



Business

CLOUD COMMUNICATIONS - CISCO WEBEX

G-Cloud 15: **Service Definition Document**

Date: **January 2026**

Issue number: **1**

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Brand Statement

Buyers entering into a Call-Off Contract will be contracting with Virgin Media Business Limited ("The Supplier").

On the 1st August 2025 Virgin Media O2 Business and Daisy Group merged to create a new B2B telecoms powerhouse – O2 Daisy.

O2 Daisy is fully consolidated by Virgin Media O2 with a 70/30 ownership structure with Daisy Group. The corporate brands Virgin Media O2 Business, Virgin Media Business and O2 Business remain.

For contracting purposes, customers of these brands contract with Virgin Media Business Ltd. Depending on the services to be provided, affiliate companies may act as billing and collection agents, such as Telefonica UK.

1.0 Overview

Cloud Collaboration from Cisco Webex delivers enterprise grade voice telephony, video, presence, collaboration and conferencing services to enable effective and efficient communication and teamwork, regardless of device or location.

The service is based on Webex collaboration tools from Cisco, the global market-leading unified communications vendor. Virgin Media O2 Business is a Cisco Gold Partner with Advanced Cisco Managed Service Provider status with specialisations in Collaboration based on the Cisco Webex Suite. The Service is,

- Hosted in Cisco datacentres and is fully managed and supported by Virgin Media O2 Business
- Fully integrated to our core Strategic SIP platform and connectivity products such as IPVPN and SDWAN
- Complimented by Cisco's Webex Cloud for the delivery of Webex Meetings and Webex App for team collaboration
- Provides a range of telephony and video conferencing end points
- An end-to-end communications and collaboration solution for medium and large organisations.

2.0 Service Definition

2.1 Product Overview

Cloud Collaboration from Cisco provides unified communications services through provision of the following key features:

- **IP Phone based telephony** including conference, wireless and Analogue Terminal Adapter (ATA) devices to support analogue equipment.
- **Software based telephony** via desktop, mobile or tablet software applications leveraging the Webex App.
- **Advanced hosted PBX functionality** including Voicemail and Unified Messaging.
- **Superior team collaboration** with Instant Messaging & Presence, file and desktop sharing, a host of productivity enhancing features.
- **Interoperability & integration** into widely used productivity tools such as Office 365 including Microsoft Teams, slack, and others.
- **Online self-care, administration, and visibility** through a user-friendly portal.

Enhanced though optional add on services:

- **Cisco Webex** collaboration suite with Cisco's broad range of office and home video end points

Access to the service is enabled through the following connectivity options:

- Internet (Over the top) (Included)
- Webex Edge Connect (Optional)
 - Virgin Media O2 Business IPVPN (Optional)
 - Virgin Media O2 Business SDWAN (Optional)

PSTN connectivity, is included with the service, meaning the Buyer does not need to buy SIP separately from another provider. Virgin Media O2 Business offer either a rated per minute tariff or inclusive call bundles for PSTN calls.

2.1.1.1 Webex Product information Pages

Webex Product	Data Sheet Links
Webex Calling	Webex Calling
Webex Contact Centre	Webex Contact Centre
Webex Connect	Webex Connect
Webex Meetings Product information	Webex Meetings
Webex Webinars	Webex Webinars
Webex Messaging	Webex Messaging

2.2 Subscriptions: Feature Packaging

Subscriptions for the core service are either assigned to a named end user or one physical end point and are charged on a monthly subscription basis. The subscription covers the service, software, hosting as well as SIP connectivity to the public telephone network.

2.2.1 Webex Call Subscription Feature Matrix:

Flex 3.0 licenses		
Feature	Professional	Workspace
Alternate Numbers with Distinctive Ring	Y	
Anonymous Call Rejection	Y	
Barge-In Exempt	Y	
Call Forwarding When Not Reachable (Business Continuity)	Y	
Configure in Control Hub (Admins)		
Configure in the Calling User Portal (Users)		
Busy Lamp Field (Monitoring)	Y	Y
Call Forwarding Always	Y	
Configure in Control Hub (Admins)		
Configure in the Calling User Portal (Users)		
Call Forwarding Busy	Y	Y
Configure in Control Hub (Admins)		
Configure in the Calling User Portal (Users)		
Call Forwarding No Answer	Y	Y
Configure in Control Hub (Admins)		
Configure in the Calling User Portal (Users)		
Call Forwarding Selective	Y	
Call History	Y	
Call Hold and Resume	Y	Y
Call Logs with Click to Dial	Y	
Call Notify	Y	
Call Queue Agent	Y	Y
Call Recording	Y	
Call Redial	Y	Y
Call Return	Y	
Call Transfer	Y	Y
Call Waiting (for up to 4 calls)	Y	Y
Configure in Control Hub (Admins)		
Configure in the Calling User Portal (Users)		

Flex 3.0 licenses		
Feature	Professional	Workspace
Call Waiting ID	Y	Y
Connected Line ID Restriction	Y	
Directed Call Pickup	Y	
Directed Call Pickup with Barge In	Y	
Do Not Disturb	Y	
Executive/Executive Assistant	Y	
Extension Dialling, Variable Length	Y	Y
Feature Access Codes	Y	Y
Hoteling		Y
Hoteling Guest	Y	
Inbound Caller ID (Name)	Y	Y
Inbound Caller ID (Name and Number)	Y	Y
Inbound Fax to Call	Y	
Mobility	Y	
Multiple Line Appearance	Y	
N-Way Calling	Y	
Single Number Reach (Office Anywhere)	Y	
Configure in Control Hub (Admins)		
Configure in the Calling User Portal (Users)		
Outbound Caller ID Blocking	Y	Y
Configure in Control Hub (Admins)		
Configure in the Calling User Portal (Users)		
Personal Phone Directory	Y	
Priority Alert	Y	
Privacy	Y	
Push to Talk	Y	
Selective Call Acceptance	Y	
Selective Call Rejection	Y	
Sequential Ring	Y	
Shared Call Appearance	Y (35)	
Simultaneous Ring	Y	

