |
| Calling Plans | Time Schedule |
| Company Contacts | Voice Portal |
| Configurable Extension Dialling | |
| Configurable Feature Access Codes | Additional Site Features |
| Device Management | Call Centre ACD |
| Group Calling Line ID | Wallboard |

User level functionality

Authentication	Call Forward Selective
Basic Call Logs	Call Notify
Call Forwarding Always	Comm Pilot Express
Call Forwarding Busy	Directed Call Pickup with Barge In
Call Forwarding No Answer	Distinctive and Priority Ringing
Call Forwarding Not Reachable	Do Not Disturb
Call Hold	Hot Desking Host
Call Park	Hot Desking Guest
Call Pick Up	Remote Office
Call Return	Selective Call Acceptance and Rejection
Call Transfer (Consultative & 3-Way Conference)	Sequential Ringing
Call Waiting	Simultaneous Ringing
Calling Line ID Blocking	Shared Call Appearance 5
Calling Line ID Delivery – Internal / External	Speed Dial 8
Client Call Control	Speed Dial 100
Intercept User	Toolbar
Last Number Redial	Voice Messaging inc Voice Portal Calling
Personal Contacts	
Phone Services	Additional Site Features
Three-Way Call	Busy Lamp Field
Alternate Numbers	Reception Console (30 and 250)
Answer Confirmation	UC Office Desktop
Anonymous Call Rejection	UC Office Mobile
Call Barge-in Exempt	UC Office Team
Call Director	UC Office Desktop
Push to Talk	CRM Connect

Appendix: Options

Site bolt ons

Auto Attendant

This enables businesses to have an automated receptionist answer calls, providing a personalised message to callers with a number of options for connecting to:

- Departments (i.e. 1 for sales, 2 for support)
- Extension users
- Operator

Please note the Auto Attendant does not queue calls or provide comfort music/announcements. If you require this, you will need to add a Call Centre ACD onto each option that requires alternative queuing/announcements.

One Auto Attendant license is included free in each site license. Additional Auto Attendants can be enabled by purchasing extra licenses. For example, if you wish to have more than one level of Auto Attendant, an additional license for the second tier of choices is required.

Call Centre ACD

This enables a business to have access to a basic Call Centre ACD service that allows incoming calls to be received by a single phone number and distributed among a group of users, or agents The following functionality is supported:

- Call Queuing with comfort announcements
- Comfort announcements
- Overflow to alternate destinations
- Redirection of calls outside business hours

- Music on Hold
- Uniform call distribution

A statistics report is generated at the end of each day and sent to an e-mail address overnight. This includes both call queue and agent statistics.

Please note this feature provides comfort music for one set of agents only. Where the ACD is used behind an Auto Attendant, one instance will be required for each Auto Attendant option requiring a different comfort message/using different agents.

Included within this feature is a 'Plus' pack that enables enhanced call forwarding functionality which includes:

- Alternate Numbers
- Call Forwarding Busy
- Call Forwarding Always
- Call Forwarding Selective
- Do Not Disturb
- Selective Call Acceptance
- Selective Call Rejection

Wallboard

This enables a business to monitor and display real time and historical statistics on the performance of their Call Centre ACD Queues and individual agents. Wallboard is added to a Call Centre ACD.

Example statistics that can be displayed on the Wallboard are:

- Number of calls in queue
- Longest waiting call

- Calls received
- Calls answered
- Calls abandoned

User licences

Fixed user UC bundle

This bundle incorporates a Fixed User License and a UC Business license in a single commercial package, including a monthly allowance for calls to UK local, national and mobile numbers. It does not include an IP Phone, but does include a PC desktop client with the following features:

Users are able to make and receive voice and video calls, using their Hosted Voice number, on Personal Computers, Windows and Apple based O/S

This capability is enhanced to enable:

- Voice and Video calling (including inbuilt softphone)
- Instant Messaging and presence
- Contacts and basic feature management

User license bolt ons

There are a range of additional licenses available that add capability to individual users, also available on a per-user-per-month basis. The availability matrix can be found below.

Personal user add ons

Level	Feature name	Functional user	Fixed user	Mobile user
User	CRM Connect	✓	✓	✓
User	Reception Console - Small Business	✓	✓	✓
User	Reception Console - Enterprise	✓	✓	✓
User	Busy Lamp Field (BLF)		✓	✓
User	Fax Messaging		✓	✓
User	UC Team		✓	✓

CRM Connect

This license enables users to download a plugin to their PC desktop that allows them to integrate call control into their CRM system, providing the following functionality:

- Automatic screen popping of Customer files when inbound calls are received
- Call Control from PC
- Click-to-dial from CRM file

Please note this application is not available for Mac users, please see Appendix for a list of supported applications.

Voice portal

The Voice Portal provides an Interactive Voice Response (IVR) application that can be called by end users of the site from any phone, to manage some of their features and voice

mailbox, or to change their voicemail passcode. Your Group or Company Administrator can also use the Voice Portal to record new greetings for a site's Auto Attendants.

The Voice Portal also provides a convenient way for you to manage some of the features from any phone. Details of this can be found in Appendix: Options.

The Voice Portal allows the users to:

- Log in by dialling the Voice Portal number or extension, or by dialling a Feature Access Code (default is *62)
- Manage their Voice Mailbox
- Retrieve messages
- Compose, forward, or reply to messages
- Change greetings for Busy and No Answer
- Record a personalized name for their mailbox
- Modify Passcode
- Record Auto Attendant Announcements (Group or Company Administrator only)

An extra phone number per site is required to enable the Voice Portal for users.

Call director

The Call Director user feature allows you to define one or more phone number locations e.g. a Mobile Phone (also referred as Call Director locations in this document) that can be used as extensions to the user's account. These numbers are all alerted for inbound calls, similar to the Simultaneous Ring/Remote Office feature. Call Director supersedes the Simultaneous Ring feature.

