



Session Border Controller

G-Cloud 15 Service Definition

1. Summary

Fully managed enterprise telephony/voice service, utilising Oracle's Session Border Controller for direct routing, providing a gateway between private networks and enables VoIP telephony of UC solutions. Jisc's SBC hosted infrastructure sits on the private cloud facilitated by the Janet Network; a world-class, private network designed to meet the performance needs of customer.

1.1 Features

The solution enables Microsoft Teams Telephony, other cloud-based phone systems and VoIP platforms. Features include:

- Access to a 'carrier-grade' managed hosted SBC
- Fully resilient including Geographical redundancy
- Flexible session and channel count supports your organisation as needs change
- Our organisation-centred commercials align to sector needs
- High quality connections to the Janet Network
- SIP Trunks are configured with a resilient SBC's as standard
- 1, 3 or 5year contract includes a call minute bundles
- 3yr+ Contract includes a UK GEO and mobile minutes bundle
- Dynamic monthly billing, with bill reports by email
- Bring your own carrier (BYOC)

1.2 Benefits

Benefits of the Jisc Session Border Controller include:

- Bring your own MS Teams Licenses
- Agile, Scalable and Flexible
- Fully managed reducing demands on internal resources
- Dedicated technical team for support
- Underpinned by existing Janet IP connections, or secure IP connection
- Supports digital transformation and maximises investment
- Resiliency across our solution component ensure high availability
- Pre-sales support and service support are included
- Dynamic monthly billing

- Ability to flex capacity for busy periods
- A one-stop shop solution for both SBC and SIP trunking

2. Service Description

The Session Border Controller (SBC) service provides the critical gateway deployed at the borders between Phone System and SIP trunk. Designed to enable interoperability between desktop tools like Microsoft Teams and routing telephone calls via the PSTN. (Public Switched Telephone Network). Integration with secondary VoIP-PBX's can also be provided.

The SIP Trunks when bought in conjunction with SBC service provide a bundle of call minutes describe in the next section.

Our SIP Trucks include a call minute bundle, each month when based on a three-year term, for each channel purchased of:

- 5000 UK GEO (UK geographic numbers) call minutes
- 2000 Mobile call minutes

One-year options are available on request.

The service offers dynamic monthly billing and payment and can be easily scaled up to meet organisational needs as they change.

2.1 Service Offering in Detail

2.1.1 Service billing portal

The service billing portal enables customers to view their calling history and monthly bills.

2.1.2 Fraud management and nuisance calls

The service has the provision to place a financial cap on any fraudulent calling activity and also has the option to bar calls outside of the call-minutes bundle; such as premium rate and international calls. Typically, this is done during service onboarding but can be activated or adjusted after service commencement via a request into the Jisc Service Desk.

2.1.3 Charges

Customers will be billed monthly by email. The bill will include both fixed service charges and monthly call charges, in arrears. Bills require payment through a Direct Debit facility, to be setup between the customer and our operating partner Gamma Business Communications Limited. We will help you setup this DD mandate as part of the onboarding process.

2.1.4 Calls included and excluded from the call minute bundle

The monthly geographical (GEO) minutes apply to calls to UK geographic numbers only. The monthly mobile minutes apply to calls to mobile numbers on the main UK mobile networks only. Mobile minutes are offered on 3 year and 4-year contracts

The monthly GEO minutes and monthly mobile minutes are structured to avoid per-minute billing and so the total number of calls per channel shall not exceed the limits for the monthly GEO minutes and monthly mobile minutes stated above, which are the fair usage limits. If the fair

usage limits are exceeded in any month, the customer will be notified and given an opportunity to increase the number of channels to incorporate the additional minutes. If this opportunity is not taken, JSL reserves the right to charge a per minute price for the additional minutes used. The monthly GEO minutes and monthly mobile minutes reset each calendar month so any used minutes will not roll-over to the following month.

Calls to 01, 02 or 03 numbers are considered UK geographic numbers for the purposed of the monthly GEO minutes but calls to 03 numbers must not exceed 15% of the total number of calls made from the endpoint. Calls to any other numbers including, by way of example only, 08, 09, 118, international or premium rate numbers are not considered UK geographic numbers and calls to these numbers are therefore not included in the monthly GEO minutes.