Flex 3.0 licenses		
Feature	Professional	Workspace
Speed Dial 100	Y	
T.38 Fax Support	Y	Y
Three-Way Calling	Y	Y (MPP Phones Only)
Call Intercept	Y	Y
User Web Portal	Y	
Video (Point to Point)	Y	Y
Visual Voicemail	Y	
Voicemail	Y	

Table 1 - Webex Calling License Features

2.2.2 Webex Contact Centre Subscription Feature Matrix

Features	Standard	Premium
Inbound and outbound voice	Included	Included
Intelligent skills-based routing and queuing	Included	Included
Browser-based agent desktop	Included	Included
Touch-tone IVR	Included	Included
Voice callback ¹	Included	Included
Web callback ¹	Included	Included
Basic outbound (preview dialling) ²	Included	Included
Call recording (with one month of storage)	Included	Included
CRM connectors for Salesforce, Zendesk, and MS Dynamics	Included	Included
Standard and customizable reporting	Not included	Included
Multi-channel reporting and analytics (Analyzer)	Not included	Included
Real-time and historical reports data storage	Not included	Included
Email and web chat media	Not included	Included
Supervisor privileges (monitoring, barge-in, and coaching of all agents)	Not included	Included
Speech-enabled IVR	Optional	Optional
Additional recording storage	Optional	Optional
Campaign management (outbound campaigns)	Optional	Optional
Workforce Optimization Quality Management (QM)	Optional	Optional

Features	Standard	Premium
Workforce Management (WFM)	Optional	Optional
Workforce Optimization (WFO) Analytics ³	Optional	Optional
Workforce Optimization (WFO) Analytics with transcription ³	Optional	Optional
Workforce Optimization (WFO) bundle ⁴	Optional	Optional

Table 2 - Webex Contact Centre License Features

2.2.3 Webex Contact Centre Buying Models

Agent Types	Description
Standard Agent	Standard Agent provides essential functionality to voice-only call centres with typical or sophisticated needs. Standard Agent functionality includes browser-based agent desktop, inbound and outbound voice, call recording, touch-tone IVR, web and voice callbacks, and standard CRM connectors.
Premium Agent	Premium Agent includes all Standard Agent features and adds omnichannel communication such as chat and email, multi-channel reporting and analytics, and supervisor monitoring and barge-in for all types of agents.

Table 3 - Webex Contact Centre License Types

Buying Model	STANDAR AGENT	PREMIUM AGENT
Concurrent Agent	X	X
Named Agent	X	X

Table 4 - Webex Contact Centre Buying Models

2.2.4 Webex Experience Essentials Features

Features	Customer Experience Basic	Customer Experience Essentials
License	Included with Webex Calling professional license.	Requires Customer Experience Essentials license which is available through Flex Plan 3.0. Customer Experience Essentials license includes Webex Calling professional license.
Administrator		
Call Handling		
Number of calls in queue settings	X	X

Features	Customer Experience Basic	Customer Experience Essentials
Caller ID settings	X	X
Distinctive ringing	X	X
Language and time zone settings	X	X
Call back	X	X
Agents and supervisors' management	X	X
Set agent status	X	X
Join/Unjoin agent to queue	X	X
Call routing		
Priority-based routing	X	X
Skill-based routing	X	X
Stranded call routing	X	X
Bounced call routing	X	X
Call forwarding	X	X
Holiday routing	X	X
Non-business hours routing	X	X
Forced forwarding	X	X
Queue Settings		
Screen pop	—	X
Call overflow setting	X	X
Announcement		
Welcome message	X	X
Estimated time wait message	X	X
Comfort message	X	X
Comfort message bypass	X	X
Music on hold	X	X
Call whisper message	X	X
Analytics		
Call queue status	X	X
Call queue agent status	X	X
Live queue status	X	X

Features	Customer Experience Basic	Customer Experience Essentials
Reports		
Call queue status report	X	X
Call queue agent status report	X	X
Supervisor		
Supervisor experience in Webex App	—	X
Click chat option in supervisor's agent dashboard to message an agent	—	X To use this feature, the agent and supervisor must have assigned the Webex Basic or Advanced Messaging license.
Monitor agent	X This functionality is accessible only through FAC	X
Barge into agent call	X This functionality is accessible only through FAC	X Currently, this functionality is accessible only through FAC.
Coach agent	X This functionality is accessible only through FAC	X Currently, this functionality is accessible only through FAC
Take over call from agent	X This functionality is accessible only through FAC	X Currently, this functionality is accessible only through FAC.
Set agent status	—	X
Join/Unjoin agent to queue	—	X
Sign out an agent	—	X
View real-time agent status	—	X
View real-time queue status	—	X
View historical agent statistics	—	X
View historical queue statistics	—	X
Agent		
Agent experience in Webex App	X	X

Features	Customer Experience Basic	Customer Experience Essentials
View queue details such as calls in queue, longest wait time, agents total, agents idle, agents available, and agents unavailable.	—	X
Set availability status	X	X
Join/unjoin queue	X	X
Answer calls	X	X
Make outbound call	X	X
Make conference call	X	X
Transfer call	X	X
Forward call	X	X
Call back to callers	X	X
View screen pop	—	X
View real-time call queue	—	X
Access multi call window	X	X

Table 5 - Webex Experience Essentials Features

2.3 Webex Feature Sheets

Webex Product	Data Sheet Links
Webex Calling Features	Features available by license type for Webex Calling
Webex Contact Centre	
Webex Experience Essentials	Customer Experience Basic and Customer Experience Essentials feature comparison

2.4 Webex Suite Data Sheets

The following links provide information on the features for the different Webex Suite products and should be referred to, to find the latest information.