There is also the Call Director portal, which is a Site level Feature and details of the functionality can be found in Appendix: Options.

- Allows users to make calls via the Call Director Portal from any Call Director location and present their business number.
- Move calls from their device/locations to any Call Director location.

The Call Director portal allows Users to make outbound calls from any phone using their WHC service. Once the passcode and destination digits are collected by the Call Director Portal, the call proceeds as if the call originated from the user's desk phone.

Call move/handover functionality is provided by a Call Director Call Move Feature Access Code (FAC). When dialled from a User's device the active call is moved to that device. This feature access code can also be dialled via the Call Director Portal to move the call to a Call Director Location.

Please see the User and Site Feature guides for more information on this powerful feature.

Appendix: User applications

Mobile Client

These are mobile apps that can be downloaded and installed on iOS and Android smartphones and tablets. They function as VoIP clients and will typically use Wi-Fi or 3/4G wireless data from the end user device to create a SIP session for voice calls. In use they will bypass any mobile voice service that you have with the device (i.e. it will not use the phone's built in dialler, and calls made using the client will NOT show on your mobile call bill). Use of these clients will consume mobile data (if not using Wi-Fi) from your mobile data tariff (e.g. Vodafone, O2, EE) and will contribute towards any usage caps (e.g. 1Gig, 2Gig per month) that your tariff may incorporate. This is true whether you are making OR receiving calls. Further details can be found in Appendix: User applications.



What Claranet will do

OS confirmation on smartphones and tablets: Confirm which OS versions are supported and this will be policed by the device App Stores associated with each OS. Claranet will not supply smartphones or tablets and will not be undertaking independent testing of any particular brands or versions.



What you will do

Device updates: Remain responsible for keeping your device up to date and updates to the mobile app may require you to update your OS version or lose the app. Claranet will not have any control over this process. Please note this client should NOT be used for emergency services calls.

Limitations in iOS: Due to limitations in iOS, the iPhone/iPad client cannot unlock the device when it receives a call. You must unlock the phone before a call can be answered. This is not the case with Android.

Current IOS version:

<https://itunes.apple.com/gb/app/uc-one-2014/id786421882?mt=8>

Current Android version:

<https://play.google.com/store/apps/details?id=com.broadsoft.ucone.android&hl=en>

Analogue Devices and Fax Machines

Analogue devices can be connected to the service and assigned to a user license where a device needs to be able to make and receive calls but is not an IP phone. Examples of this can be found in the Appendix: User Applications

Examples of this may include:

- Fax machines.
- PDQ Machines for Credit/Debit Card transactions.
- Door entry systems.
- Hardened devices such as warehouse phones or outdoor phones.

In these cases the Hosted Voice service can incorporate an ATA device which converts analogue signals into IP. Claranet will not supply the analogue devices themselves. Please note that Fax over IP is not wholly reliable. In fax transmission, timing is critical and the conversion to and from IP can introduce a tiny but significant delay in the transmission, and can cause an inbound and outbound fax to fail. If fax is critical to your business it is often better to retain an individual PSTN phone line, dedicated to the fax machine.

UC office user application minimum requirements

Processor	Minimum requirement
Processor	A minimum 1.5 GHz CPU is recommended; Dual-core CPU is recommended for video calls at a minimum. For HD Video Quad Core x86 or equivalent at a minimum.
Memory	Minimum: 2 GB RAM
Hard Disk Space	The installation footprint is approximately 215 MB on Windows.
Additional	Open Graphics Library (OpenGL) 1.5 or higher is recommended
Connection	Minimum: IP network connection (broadband, LAN, wireless) Recommended: A 2.0 Mbps connection
Sound Card	Full-duplex, 16-bit or use USB headset

Lync Online and Skype For Business integration

It is possible for the Hosted Voice service to integrate with Lync Online or Skype For Business (S4B) Online. This integration is done at the user desktop and requires you to run both the Microsoft client and a cut-down version of the UC Office desktop client at the same time. Further details can be found in Appendix: User applications.

Each user requires one of the UC Office licenses in order to have access to the Lync/S4B Online plugin. The Lync/S4B Online component is delivered as part of the Office365 suite and does not need to be purchased via Claranet. S4B continues to provide the end-user with standard Microsoft Instant Messaging and Presence capabilities but enhances it by overlaying WHC core functionality which includes voice, video and business class features.

The plug-in looks and behaves similar to Claranet's other UC applications, albeit it offers a stripped down client and feature set with the main omission being the IM capability, which is provided by S4B. The Desktop application plug-in can be installed on any of the following operating systems:

- Microsoft Windows 7
- Microsoft Windows 8/8.1
- Microsoft Windows 10

Lync integration registry changes

Registry key	Registry entry	Type	Value
S4B 2015: HKEY_LOCAL_MACHINE\SOFTWARE\ Policies\Microsoft\Office\16.0\Lync	"TelephonyMode"	32-bit DWORD	1
Lync 2013: HKEY_LOCAL_MACHINE\SOFTWARE\ Policies\Microsoft\Office\15.0\Lync	"TelephonyMode"	32-bit DWORD	1
Lync 2010: HKEY_LOCAL_MACHINE\SOFTWARE\ Policies\Microsoft\Communicator	"TelephonyMode"	32-bit DWORD	1

Lync integration tested USB headsets

You can control incoming and ongoing calls from a compatible headset. The feature set supported is answer/hang up as well as mute/unmute. The following headsets have been tested in addition to Claranet's recommended Jabra range:

- Voyager Pro UC
- Savi 700 series
- Blackwire C3xx, C4xx, C5xx, and C7xx
- Calisto 620
- Audio 628USB
- Polycom U300
- Voyager Legend UC
- Logitech H570e
- Jabra Biz 2300/2400
- Jabra Speak 510
- Sennheiser SC 230/260