Calls to mobile numbers not on the main UK mobile networks and calls to international mobiles are not included in the monthly mobile minutes.

All calls for minutes not falling with the monthly GEO minutes or monthly mobile minutes will be charged according to the rates set out in the current call charges tariff, which is available on written request from your JSL service manager by contacting them at SBCOperations@jisc.ac.uk.

2.1.5 End user's location recording

999 is the national emergency response service in the UK. 112 is the pan-European equivalent to 999 and can be used in the UK.

Jisc's SBC service supports 999/112 public emergency call services, and such calls will be routed to the national emergency call handling agents. However, these services do not operate in the same way as PSTN fixed line 999/112 public emergency call services; connection to such services may not be possible in the event of a service outage caused by loss of end user connectivity to the internet for whatever reason.

In such circumstances the end users should use their PSTN line, or mobile phone, to make the emergency call.

Furthermore, it may on occasions not be possible for emergency services personnel to identify the end user's location and telephone number so this information should be stated promptly and clearly by the end user when making such a call.

2.1.6 Administration of services

The specific procurement process for the G Cloud framework should be followed for both quotes and orders for this service. Once an award has been made Jisc will contact the customer to fulfil their order.

2.1.7 Eligibility

This service can accommodate all organisations through G Cloud procurement.

2.1.8 Service prerequisites and requirements

To take up this service your organisation will need to order a minimum of 10 channels on the SIP trunk procured.

2.1.9 Onboarding

Customers will be onboarded within 45 business days of receipt of all service onboarding forms by the Service Delivery Group. This includes the return of the signed Service Agreement and the completed Direct Debit mandate. If you have asked us to port your (transfer) existing numbers into the Jisc SIP service, this can add an additional 14 days to the onboarding SLA.

Upgrades of existing service will also be actioned within 45 business days. As a new service this is likely to change in the first six months following the launch of the service.

Cancellation of services require 30 days written notice and will be implemented within 20 business days of approval by us, unless the cancellation is prevented by reasons beyond our control.

2.1.10 Target Availability

The service is offered for 24 hours every day of the year. It relies on several components:

- IP connectivity - your access to the SBC platform is dependent on the availability of a reliable IP Connection. Jisc's SBC platform - the platform uses a 'carrier grade' Oracle SBC in a high availability pair.
- The availability of the hardware is 99.999%.
- Resilient SIP trunk endpoints - our SIP trunk endpoints are configured as standard, with a resilient SBC, for automatic failover and failback.

2.1.11 Fault management and escalation

Service faults should be reported to the Jisc Service Desk by calling 0300 300 2212 or emailing help@jisc.ac.uk.

2.1.12 Service Maintenance

Scheduled maintenance work is normally timed to take place in the period between 07:00 and 09:00 on Tuesdays. All such work is advertised via the trouble ticket system. The Jisc Service Desk will give prior warning to organisations directly affected by scheduled maintenance work.

2.1.13 Billing enquiries

Billing enquiries should be made to SBCOperations@jisc.ac.uk. Typically billing errors will be corrected through an adjustment in the next monthly bill.

2.1.14 Price Changes

For calls outside of the call minutes bundle these are subject to change at 30 days' notice. Jisc will reflect changes to our supplier costs which are based on the Telco wholesale line rental market.

2.2 Service Options

2.2.1 Microsoft Teams Consultancy

We can offer consultancy to confirm the viability of teams as a voice service and to help articulate the business case for it. We also provide professional services to support migration existing voice services to Teams with Jisc's SBC service, providing direct routing capabilities.

2.2.2 PBXs Integration Consultancy

We can offer some integration with existing legacy telephone systems (PBXs) as part of the service. In addition to this it may be possible to offer more complex integration supported by consultancy from our delivery partners.

2.2.3 Call Centre Integration

We can work with you to integrating the service into the IP Call Centre, working with the vendors to support this integration.

2.3 Service Onboarding

Led by our Service Delivery Team, customers are helped to capture the type, size and particulars of the telephony provision required along with onboarding options such as assigning new DDI phone numbers and to port existing numbers into the service.