Webex Product	Data Sheet Links
Webex Calling	Webex Calling Data Sheet
Webex Contact Centre	Webex Contact Centre 1.0 Data Sheet
Work Force Optimisation	Webex Workforce Optimization Data Sheet
Webex Connect	Webex Connect Data Sheet
Webex Webinars	Cisco Webex Meetings Data Sheet
Webex Edge Connect	Webex Edge Data Sheet

Table 6 - Webex Suite Data Sheets

2.5 Cisco Buyer Conditions

Webex Product	Data Sheet Links
Cisco End User License Agreement	Cisco EULA
Cisco Webex Buyer Conditions	Cisco Collaboration Flex Plan - Webex
Cisco Webex Contact Centre Buyer Conditions	Cisco Collaboration Flex Plan - Contact Centre
Cisco Webex Connect Buyer Conditions	Webex Experience Management
Cisco Webex Events Buyer Conditions	Cisco Webex Events Offer Description
Cisco Webex Messaging Buyer Conditions	Cisco Collaboration Flex Plan - Webex messaging

Table 7 - Cisco Buyer Conditions

2.6 Cisco Enterprise Agreements

Webex Product	Data Sheet Links
Cisco Enterprise Agreement information	Cisco Enterprise Agreement
Cisco Flex Plan information	Cisco Flex Plan Infographic

Table 8 – Cisco Enterprise Agreements

2.7 Security, Privacy and GDPR

Webex Product	Data Sheet Links
Cisco Trust Portal	Cisco Trust Portal

Table 9 – Cisco Security, privacy and GDPR documentation

2.8 Webex Elements

Webex Product	Data Sheet Links
Webex Calling Site Survivability	Webex Calling Site Survivability data sheet
Webex Calling Site Survivability features and Config	Site survivability for Webex Calling
Colocation of Local Gateway and Site Survivability	Colocation of Local Gateway and Site Survivability on Cisco IOS Managed Gateways
Local Gateway for Webex Calling	Get started with Local Gateway
Configure local gateway for Webex Calling	Configure Local Gateway on Cisco IOS XE for Webex Calling
Local Gateway High Availability	Implement CUBE high availability as Local Gateway
Port Requirements for Webex Calling	Port Reference Information for Webex Calling
Network Requirements for Webex	Network Requirements for Webex Services
Device Compatibility for Webex Calling	Supported devices for Webex Calling
Webex Calling feature support Matrix	Webex Calling feature support matrix
Webex Help Pages	Webex Help and Support

Webex Go	What is Webex Go
Webex Experience Essentials	Webex Customer Experience Essentials

Table 10 – Webex Key information Links

2.9 Cisco Devices

Webex Product	Data Sheet Links
Cisco Headsets	Cisco Headsets: Wired & Wireless Business Headsets - Cisco
Cisco IP Phones	Cisco IP Phones
Cisco Room Kits	Cisco Room Kits and Video Bars
Cisco Board Pro	Cisco Board Pro
Cisco Meeting Rooms	Cisco Integrated Room Systems
Cisco Meeting Rooms Accessories	Cisco Room Accessories
Cisco Desk Mini	Cisco Desk Mini
Cisco Desk	Cisco Desk
Cisco Desk Pro	Cisco Desk Pro
Cisco Camera 1080p	Cisco Desk Camera 1080p
Cisco Camera 4k	Cisco Desk Camera 4K
Cisco Devices certified with Microsoft teams	Cisco Devices for Microsoft Teams Rooms

Table 11 – Cisco Devices product information

2.10 Support and Training –Standard Setup

For the administrators and end users, being able to use and configure the services and features is a key to adopting the features and functionality and getting the value out of the solution and licensing capabilities. The Supplier has a range of options to help administrators and end users use and adopt the services.

2.10.1 Service Summary

The following describes the services that would be covered under the Standard Setup fee set out in the accompanying pricing document. Any services outside of this service description can be provided based on the scope of services required being agreed in writing between the Supplier and the Buyer, and the Charges set out in accompanying pricing document shall apply to such additional services.

2.10.2 Webex Standard Setup Assist Service

The Supplier shall provide the Services during Standard Business Hours (9:00am to 5:00 pm local time) on Business Days. The Services include:

- Project Management
- Discovery and Assessment Phase
- Solution Design Phase
- Migration Planning Phase
- Implementation Phase
- Migration Execution

- Post Migration Phase

2.10.3 Location of Services

Services are delivered remotely.

2.10.4 Project management

2.10.4.1 Project Management - The Supplier Responsibilities

- Provide The Buyer with a list of designated Supplier personnel roles and responsibilities.
- Work with The Buyer to identify and document dependencies, risks and issues associated with the successful completion of the project.
- Provide a Project Schedule highlighting deliverables, project status report frequency, corresponding milestones, planned project events, resource(s), and timescales.
- Participate in scheduled project review meetings or conference calls, if required.
- Provide a handover, with follow on actions and exception reports (if necessary) upon project completion.