- Sennheiser SP 20

Software requirements

The Desktop Application plug-in will work with the following Microsoft instant messaging applications:

- Microsoft Lync/Skype for Business Office 365
 - Lync 2010 32-bit
 - Lync 2013 Basic 32 and 64-bit
 - Lync 2013 Standard 32 and 64-bit
 - Skype for Business 2015 32 and 64-bit

Please note:

- Only Lync/Skype for Business online/Office 365 is supported. Integration with on premises Lync deployments is not supported.
- Regular Skype is not supported, only Skype for Business is supported and both instances cannot exist on the same PC. If you have both, you will need to remove Skype if you wish to use the UC Office S4B plug-in.
- In addition, the following is required:
 - Local admin rights are required to carry out the installation so you must use a Windows user account with administrator-level access.
 - Some anti-virus software can cause problems when installing other software so consider temporarily disabling your anti-virus application for the duration of this installation; remember to enable it again as soon as the installation is complete.

Multimedia requirements

UC Office S4B plug-in requires both speakers and a microphone to make calls. Any of the following are acceptable:

- External speakers and microphone
- Built-in speakers and microphone
- Dual-jack multimedia headset

- Bluetooth® multimedia headset
- USB multimedia headset
- USB phone

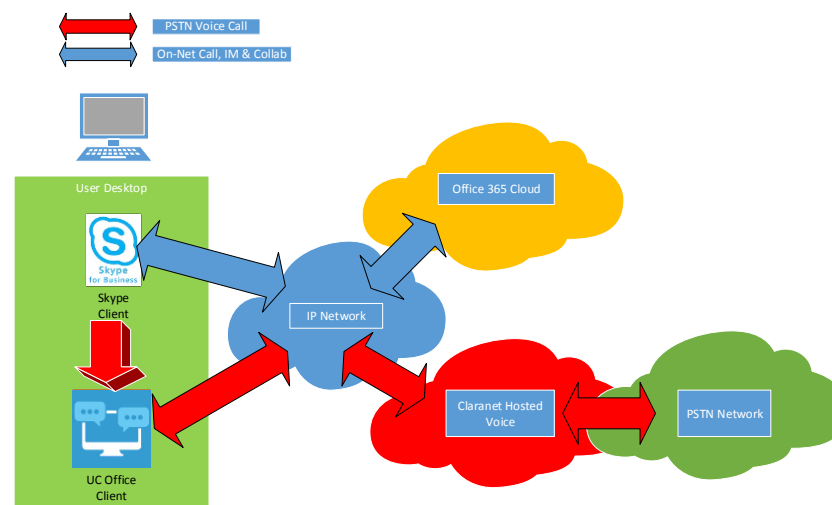
Alternatively, if you have other devices with your service, such as a desk phone or mobile phone, you can set the 'Default Call Type' to 'Call from Phone'. This means that outbound calls will be performed as click-to-dial calls and can alert your other devices (such as a desk phone), rather than using the PC as a softphone.

Video Cameras

Calls made with UC Office S4B plugin will work without a video camera, but a video camera is necessary to allow other parties to see your image if making a video call. UC Office S4B will work with most built-in and USB video cameras.

Making and Receiving Calls

The behaviour of the client-side integration is that calls to off-net numbers are initiated in Lync/S4B and trigger an outbound call from the UC Office client. Inbound calls trigger a UC Office screen popup and are not answered in Lync/S4B.



Calls can be triggered from Lync or any application (e.g. Outlook, MS Word, Internet Explorer) that integrates with Lync.

Limitations

- Calls received by the user will not show in Lync's call history.
- Multi-party calls cannot be triggered from Lync.
- Lync mobile clients will not integrate with UC Office mobile, this is desktop integration only.
- The integration will not work on Mac OS X.
- Call settings (call forwarding, simultaneous ring etc.) are accessed via the UC Office client, not via Lync/S4B.



What Claranet will do

Provision of licenses: Provision the licenses, number ranges and volumes as ordered by you.

IP Phone Handsets and Accessories: Provide handsets as ordered by you. These will be sold to you with title and will not be 'rented' from Claranet.



What you will do

Site License Information: Ensure that site license address information is correct at the time of provisioning.

Application Deployment: Ensure your end-user devices (PCs, mobile devices etc.) conform to the minimum requirements.

IP phone & accessory list

Device	Description	Link
Polycom VVX301	Basic IP phone	Click here
Polycom VVX411	Mid-Range IP Phone	Click here
Polycom VVX601	Executive IP Phone	Click here
Polycom IP 5000 Conference Room Phone	Small Room Phone	Click here
Polycom IP 7000 Conference Room Phone	Large Room Phone	Click here
Polycom VVX301/411 PSU	Power Supply	
Polycom VVX500 PSU	Power Supply	
Polycom IP 5000 PSU	Power Supply	

Polycom IP 7000 PSU	Power Supply	
Polycom Key Expansion Module – Paper	Busy Lamp Field Sidecar - Basic	Click here
Polycom Key Expansion Module – Colour	Busy Lamp Field Sidecar - Executive	Click here
Yealink T42G	Basic IP Phone	Click here
Yealink T46G	Mid-Range IP Phone	Click here
Yealink T48G	Executive IP Phone	Click here
Yealink WP52 DECT Phone	Wireless DECT phone.	Click here
Yealink CP860 Conference Room Phone	Medium conference Room Phone with additional wired satellite microphones	

Device	Description	Link
Yealink EXP40 Key Expansion Module	Busy Lamp Field Sidecar - Basic	Click here
Yealink T42 PSU	Power Supply	
Yealink T46/48 PSU	Power Supply	
Cisco SPA 112	2-Port ATA	Click here
Cisco SPA 122	ATA with Router	Click here
Yealink BT40 Bluetooth Adaptor (T46/48)	Bluetooth Dongle	Click here
Yealink EHS36 Electronic Hookswitch	Wireless Headset Adaptor	Click here

Yealink W52H SIP DECT Additional Handset & Charger Additional DECT handset [Click here](#)

There is an additional per-item delivery charge.