The team can then quote and provision the service to the customers exact requirements. They manage contract exchange, setup billing and payment arrangements, and arrange for portal access. They also oversee service instantiation, testing, facilitate Microsoft Teams integration, and conclude by confirming acceptance of the service by the customer.

2.4 Service Offboarding

Service termination is defined as end of contract, without transfer of services to a new provider or customer function. In this case, on Service termination Jisc will remove the customer details and service configuration from our solution infrastructure.

2.5 Customer Responsibilities

Organisations have the following responsibilities in relation to the service:

- To provide suitable contact details of a representative from within their organisation
- To provide all relevant site information as requested.
- To provide accurate contact and payment details at service onboarding.
- Agree to pay for the service through Direct Debit via our delivery partner Gamma Business Communications Limited. This will be facilitated during service onboarding.
- Comply with the G-Cloud 15: Terms and conditions for the SBC Service
- Follow designated procedures for logging incidents and change requests.
- Provisioning and maintenance of their own internal network and facilities in order to utilise the SBC service.
- Ensure communications facilitated by the SBC service are in accordance with the service conditions. Acceptable Use Policy.
- To provide suitable connectivity or if Janet connected adhere to Janet security and connection policy.

3. Service Management

Jisc is a proven network and service management specialist with extensive experience of service management implementation, network operation, security and continual service improvement. All our operational processes are aligned with ITIL v4 and managed within our ISO 9001 QMS. Information assurance is provided through our ISO 27001 certification.

3.1 Network Incident Management

The SBC service will follow ITIL incident management process guidelines to log, assign and diagnose incidents and to restore service operation as quickly as possible with the minimum disruption, in line with the agreed hours of service.

Our volume of incidents is not sufficiently large to warrant distinct priority levels. The timings below indicate the target time to respond to an incident.

Service Incident Response	Targets
Our response target is the same for all service incidents. For urgent incidents: incidents involving Service component failing or severely impaired, resulting in serious business-wide impact or multiple users/services impacted.	24/7/365 P1 Critical – 15 mins response P2 Major – 60 mins response P3 Minor – business hours For non-urgent incidents: our message handling staff will email will be sent to our service desk for attention during the next business day. For urgent incidents: our message handling staff will forward details will be passed to engineers will respond within 1 hour with email responses to urgent incidents.

Incidents are managed 24 x 365. Note: Incident resolution targets do not apply in cases where the incident is outside of Jisc's control, e.g. local connectivity problems within a customer data centre. Or where the custom is not on-site to affect incident resolution.

Faults with the service may be reported via the service desk by calling 0300 300 2212 or emailing help@jisc.ac.uk. Urgent faults **must** be reported by telephone in order to receive immediate attention.

If you are experiencing an issue with the service and wish to escalate the issue, please contact us via the service desk details above.

3.2 Service Requests

The SBC service will follow ITIL request fulfilment process to manage service requests.

Service Request	Target
A request for information, advice, access to a service component or change request..	4 hours

Service Requests are managed Monday-Friday 09:00-17:00-excluding UK public holidays unless otherwise stated. Please note that if the Service Request is impacting service this should be raised as an incident. Requests for Change will be managed.

4. Ancillary Services

Our programme of 6 short online workshops is aimed at supporting you through the design and configuration of your Teams Phone System, right through to porting.

- Workshops are scheduled alongside your Jisc SBC setup and testing activities to ensure the information is relevant to your Jisc SBC onboarding progress, with the final workshop delivered close to (or on) your porting date.
- Workshops are delivered in two different formats: discussion and whiteboard, and lab-style guided setup.
- Discussion and whiteboard sessions are high-level, aimed at senior stakeholders, and are mostly non-technical in content.
- Lab-style guided setup sessions are hands-on and practical sessions, aimed at technical staff and support you and your team's understanding, explaining why things are done the way they are, and where they live in your tenant.
- Each workshop lasts between 1-3hrs, and we advise a maximum of 12 participants per workshop
- (attendees are invited by you). Each workshop is recorded for your reference.

Workshop 1 Initial Design and Licensing.

Workshop 2 Setup Call Queues/Auto attendants.

Workshop 3 Call Plan Setup and Testing.

Workshop 4 Handsets and Hardware.

Workshop 5 Number assignments.

Workshop 6 Porting, testing and acceptance validation.

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