2.10.4.2 Project Management - The Buyer Responsibilities

- Provide the Supplier's project manager with a list of designated Buyer personnel roles and responsibilities under this service description.
- Ensure that key Buyer personnel (such as architecture design and planning, network engineering, network operations personnel) are available to provide information and to participate in review sessions, workshops and other information gathering activities. The Buyer's Project Manager will also ensure that the Supplier is provided with all information, data and documentation, he Supplier reasonably requires to provide Services and comply with the Supplier's responsibilities under the Call-Off Contract. This information includes, but is not limited to:
 - (i) information relating to the Buyer's network, design, business and other applicable requirements.
 - (ii) functional and/or technical documentation relating to such requirements.
 - (iii) topology maps, configuration information and existing and proposed network infrastructure.
- Identify primary and backup Buyer-authorized site contacts who shall provide necessary information, obtain access clearances, and coordinate with other organizations/third parties with respect to Services at that site.
- Participate in scheduled project review meetings or conference calls, if required.
- Coordinate with any external third parties, such as in-country carrier/telco activities, deliverables and schedules
- Ensure that the Supplier's request for information or documentation needed for the project is provided within two (2) Working Days of the Supplier's request, unless the parties agree to another time period for response.

2.10.5 Discovery and Assessment

2.10.5.1 Discovery and Assessment - The Supplier Responsibilities

- Conduct a project planning and orientation meeting with the Buyer.
- Gather information from the Buyer for the purposes of drafting the data gathering documents through the following activities:
 - Agree with the Buyer on the sites to be migrated with Standard Setup engagement
 - Conduct interviews with key stakeholders to:
 - Review information on the Buyer's existing environment
 - Review existing Control Hub configurations and integration for Directory and SSO, if applicable.
 - Assess technical controls and architecture of the existing environment.
 - Understand and document the success criteria for the Webex Calling solution.
- Draft the data gathering document, which will include:
 - Summary of the functionality of Webex Calling configuration (Gateways/ Regions/ PSTN etc.).
 - Site/ location/ User and device data.
- Assist the Buyer on questions on how to complete the data gathering documents.
- Provide details to access online training materials and guides for Users and administrators.
- Provide the data gathering workbook to the Buyer to complete and the Supplier migration team for review and approval
- Provide an assessment report which will include:
 - Summary of the functionality of configuration for the solution (gateways/ phones/ regions/ PSTN etc.).
 - Summary of existing solution and migration recommendations based on data gathered during discovery.
 - Site/ location/ User and device data for hardware and software compatibility, replacement recommendations

2.10.5.2 Discovery and Assessment - The Buyer Responsibilities

- Provide the Supplier's project manager with a list of designated Buyer personnel roles and responsibilities under this service description.
- Ensure that key Buyer personnel (such as architecture design and planning, network engineering, network operations personnel) are available to provide information and to participate in review sessions, workshops and other information gathering activities. The Buyer's project manager will also ensure that the Supplier is provided with all information, data and documentation, as the Supplier reasonably requires to provide the Services and comply with the Supplier's responsibilities in the Call-Off Contract. This information includes, but is not limited to:
 - (i) information relating to the Buyer's network, design, business and other applicable requirements.
 - (ii) functional and/or technical documentation relating to such requirements.
 - (iii) topology maps, configuration information and existing and proposed network infrastructure.
- Identify primary and backup Buyer-authorized site contacts who shall provide necessary information, obtain access clearances, and coordinate with other organizations/third parties with respect to Services at that site.
- Participate in scheduled project review meetings or conference calls, if required.
- Coordinate with any external third parties, such as in-country carrier/telco activities, deliverables and schedules.

- Ensure that the Supplier's request for information or documentation needed for the project is provided within two (2) Working Days of the Supplier's request, unless the parties agree to another time period for response.

2.10.6 Solution Design Phase

2.10.6.1 Solution Design Phase - The Supplier Responsibilities

- Review the data gathering document and information from the Supplier for the purposes of drafting the Webex Calling configuration workbook
- The configuration workbook will include details of:
 - Identified feature or functionality gaps.
 - Location requirements and peering connectivity.
 - Control Hub configuration and integration for Directory, SSO, RedSky and Dubber
 - User and workspace calling features
 - Types of endpoints, gateways, IP address, call routing configuration, firewalls, desktop, call flow details, PSTN integration, LDAP, and SSO, connectivity to Webex Calling, and third-party integration.
 - Gather geos/regions where the Webex Calling services will be instantiated.
 - Reach, Extensions Mobility, Hunt Groups, Shared Line/Pick-up groups, Auto-Attendant, etc.
 - Provide updated configuration workbook to the Buyer to review and approve.

2.10.6.2 Solution Design Phase - The Buyer Responsibilities

- Designate and ensure key Buyer contacts are available for ongoing information gathering and feedback with the Supplier.
- Design on-prem components or otherwise all components outside of Control Hub for Directory, SSO and 3rd party cloud-based service configuration (e.g. Dubber)
- Provide the Supplier with the updated data gathering of users and locations to be provisioned into the standard +E.164 call routing configuration.
- Assist in identifying gaps and reviewing missing PBX/UCM data with the Supplier.
- Review and approve the updated data gathering workbook in accordance with the "Document Deliverable Review Process" section below.
- Completion of Instance First Time Setup Wizard 'FTSW' in Control Hub.