Device	Description
Jabra BIZ2300 Mono	Single earpiece headset, available with universal phone cable or with a USB cable.
Jabra BIZ2300 Duo	Double earpiece headset, available with universal phone cable or with a USB cable.
Jabra PRO920 Mono	Single earpiece DECT Wireless headset with charging cradle, available for Polycom or Yealink handsets.
Jabra PRO920 Duo	Double earpiece DECT Wireless headset with charging cradle, available for Polycom or Yealink handsets.
Jabra Speak 510+ UC Speaker	Portable Bluetooth wireless speakerphone with USB dongle.
Jabra Motion UC MS Bluetooth Earpiece	Bluetooth mono earpiece with USB dongle.
Yealink YHS32 Wired Headset	Single earpiece headset for Yealink IP Phones.

There is a separate delivery charge for headsets.

Billing structure

Product element	Description	Charging model
Call Usage	Charges for outbound off-net calls.	Pence Per Minute, Charged Monthly.
Geographic and Non Geographic numbers	Telephone numbers (01/02/03/08) which can be assigned to users, hunt groups, call queues etc.	One-off costs for new or ported numbers.

IP Phones and Accessories	Desktop, conference room and DECT handsets, accessories and handsets.	One-off costs for new handsets and accessories.
Implementation Services	Site surveys, LAN/WAN assessments, phone rollout and training.	One-off costs for services.
Site Licenses & Add-ons.	Licenses for Home and Office sites, includes additional features and functionality options.	Per Site Per Month costs.
User Licenses & Add-ons	Licenses for users, different bundles available.	Per User Per Month Costs.

Invoicing

What Claranet will do

Licences and Bolt-Ons: Invoice you in advance for a monthly amount in line with your formal orders to Claranet.

Call usage: Invoice you in arrears each month for the call usage you have accrued in the month. Any bundled minutes will be included in the billing calculation. Unused minutes will NOT be carried over to the next month.

CRM connect applications

Application name	Version
Act! By Sage	2008 - 2013
ConnectWise	
FrontRange GoldMine	5.5 - 8.5
Lotus Notes	7 - 8.5

Application name	Version
Maximizer	9 - 11
MS Access	2000 - 2010
MS Dynamics CRM	3 – 4, 2011
MS Dynamics CRM Online (Office 365)	N/A (web based)
MS Dynamics NAV	4 - 5
MS Outlook *	2000 - 2010
NetSuite	N/A (web based)
Sage 50 Accounts (Line 50)	2008 – 2010
Sage CRM	N/A (web based)
Salesforce CRM	Enterprise
Sugar CRM	5.0 - 6.0
SuperOffice	6.1 - 6.3
vTiger	N/A (web based)
Zoho	N/A (web based)
LinkedIn	N/A (web based)

Number management

New numbers



What Claranet will do

Provision of geographic numbers: Provision new geographic numbers for your organisations in blocks of up to 100 numbers. There are charges for each new number so it is recommended that you do not over order. Claranet cannot confirm the number ranges allocated in advance of an order, but will confirm them with you immediately before the order for the range is placed.

Reservation of a number range: Reserve a number range for 12 hours from the point of a request being made and that reservation cannot be extended. If you are unable to confirm acceptance of the allocated ranges within the 12 hours, then new ranges will be allocated and can be accepted or refused. Claranet are not able to request additional numbers that are directly contiguous with an older allocated range. Claranet are able to request numbers from any valid UK code area. Please note that new London numbers begin with 0203. The 0207 and 0208 prefixes are no longer available for new numbers

All numbers must be associated with a site (either Office or Home) for compliance with Emergency Services regulations. BT will use these details to activate the numbers and ensure the Emergency Services database is provided with accurate information in the event of an emergency.

New numbers from allocated ranges are available immediately and have no lead time for provision.

Number porting

Claranet are able to import Geographic numbers, either as a Single Line or as a Multi Line Import. Numbers cannot be allocated to a user until the port has completed.

Number porting is a process regulated by OFCOM to facilitate the porting of numbers between providers. However, there is no central register of numbers - numbers may be ported repeatedly and the porting history is held in multiple look-up tables across the different providers and is not centrally managed. As a result number porting can be both time consuming and prone to errors that Claranet cannot control or predict.

It is recommended therefore that Customers seeking to implement a service or site quickly use new numbers in the first instance and then port existing numbers as required at a later date.

Single line

Single Line Porting typically caters for an individual line that terminates onto a socket where one number is provided, i.e. a PSTN line. Where a single line number terminates onto a Feature line service, for the purpose of porting, this is usually classed as a Multi-Line order. Please note this is a minimum lead time and the losing provider may take up to 22 days.

Installation type	Minimum lead time (working days)
Single line	4

Multi-line

Multi-Line Porting caters for PBX groups or single lines that terminate on equipment, i.e. ISDN or 11+ single lines at a single address. There are three types of DDI porting requests that come under Multi-Line requests:

- Multi-Line (30 Lines or Less) – is where main billing numbers and associated numbers terminate on ML equipment, i.e. PBX. In this scenario the numbers have not been built as a DDI range.
- Multi Line Simple DDI (31 Lines or greater) – is where an entire block of numbers is to be ported over. This includes the main billing number and associated DDI's.
- Multi-Line Complex DDI – as per Simple DDI but block is to be broken up, with some lines being ported, some being ceased and some remaining on a TDM service such as ISDN.

