



Pure Cloud Solutions (PCS)

Service Definition – Unified Communications

Service overview

PCS provides a cloud-based Unified Communications as a Service (UCaaS) platform delivering voice, video, messaging and collaboration and AI capabilities. The service is designed for business use and supports desktop, mobile and browser-based access.

Service components

The service includes cloud PBX functionality, unified communications applications, call routing, voicemail, conferencing, collaboration tools and management via the Wildix Management System (WMS). Optional integrations with third-party systems may be configured.

Service delivery model

Wildix is delivered as a cloud service hosted on Amazon Web Services (AWS) within the European Economic Area. Each customer operates within a logically isolated service instance. Internet connectivity is required to access the service.

Access and authentication

Users access the service via supported browsers, desktop, and mobile applications. Authentication is enforced using username and password, with multi-factor authentication available. Role-based access controls restrict administrative functions.

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Configuration and customisation

Configuration is performed through the WMS interface. Administrators can manage users, call flows, devices, permissions, and integrations. End-users can configure personal settings. Core platform behaviour cannot be modified.

Availability and resilience

The service is designed for high availability using resilient cloud infrastructure, monitoring and automated recovery. Planned maintenance is communicated in advance. Availability targets are defined in service agreements.

Support and maintenance

Support is provided through defined support channels and ticketing systems. Planned maintenance and updates are applied to maintain security and performance. Support applies to approved hardware and configurations only.

Security and compliance

The service follows ISO/IEC 27001-aligned security controls. Data in transit is protected using TLS 1.2 or above and SRTP for media. Data at rest is protected through secure storage and access controls. AWS provides physical security controls.

Data management

Customer data is stored and processed within the EEA. Data retention periods are configurable. Data is securely deleted when no longer required, in line with defined sanitisation processes.

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Service exit

On service termination, customers can export their data in supported formats. Data is removed following agreed retention periods. Assistance with offboarding and data extraction can be provided on request.

Service limitations

The service depends on customer internet connectivity and supports devices. Use of unsupported hardware or configurations may limit support. Certain advanced changes require administrative approval.

Pricing and licensing

The service is licensed on a per-user basis. Contract terms, pricing and any discounts are agreed separately. Trial options may be available.

Responsibilities

Pure Cloud Solutions provides fully managed network services where selected, taking responsibility for network management, performance and security. Where a customer chooses to use their own network, the customer remains responsible for its management, configuration and ongoing performance. In all cases, Pure Cloud Solutions is responsible for service delivery and platform security

For more information. Please contact the support team on 0333 150 6780 or support@purecloudsolutions.com

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