2.10.7 Migration Plan Development

2.10.7.1 Migration Plan Development - The Supplier Responsibilities

- Conduct a migration plan development workshop with the Buyer to gather and agree upon migration requirements and plan the migration steps.
- Draft a migration plan, which will include the following:
 - Steps to migrate the existing solution to the deployed Webex Calling solution.
 - Information necessary to carry out the migration of connectivity to Webex Calling, changes to existing Buyer infrastructure, and/or new/existing site migrations (User/devices).

- Any switchover dependencies.
- Defined Sites/devices migration.
- Provide the migration plan to the Buyer for review and approval

2.10.7.2 Migration Plan Development - The Buyer Responsibilities

- Participate in the migration planning workshop.
- Coordination of Buyer requirements and dependencies, technical and business.
- Review and approve the migration plan in accordance with “Document Deliverable Review Process” section below.

2.10.8 Test Plan Development

2.10.8.1 Test Plan Development - The Supplier Responsibilities

- Conduct a test plan development workshop to discuss with the Buyer and the high-level test plan, test cases, and test tools to be used (if applicable)
- Provide the test plan to The Buyer for review and approval
- Draft the test plan, which will include the following:
 - (Note: Integration testing with 3rd party equipment is the responsibility of the Buyer)
 - Test case expected results and pass/fail criteria.
- Test case tool requirements (if applicable).
- Call scenarios, to include:
 - Common calling features: voicemail, call forward, etc.
 - call to and from:
 - local/national/international PSTN (if applicable), intra-site, inter-site calls.
 - Phone devices to soft clients.
 - Emergency calls.

2.10.8.2 Test Plan Development - The Buyer Responsibilities

- Participate in the test plan workshop.
- Test Plan for 3rd party integration/equipment are the responsibility of the Buyer.
- Coordination of Buyer requirements and dependencies, including success criteria and technical and business requirements.
- Review and approve the migration plan in accordance with the “Document Deliverable Review Process” section below.

2.10.9 Implementation Execution

2.10.9.1 Implementation Execution - The Supplier Responsibilities

- Provide the updated configuration workbook

- Install the configurations as per the configuration workbook
 - Configure the Webex Calling platform to include the following site-specific information: users/ devices, types of endpoints, gateways, call flow details, users/devices data, additional geo region, voice gateway and phone displacement, call routing changes, PSTN integration and configuration for Directory, SSO and Dubber integration, as defined in the configuration workbook and only as it pertains to Control Hub configuration exclusively.
- Update the configuration workbook to include implemented components, devices, and features, to reflect the final as-built workbook.

2.10.9.2 Implementation Execution - The Buyer Responsibilities

- Deploy the Buyer premise equipment (CPE) onsite and calling application soft-client.
- Upgrade or convert any user devices required to connect to Webex Calling, for example migration of firmware from Enterprise to Multiplatform (MPP) phone.
- Upgrade on-prem gateway hardware/software if applicable.
- Configure on-prem and any non- Supplier Directory, SSO, 3rd party integrations
- Configure the portal to ensure correct recording operations.
- Obtain signed certificates for the CSRs provided by the Supplier migration window to troubleshoot, test and validate.
- Configure any required network changes, i.e.: QoS for calling traffic, DHCP, TFTP, ports, firewall, proxy.

2.10.10 Migration Execution

2.10.10.1 Migration Execution - The Supplier Responsibilities

- Perform migration of solution to a production environment in accordance with the approved migration plan, including the tasks to migrate sites, systems, solutions, end users, and networks to production state.
- Execute the migration of Users to the Webex Calling platform, during the scheduled maintenance window for service migration as follows:
 - Validate that number assignment and number porting have completed (if applicable)
 - Support testing to ensure that service has been successfully activated for Users in the migration window

2.10.10.2 Migration Execution - The Buyer Responsibilities

- Coordinate the migration maintenance windows with the Buyer.
- Provide any onsite resources, as required.
- Coordinate number porting activities with provider.
- Coordination and configuration of 3rd party elements to support the Supplier's cloud migration activity.
- Configure the dial plan modifications to on-premises equipment to support migration event as planned.

2.10.11 Test Execution

2.10.11.1 Test Execution - The Supplier Responsibilities

- Provide remote testing support to answer questions during migration window to the Buyer
- Perform troubleshooting in Webex Calling environment for the issues reported by the Buyer.
- Test Execution - The Buyer responsibilities
- Perform testing in accordance with the approved test plan.
- Ensure testing of Dubber and/or other 3rd party integrations configurations.
- Perform any troubleshooting within the Buyer environment.
- Update the test plan with the test results and provide the test plan to the Supplier.

2.10.12 Post-Migration Support

2.10.12.1 Post Migration Support - The Supplier Responsibilities

- Provide post-migration support over a period of 5 Working Days, commencing the next Working Day following completion of test execution.
- Provide Supplier resource(s), as remote consultative support, for assisting with troubleshooting related to the Buyer's testing of the migrated devices.

2.10.12.2 Post Migration Support - The Buyer Responsibilities

- Provides first level contact and support.
- Provide details of failures of service to the Supplier's migration team.
- Support the Supplier's resources in troubleshooting issues.
- Provide any onsite resources as necessary during troubleshooting.

2.10.13 Operations Handoff

2.10.13.1 Operations Handoff - The Supplier Responsibilities

- Provide updated configuration workbook
- Send migration close-out notification to the Buyer.

2.10.13.2 Operations Handoff - The Buyer Responsibilities

- Migration close off.