The above lead-times are based on BT having a porting agreement in place with the provider who is losing the number (the LCP). If this is not in place then please allow an extra 80 days for service establishment to be setup.

Operators with whom BT have a porting agreement:

Operator

Affiniti Integrated Solutions	Magrathea Telecommunications
Aggregated Telecom Ltd	NPlusone Ltd
Cable & Wireless plc / Vodafone	Opal telecom Ltd
Cable and Wireless plc	Primus Telecom Ltd
Colloquium Ltd	Smallworld Media Comms Ltd
COLT	Spitfire Network Services Ltd
Communications Network Service	Teamphone.com Ltd
Easynet Group plc	Telewest Ltd
Energis	Telstra Europe Ltd
Eurobell	TG Support Ltd
Gamma Telecommunications Ltd	Thus plc
Global Crossing UK Telecoms	Verizon UK Ltd
Global One	Virgin Media Ltd
Hull (KC Communications)	VTL (UK) Ltd
Inclarity Ltd	Wavecrest UK Ltd
Intechnology Ltd	Wightcable 2005 Ltd
Jedillon Grant Ltd	

Please note if you ask for a number to be ported from another Communication Provider to Hosted Voice, the existing telephone line for that number will cease (if there is one) as a result of the number being ported away from the service. Please ensure that any DSL services are moved before a porting request is made.

Please also note that porting a number away from a Communication Provider will not cease an existing contract with that Provider and cancellation charges may be payable. Customers are recommended to formally cancel their service with other Providers to ensure they are not liable for continuing costs.

As above please note these are minimum lead times.

Installation type	Minimum lead time (working days)
Multi line	10
Simple DDI	20
Complex	25

Number porting scenarios - Import

There are a number of porting scenarios that Claranet use to import numbers, which can make a difference to the porting timescale.

Scenario	Description	Supported
Scenario 1	A BT telephone number (BT is the Range Holder) that is to be ported from the BT Public Switched Telephone Network (PSTN) or VoIP network to Hosted Voice	Supported
Scenario 2	A BT telephone number, previously exported to another Communication Provider's network, is to be ported to Hosted Voice	Supported
Scenario 3	Another Communication Provider's telephone number (other CP is the Range Holder), currently on their network, is to be ported to Hosted Voice	Supported
Scenario 4	Another Communication Provider's telephone number, already imported to the BT PSTN, is to be ported to Hosted Voice	Supported
Scenario 5	Another Communication Provider's User telephone number, currently on a different Communication Provider's network, is to be ported to Hosted Voice	Supported
Scenario 6	A range of numbers in a block that belong to 2 or more different range holders or Current Network Operator, referred to as a Mixed Range Holder Port	Supported

Scenario 7	Porting of Communication Provider's own number ranges hosted on BT's core platform to another BT Wholesale Centrex or IPX Communications Provider	Supported
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Number porting process - Import

Porting orders will be accepted or rejected within 3 working days and it is not uncommon for ports to be rejected several times before being accepted and a port date issued. The most common reject reasons are due to:

- Single Line request placed but the line turns out to be a MultiLine request.
- Incorrect installation address.
- Additional numbers on the line that you are not aware of.
- Additional product on the line, e.g. Redcare.

What Claranet will do

Ports submitted with incorrect information: There are a number of checks Claranet will seek to carry out via the OFCOM and BT porting guidance tools to try and avoid these issues but as mentioned above the process is not 100% predictable. Any ports that are submitted with incorrect information will incur a rejection charge.

Cancellation and changes to a port date: Cancel or make changes to a port up to midday, 2 working days before the port date. This incurs a one off charge.

Number porting emergency restore - Import

What Claranet will do

Faults: Attempt to restore the port through liaison with Openreach and the LCP in the event of a fault occurring during the porting process. Emergency restoration requests can be submitted up to **13.00 (1pm)** following the day of the port. However, it is not mandatory for the LCP to restore ports and there is no agreed lead-time for this process. A restoration order can take many days and may result in a loss of service for a period of time. Claranet will use reasonable endeavours to ensure a restore happens but cannot guarantee full co-operation from the LCP. Other restrictions and limitations may apply on a case by case basis. If additional services, broadband, were on this line then we cannot guarantee that these will be reinstated.

Number porting - Export

Number Export is the reverse of the import process whereby we need to export the number to another Communication Provider service, referred to as the Gaining CP (GCP). This process will be invoked if the Customer is leaving Hosted Voice for an alternative voice service, and Claranet will be the Losing Communication Provider in this process.

BT is listed as the range holder for numbers used on Hosted Voice and all such port requests will come into BT as they are responsible for applying a routing prefix (Porting Prefix) to the numbers that are moving.

When an export request is made, the GCP will submit a request into BT Openreach which will then be passed to the BT support team to validate. Once BT accept the port they will advise Claranet of the pending export. You should also submit a cancellation notice to Claranet for the number so we can process a billing cease within the terms of your contract with us.

Non-Geographic numbers

Non-Geographic numbers are those that have a code that does not correspond to a part of the UK. Typically these numbers begin with 08 or 03.

The Hosted Voice service does not currently support Non-Geographic numbers on its core platform and we cannot request or port them into the service.



What you will do

Non geographic numbers: You can source non-geographic numbers via specialist Inbound suppliers and have the non-geographic number directed to a geographic number that is on the platform. The sequence would be:

Caller Dials 08x number → call is directed to 3rd party inbound platform → platform translates 08x number to geographic 01/02 number → call is directed to the Hosted Voice platform and handled from there

Call recording

Call recording features

All calls that pass through the core voice platform can be recorded if the user is set up to be recorded in the Call Recording portal. This includes incoming and outbound calls in the following scenarios:

- Calls made and received from IP handsets on both home and office site locations, regardless of IP connection. This includes internal as well as external calls.
- Calls made or received from UC Office Desktop Client, from any location over any connectivity type.
- Calls made or taken via the UC Office Smartphone or Tablet Apps, from any location over any connectivity type, where the user taps 'VoIP Call' when making the call.
- Calls made using Call Director or Remote Office to take over any 3rd party phone.
- Inbound calls that are picked up at Simultaneous or Sequential Ring locations such as a home landline.

Calls made from UC Office Smartphone or Tablet Apps where the user taps 'iPhone Call' or similar, or where the user dials using the normal mobile dialler will NOT be recorded unless the recipient picks up the call in one of the above scenarios.

Your users and administrators can manage their recordings and set the criteria for all calls that are recorded, and invoke call recording on demand if required.

The call recorder provides PCI DSS compliance. PCI DSS requirement 3.2 stipulates that card validation codes and values must not be stored other than for transaction authorisation. The call recorder therefore provides the facility to pause and restart recordings using DTMF codes entered by the agent during the call. When credit card data is about to be given the agent keys a code into their handset. The recording pauses. When the credit card details have been completed the agent re-enters the code to restart recording.

Storage also meets PCI DSS and other regulatory standards. All recorded calls are encrypted and marked with a digital fingerprint. The encryption algorithm used is AES-256

(Rijndael). Encryption is applied at call termination prior to writing the call to online storage. The digital fingerprint uses a MD5 signature applied prior to encryption. The signature is used to verify the integrity of a call presented for playback. Tampering can therefore be identified and the use of MD5 is considered appropriate for allowing recordings to be used as legally admissible evidence.

Call recording licenses and storage

Call Recording requires an additional user license, which allows for a users' DDI to be configured into the Call Recording portal. This license comes with storage that lasts for 30 days and is subject to a fair usage policy – so after one month or when the fair usage policy is exceeded, the oldest calls will be automatically deleted from the store.

PCI/FSA Compliance can require longer storage than 30 days and this is facilitated by the purchase of extra storage, which is offered in additional Gigabytes of storage that are held for 180 days (6 months).

You can download up to 100 calls at a time from the call recording store to your own storage facility, please note this is a manual process and cannot be automated.

30 day call recording fair usage policy

The 30 day Call Recording Fair Usage Policy states that each Call Recording User will have the ability to record up to 600 minutes (100mb) for the 30 days. This can be consumed quickly. The usage policy is operated by BT Wholesale and is automated. Claranet have no ability to intervene to stop calls over the fair usage threshold being deleted.

What Claranet will do

180 day facility: Recommend using the 180 day facility if you have a lot of users who are going to be call recorded, even if their legal status does not require it. This does not have a fair usage policy and can be expanded to ensure calls are not deleted.

Deletion of call files: Send an email to your administrator for the call recording, warning them that the files will be deleted. Emails will be sent every Wednesday confirming that calls that are old or over the usage threshold will be deleted, and the deletion will happen the following Saturday at midnight.

180 day call recording

If you have current Call Recording requirements, you should audit your current storage usage and specify a GB requirement accordingly. For the purposes of estimation the following guide can be used:

Recorded users scale	Estimated number of recorded minutes	Estimated storage required
Small – 50 users or below	70,000 per month	35GB
Medium – 50-150 users	135,000 per month	70GB
Large – 150-250	350,000 per month	180GB

What you will do

Purchasing a block of space: You should purchase, at the point of order, a block of recording space in advance in line with your needs, which Claranet will then review over time. If you exceed your paid-for storage size, you will be asked to extend your order for a greater amount of storage.

Archiving: You may use your own archiving if you wish and avoid the 180 day storage per GB charge, but you must manage your own extraction of your call recordings within the 30 day window afforded by the core user license

Design & Delivery Responsibility Matrix

BT pass through terms

These terms are passed through to you from our Platform Partner:

BT are able:

- to interrupt the Service for operational reasons (including planned maintenance) where it is reasonable for BT to do so or because of an Emergency. BT agrees to restore the interrupted Service as quickly as reasonably possible and, BT will give Claranet as

much notice as possible, unless due to an Emergency it is impracticable to do so

- to take action to protect the Service if a Customer or end user is using the Service in a manner that is damaging to the Service. This may involve BT taking actions to block or restrict end user equipment from accessing the Service. BT will inform Claranet of any action taken pursuant to this Paragraph as soon as reasonably practicable.

The Hosted Voice service is not designed to be a carrier interconnect and the BT Wholesale platform for this Service will not support diallers of any description.

It is also not possible to connect the Hosted Voice service to any existing IP-PBX equipment or in any way share call control with another 3rd party application.

The Customer must take all reasonable steps to ensure that the Service is not used:

- to make nuisance calls;
- to send, knowingly receive, upload, download, use or re-use material which is offensive, indecent, defamatory, obscene or menacing;
- in a way that does not comply with the terms of any legislation or any licence applicable to the Customer or End User;
- in a manner that is in any way unlawful, fraudulent or in bad faith or, to the knowledge of the Customer, has any unlawful, fraudulent or bad faith purpose or effect; or
- in a manner that in BT Wholesale's reasonable opinion could materially affect the quality of any telecommunications service, including the Service, provided by BT Wholesale.

Service credits

The purpose of the Service Credit model is to offer you assurance that events that impact your ability to make & take calls (a critical business requirement) are treated with priority, and that Claranet continues to take action until the service is restored.

The complex nature of the IP supply chain between your endpoint and the core platform means that we cannot offer an end-to-end service credit agreement, but instead offer a Core Platform service credit model.

Service credit calculations

Claranet Hosted Voice has a Core Platform availability KPI of 99.95%.

Based on 730 hours or 43,800 minutes in each calendar month, this means that the Core Platform should be available for:

729.63 hours or 43,778.1 minutes in each calendar month.