2.10.14 General Buyer Responsibilities

- All information (such as, but not limited to designs, topologies, requirements) provided by the Buyer is assumed to be up-to-date and valid for the Buyer's current environment. The Supplier Services are based upon information provided to the Supplier by the Buyer at the time of the Services being provided.
- The Buyer acknowledges that the completion of Services is dependent upon the Buyer meeting its responsibilities as indicated herein.
- Identify the Buyer's personnel and define their roles in the participation of the Services. Such personnel may include but is not limited to, architecture design and planning engineers, and network engineers.
- Ensure the Buyer's personnel are available to participate during the Services to provide information and to participate in scheduled information gathering sessions, interviews, meetings and conference calls.
- Provide the governing authority for the support services provided by the Supplier and retain full responsibility for the leadership, review, and approval of actions taken.
- Review and approve Document Deliverables in accordance with the "Document Deliverable Review Process" section below.

2.10.15 Document Deliverable Review Process

- For document Deliverables that are subject to review and approval from the Buyer, the parties will adhere to the following review and approval process:
 - The Supplier will present the draft document Deliverable to the Buyer when the document is ready for review and approval.
 - The Buyer shall review the draft document Deliverable with the Supplier, providing written comment or approval of the document Deliverable within two (2) Working Days, immediately after completion of such review.
 - If no comment or approval is received by the Supplier within said time period, the document Deliverable as provided by The Supplier is deemed to be accepted by the Buyer.
 - If The Buyer provides comments, then the Supplier shall address such comments where reasonably required in a timely manner and this process for review and approval will be repeated.

2.10.16 Exclusions and Assumptions

2.10.16.1 Exclusions

- On-site activities for migration, post migration and testing support.
- Adoption support services are not included in this offer.
- Load/stress or negative testing will not be included as part of the service.
- EMCC (extension mobility cross cluster), UCCX, Contact Centre and 3rd party Integrations.
- Other Control Hub hybrid services setup but not mentioned in this document.
- 3rd party integrations: The Supplier will support all published integrations from Webex Calling. These integrations can be found on help.webex.com. It is the Buyer's responsibility to enable these 3rd party applications correctly to integrate with the Webex Calling platform.

2.10.16.2 Assumptions

- The associated Standard Setup SKU count should match the number of Webex Calling Users defined in the Order Form. If the count does not match, the service will not be delivered, and the Buyer should contact the Supplier Services for a Custom scoped Statement of Work.
- The Supplier migration personnel have administrative rights for the Supplier and the Buyer in Control Hub, for the duration of the project.
- Migration from Jabber App to Webex App is only provided by this migration service from on-premises Unified Communications Manager systems.
- All pre-requisites have been met.
- The Buyer should provide any audio files necessary for greetings announcements.
- Control Hub configuration for supported SSO and Active Directory, and Dubber integrations with Webex Calling will be delivered by the Buyer.
- The configuration and support for all 3rd party elements are implemented by the Buyer, except where stated in this description.
- The Supplier will provide bulk loading templates for the Buyer to fill in, to configure these Users and devices.
- Migration event durations will be limited to a period of one year (12 Months), from the Call-Off Start Date.
- In the case of an extended migration timeframe, the Supplier will provide the Buyer with methods of procedure (migration plan) documentation to enable the Supplier or the Buyer to migrate outstanding sites and locations.
- Dial plan standardization or optimization are not core deliverables of this service. These may be achieved by the Buyer before Standard Setup starts, or later.

2.10.17 Responsibilities for Standard Setup

Webex Calling RACI	The Supplier	The Buyer
Program and project management	Yes	Informed/Consulted
Buyer site support	Consulted	Yes
Buyer discovery and assessment	Yes	Informed/Consulted
Webex Calling solution design & review	Yes	Informed/Consulted
Deployment strategy and approach	Yes	Informed/Consulted
Plan and schedule milestones for project	Yes	Informed/Consulted
System, site/user test plan development	Yes	Informed/Consulted
Run First Time Setup Wizard (FTSW)	Yes	Yes
Webex Calling Buyer instance build	Yes	Informed/Consulted
Establishing Buyer network connectivity	Informed	Yes
Webex Calling Control Hub configuration and migration execution	Yes	Informed/Consulted
Test and confirm select configurations and call routing instances	Yes	Consulted
3rd Party and external component design implementation & migration	Informed	Yes
3rd Party and external component validation & adjustment	Informed	Yes
Buyer acceptance testing	Yes	Yes

Webex Calling RACI	The Supplier	The Buyer
Post Migration Support	Yes	Yes

Table 12 - Responsibilities

2.10.18 Adoption and Training Services

The product includes an online training and adoption portal as part of the solution:

The Supplier's learning content helps to keep Users up to date with rapid improvements as technology evolves to meet the future way of working. The hosted collaboration portal solution delivers up to date content to end users at the point of need. The portal can become a single place for all users to access all relevant materials to support their training needs. This can either replace traditional face to face to training, or supplement Buyer support depending upon their needs.

The outcomes and key features for the Buyer's business include:

- Included for all the end users and admins in an organisation's domain.
- Content kept up to date as software updates.
- Offered in all major languages (custom additional charges apply).
- Users can access the content from anywhere, on any supported device enabling access in a hybrid working model.
- Reporting dashboard allows Buyers to access usage data and insights.

The Supplier's approach to adoption is covered in the core competencies:

Learning Content: Customised eLearning, videos & learning materials for collaboration technology.

Training: Virtual or onsite training for collaboration and workplace technologies.

Technology Adoption: Assist IT/Change team with business use case or persona specific communication and training.