Availability of 99.95% indicates a total of 21.9 minutes of Core Platform outage in each calendar month before a Service Credit is payable.

The scale of credit payment would be:

Availability in a month	Service credit percentage
99.95% – 98.50%	15%
98.50% – 97.00%	30%
97.00% – 95.00%	50%
Less than 95.00%	50%

Outages are measured from the point that Claranet responds to a ticket that you submit either via Claranet Online or via telephone to the Claranet Service Desk and to the point where Claranet advise that your service has been restored.

Example

A Core Platform outage lasting 120 minutes for 50 Hosted Voice Fixed Users.

120 minutes – 21.9 minutes = 98.1 minutes of Service Credit applicable outage or 99.77%

Availability bracket 99.95%-98.50% = Service Credit 15%

Standard Monthly Price of Fixed User License = £8.00 per user.

15% of Standard Monthly Price of Fixed User License = £1.20 per user.

Total Service Credit Payable:

50 x £1.20 = £60.00

Exclusions

- Non-user licenses (e.g. site licenses, bolt on licenses) are not subject to Service Credits.
- Usage costs are not subject to Service Credits.

Additionally, Claranet will have no liability for Service Credits due to or as a result of any of the following reasons:

- Non-availability of Claranet connectivity services (including any associated CPE such as EDDs and routers) – only the service agreement for the connectivity service shall apply.
- Non-availability of non-Claranet connectivity including CPE – you should pursue your ISP for financial recompense.
- Non-availability of internet access or Claranet connectivity due to cyber-attack.
- Issues related to Number Porting, Number Migration or New DDI provisioning other than where Claranet is at fault.
- Any planned or emergency maintenance of the Core Platform, whether notification has been issued or not.
- The failure of any CPE that you are responsible for managing that impacts the service e.g. local network equipment, network firewalls etc.
- Your failure to follow and comply with any training or reasonable instructions given by Claranet regarding the service.
- The use of the service for a purpose for which it was not designed or specified for.
- Any Force Majeure Event.
- Suspension of service in accordance with the terms of the contract (e.g. for fraudulent use).

- Your default or delay, or any negligent, wilful or reckless act, fault or omission by you, or any of your representatives, employees, agents or sub-contractors.
- Access issues and delays along the route of the Services across Claranet or other core IP network, or at your sites e.g. problems with the LAN.

Service credit request process

- You must apply in writing to your Account and/or Service Manager for Service Credits.
- You must apply within 30 days of the claimed outage.
- You must present evidence (ticket numbers and timings) to show the period of time that you are claiming as an outage.
- Claranet should review this evidence in light of the exclusions above to see if the claim is valid.
- Assuming the claim is valid, Service Credit should be applied at the next available billing run.

Leaving the Hosted Voice service

The Hosted Voice service can be exited reasonably easily either in part or in whole as you require.

Removing individual users

Individual user licenses and bolt on licenses can be deleted from the system by yourself or via a service request to Claranet. Please note that user license billing will continue to be in line with the minimum commitment level detailed above unless otherwise agreed.

Removing individual sites

Removing a site is a Claranet level activity to deprovision the site. Please note that any users associated with that site will also be deprovisioned so if users are to be transferred to other sites within the system this should be done before the site is deprovisioned.

Exiting the service

If you wish to leave the service at the end of your contract you are able to do so by completing the following actions:

- Porting your telephone numbers out of the service. The gaining provider may charge for this activity.
- Cancelling all users and sites via a Cancellation notification to Claranet.
- Removing all old handsets to be replaced with new provider's equipment. The handsets are the Customer's responsibility to dispose of, and may be reusable by the new service.
- Removing any voice VLANs or VRFs from your network equipment that point to the IP addresses of the Claranet Hosted Voice service.

Summary of responsibilities

Pre work	Claranet	You
List all users to be installed on the system		✓
List all sites and users in each site		✓
Identify Customer and site/group administrators		✓

Solution design	Claranet	You
Identify site features and licenses required	✓	✓
Document site feature and license requirements	✓	✓
Identify user features and licenses required	✓	✓

Document user features and licenses required	✓	✓
Document CPE/endpoint requirements - phones, apps, console	✓	✓
Document number requirements - porting and new	✓	✓
Identify on-site requirements - VoIP assessment, phone rollout	✓	✓
Agree Statement of Works	✓	✓

Interworkshop orders	Claranet	You
Book VoIP assessments if required	✓	
Advise Customer on any WAN upgrades required/recommended	✓	
Book and order any WAN upgrades - bandwidth, connection type, QoS	✓	✓

Configuration capture	Claranet	You
Plan transition - stages, sites and users	✓	✓
Identify training requirements - onsite, remote	✓	✓
Document initial configuration:	✓	✓

What users in which sites	✓	✓
Assignment of numbers to sites and users	✓	✓
Assignment of licenses to sites and users	✓	✓
Assignment of CPE/endpoints to users	✓	✓
Configuration of any Non-Geo numbers to be ported in	✓	✓
Configuration of Call Queues and auto attendants	✓	✓
Configuration of any applications (reception console, wallboard)	✓	✓
Setup of Call Recording	✓	✓
Configuration of hunt groups	✓	✓
Agree Configuration document and roll out plan	✓	✓

Help and support

Change control process

Claranet's Change Management team are responsible for requests relating to any product and service configuration changes you wish to make. The team specialise in configuration and follow strict processes, ensuring that the changes are authorised. The Change Management team are also responsible for Claranet's Change Advisory Board (CAB), which discusses and approves changes raised internally. To make a change request, see the section below on "Raising a support ticket".