Change Management: Prepare and support organisations with multiple technology changes.

Proof-of-value: Help Buyers to evaluate the value of workplace tools before buying to ensure they meet their business needs.

Virtual Events: Help Buyers to deliver successful and engaging virtual events.

Security: Designing and delivering human centred security awareness training for employee.

The Supplier can help the Buyer create bespoke and Buyer content as a chargeable amount of work once the requirements have been understood and agreed.

2.10.19 Training Guides

The Cisco Webex Solution has a lot of guides and information on <https://help.webex.com/en-us> that admins and end users can use to support them in gaining the necessary skills and knowledge to use and administer the solution.

2.10.20 Online E-learning

Administrator users can take an on-learning training course called Webex Calling Intermediate Administration on the following site: [Cisco Webex Go Learn](#)

The course covers the following topics:

1. Webex Overview
2. PSTN Overview
3. Webex Plans and Licensing
4. Design Principles
5. Firewall/Bandwidth requirements
6. First Time Setup wizard
7. Control Hub: Locations, Number Management
8. Control Hub: User/Devices Management
9. Recording, analytics and cross launch
10. User management, voicemail
11. Call forward, hotelling, executive/assistant
12. Permissions, monitor, privacy, barge PTT
13. My settings portal and Cisco User Portal
14. Voice portal and scheduling
15. Auto attendant and call queues
16. Call park/Pickup, Hunt Groups, Receptionist, intercept
17. Support, help, continuous education

2.10.21 Engineering Support

The Supplier's skilled and qualified staff can provide engineering support in relation to design, installation, migration and configuration, at a costed rate once the requirements are known and understood. This will be recorded in a statement of works and will form part of the deliverables.

2.10.22 Supplier Provided Services

There is a large amount of content to help provide support and these can be found at the following places:

- [Webex Help Centre](#)
- [Webex Assist](#)
- [Adoption](#)

2.10.23 Online Learning and Adoption Portal

The online portal can be used by end users to help understand how to use the technology. This is included in the package and contains modules on the following subjects:

Cisco:

- Webex App
- Meetings Module
- Calling Module
- Messaging Module

- Webex Mobile App Module

Webex Webinars:

- Webex CC Agent
- Webex CC Supervisor (including reporting)

Microsoft:

- Microsoft Teams Microsoft Teams Rooms (MTR) with MSFT Teams
- Webex Meetings Integration for MSFT Teams
- Webex Calling Integration for MSFT Teams

Video:

- Webex Desk / Deskpro
- Webex Roomkit with Room Navigator
- Webex Board
- Webex Board (How-to video series)
- Webex Room Kit (How-to video series)
- Webex Desk / DeskPro (How-to video series)

IP Phone:

- 6800 Series (6821, 6841, 6851, 6861, 6871)
- 7800 Series (7811, 7821, 7841, 7861)
- 8800 Series (8811, 8841, 8845, 8851, 8861) 8845 / 8865
- 8875 Video Phone
- 7832 / 8832 Conference Phone
- Webex Room Phone
- 840 / 860 Wireless Phone
- 6800 DECT Phone
- Webex Go
- 730 Headset
- Selfcare.

The portal can be accessed at <https://virginmediao2.collaborationhelp.com/index.html> once your domain name has been added. User can self-sign up using their email address and set their own password as well as reset if they forget.

3.0 Outline Implementation Plan

3.1 Welcome and Kick-Off

Once the Contract has been signed, the Buyer will receive a welcome email to acknowledge its receipt of the Order Form. The Supplier's Project Manager will also be in touch with the Buyer to initial project kick off.

3.2 Buyer Connectivity Delivery

If as part of the Services the Buyer is required to provide Buyer Connectivity, the Buyer shall ensure that this will be delivered before the Service Start Date, and where possible, the Supplier will progress other activities in relation to the delivery of the Service.

3.3 Delivery Start

Depending on the migration plan and roll out phasing and as agreed in the Contract, the Supplier will kick off several activities in tandem. The following activities (which are not in sequence) may follow:

- **Low Level Design** - The Supplier engineers will work from the design document to create a low-level detailed design.
- **Site Survey** - The Supplier will arrange Site Surveys where required to ensure the Buyer System is ready to receive the Services and promptly flag where attention is required.
- **Arrange Training** - The Supplier will organise access to User administrators for the admin portal training, and where applicable other training will also be arranged.
- **Numbering** - Working with the Buyer to arrange for any numbers to be ported or allocate new numbers to the Services.
- **Equipment**: If the Buyer has ordered any equipment from the Supplier the Buyer will arrange for delivery and installation of such equipment where applicable.
- **Configuration** – The Supplier will work with the Buyer to capture the detailed Configuration Information such as dial plans, hunt groups, usernames, and other details.
- **User Acceptance Testing** - For the Buyer's main office location. The Supplier will provision a few Users and or phone devices to test and ensure the Services are working as expected, and upon the earlier of completion of UAT or the Buyer's approval the Supplier will roll out the rest of the Services.
- **Handover to In Life** - Once Delivery Start is complete, the Supplier will hand over the In-Life Services to its In Life teams and to the Buyer.

3.4 Migration and Set-up Activities

The following migration activities happen during the migration from the Buyer's current platform to the Supplier's Cisco Webex platform. The activities are represented as a linear flow but happen in accordance with Agile delivery methodologies.