Raising a support ticket and a Request For Change (RFC)

Claranet provides two ways for your approved contacts to raise, track and update standard support tickets; through Claranet Online and by telephone. For security and audit reasons, you are required to make all requests for change through the customer portal and only portal users with the correct privileges can request a change. You will only see your services listed so please select the service relating to the request for change. In the event that the customer portal is unavailable, please contact Claranet by telephone, where an emergency procedure will be in place to log change requests on your behalf. Request for changes will not be accepted through this number at any other time.



What Claranet will do

Through Claranet Online: Support tickets raised through Claranet Online are assigned to the appropriate support team based on the service you need the support for. You will only see your services listed so please select the service relating to the incident or to the service request. The response time will start from as soon as your ticket has been submitted.

By telephone: It is not always convenient to raise support tickets through the portal and therefore you may choose to use the telephone instead. When choosing to raise a support ticket using the telephone you must provide proof of identity following Claranet's standard security procedure. The response time will start from as soon as your telephone call has ended.

Escalating a ticket

In the event that you need to escalate a ticket, Claranet is ready and available to help you quickly bring your issue to closure. Within each level of the escalation path the person you speak with is responsible for evaluating your situation, facilitating the resolution plan and acting as your sponsor. The benefits of the escalation procedure are:

- ITIL accredited staff owning your escalation
- A focus on service recovery
- Improved communication
- Consistent process

An escalation may be initiated when, after working through our standard support processes and with our teams, you are not satisfied with the level or timeliness of the service you have received. Additionally, an escalation should be initiated when there is tangible impact to your production environment, or there is high risk to your business operations.



What Claranet will do

Escalation Manager: Assign an Escalation Manager who will deal with your escalation and collaborate with you to develop a communication plan. A technical plan of action may be needed to ensure resolution of a technical issue. Your Escalation Manager works as your advocate internally and will become a virtual member of your own problem resolution team. Should you feel dissatisfied with the escalation process, please contact your Account Manager directly.

Service Delivery – Fix levels and response times

The circumstances where a fix service level is deemed to be met are:

- Where you receive a telephone call (within the service level response time) resulting in a fix over the telephone;
- Where you receive a telephone call and you defer the visit of an engineer to a specific time, the fix time is measured from the specific time you specify;
- When a part which can be fitted by you arrives on site;
- Where it is subsequently discovered that the issue giving rise to the telephone call falls outside the Services agreed to be provided by Claranet;
- When the equipment has been returned to an acceptable operational status or an item of loan equipment has been supplied; and
- Where the fault relates to an excepted service.

Table: Service Level Response Times

Priority	Service Level Response	Description
1 – Critical	Within 1 hour	Total service is unavailable
2 – Major	Within 2 hours	Partial service, an element of the total service has failed

3 – Minor	Within 4 hours	Impaired service, no element has totally failed but there is a quality issue
4 – Request	Within 1 Business Day	The service is unaffected. Request for product related technical advice or configuration change
5 – Question	Within 2 Business Days	General information and feature questions related to the Service

Service levels

If Claranet fails to deliver the stated service level, Claranet agrees that you shall be entitled to receive, in lieu of all other remedies available to you, Service Credits as set forth in this section against the fees owing to Claranet under the Agreement.

In the event that you and Claranet agree that Claranet has failed to meet any service level guarantee during any given calendar month, Claranet will credit your account with a Service Credit. Service Credits shall apply only to the fee(s) for the affected service(s). Service Credits shall be deducted from the relevant monthly fee due in respect of the second month following the month in which an agreed Service Credit is claimed. The maximum amount of Service Credit a Customer can receive in each calendar month relating to this agreement is fixed to 50% of the fee for the affected Service. The Service Credits issued are liquidated damages and, unless otherwise provided in this agreement, such Service Credits will constitute your sole and exclusive remedy with respect to the failure for which they are payable.

Compensation claims

Compensation claims must be submitted, in writing (email or letter), within 30 days from the service level guarantee breach to which they refer. All claims must be submitted to the appointed Account Manager and/or Service Manager. You agree to correct problems and to attempt to minimise the recurrence of problems for which you are responsible that may prevent Claranet from meeting the service level guarantees. Requests for support received by the Service Desk by means other than telephone or request ticket (for example, by fax) will be excluded when calculating service levels.

Exceptions

Claranet excludes responsibility for meeting any service levels to the extent that meeting the service levels is affected by the following items:

- if you are in default under the Agreement;
- in respect of any non-availability which results during any periods of scheduled maintenance or emergency maintenance;
- in the event that the Service is disrupted due to unauthorised users or hackers;
- in the event that the Service is unavailable due to changes initiated by you whether implemented by you or Claranet on behalf of a customer;
- in the event that the Service is unavailable as a result of you exceeding system capacity;
- in the event that the Service is unavailable due to viruses;
- in the event that the Service is unavailable due to the your failure to adhere to Claranet's implementation, support processes and procedures;
- in the event that the Service is unavailable due to the acts or omissions of you, your employees, agents, third party contractors or vendors or anyone gaining access to Claranet's network, control panel; or to your website at the request of a customer;
- in the event that the Service is unavailable due a Force Majeure Event;
- in the event that the Service is unavailable due to any violations of Claranet's Acceptable Use Policy;
- in the event that the Service is unavailable due to any event or situation not wholly within the control of Claranet;
- in the event that the Service is unavailable due to your negligence or wilful misconduct of you or others authorised by you to use the Services provided by Claranet;
- in the event that the Service is unavailable due to any failure of any component for which Claranet is not responsible, including but not limited to electrical power sources, networking equipment, computer hardware, computer software or website content provided or managed by you;
- in the event that the Service is unavailable due to any failure local access facilities provided by you; and
- in the event that the Service is unavailable due to any failures that cannot be corrected because the you are inaccessible or because Claranet personnel are unable to access your relevant sites. It is your responsibility to ensure that technical contact details are kept up to date by submitting a request ticket to confirm or update the existing the technical contact details.