- **Discovery** - The Supplier teams will work from the design document and the existing build to gather a full picture of the current and to be estate.
- **Cloud Build** – The Supplier teams will configure the solution environment including telephone routing plans, hunt/pickup groups and other functionality.
- **Connectivity** – The Supplier teams will work with the Buyer teams to configure connectivity from the Buyer environment to the Supplier environment, this work may include providing advice on local area network configurations, security configurations and supporting the deployment of the Webex application.
- **Solution Acceptance Testing** – The Supplier teams will work with the Buyer teams to prove the solution functionality; this is prior to User Acceptance Testing. The Supplier will provide remote support.
- **User and Site Migration** – The Supplier teams will provide remote support and problem resolution throughout the migration activities.
- **Handover** – The Supplier teams will provide knowledge transfer to the Buyer's IT Administration team; this is separate from any end user training purchased.

An illustration of this flow is included below – Migration Timeline 1

Migration Timeline Example

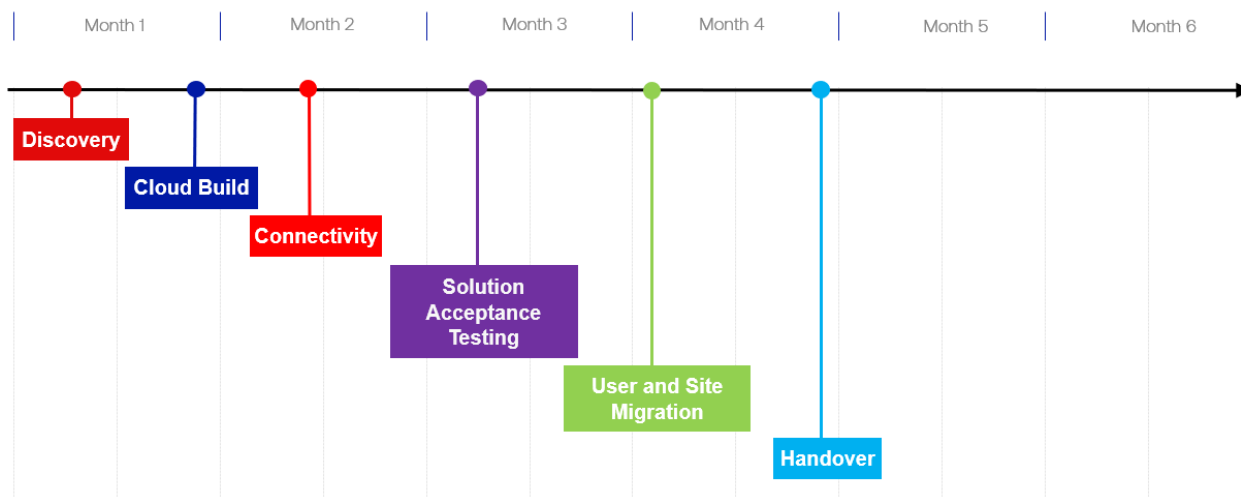


Figure 1 - Migration Timeline 1

This cloud migration timeline can also include the following more traditional activities.

- **Site Survey** - The Supplier will arrange Site Surveys where required to ensure the Buyer System is ready to receive the Services and promptly flag where attention is required.
- **Arrange Training** - The Supplier will organise access to User administrators for the admin portal training, and where applicable other training will also be arranged.
- **Numbering** - Working with the Buyer to arrange for any numbers to be ported or allocate new numbers to the Services.
- **Equipment:** If the Buyer has ordered any equipment from the Supplier the Buyer will arrange for delivery and installation of such equipment where applicable.
- **User Acceptance Testing** - For the Buyer's main office location. The Supplier will provision a few Users and or phone devices to test and ensure the Services are working as expected, and upon the earlier of completion of UAT or the Buyer's approval the Supplier will roll out the rest of the Services. Following the roll out and despite any other provision of the Call Off Contract, the Buyer will have 5 Working Days to demonstrate that the Service is not ready for use before the Service is ready for Handover to In Life. If the Service is not ready for Handover to In Life, the Buyer shall allow the Supplier to resolve any faults and repeat its User Acceptance Testing.
- **Handover to In Life** - Once Delivery Start and User Acceptance Testing is complete; the Supplier will hand over the In Life Services to its In Life teams and to the Buyer. The date that the Supplier starts to handover the Services to the In Life teams is the **Service Start Date**.

Where applicable, Buyer specific details regarding the migration will be documented in the **Call-Off Order Form**.

3.5 Buyer Obligations

The following table outlines Buyer Obligations and what the Supplier will do in return.

	Buyer Obligations	What the Supplier will do
Prior to Purchase	Identify User requirements, required Services etc. Identify and / or source any end points required to support the Services. Provide accurate details about Buyer's comms. estate, locations, numbers that need porting and any other pertinent requirements. Review the Call-Off Contract to ensure Buyer understands the pre-sales activities required for us to deliver the Services.	Arrange a series of discovery sessions to understand and capture the Buyer's full business requirements. Work with the Buyer to ensure LAN and WAN design meets the requirements for the Services. Conduct a full LAN audit where required. Discuss handset device options with Buyer, ensuring the devices Buyer plans to use are supported by the relevant platforms. Based on Buyer's requirements, the Supplier will produce a detailed design document and work out a deployment plan and timeline
After purchase and before implementation	Ensure Buyer has met the requirements in the Technical Specification Work with the Supplier to ensure the Configuration Information is provided in a timely manner. Provide the Supplier with the details of the devices Buyer will be using with the Services. Deploy the devices to Users or prepare desktop space, power, LAN connectivity etc where the Supplier is required to install any equipment. Address any issues identified through any Site Surveys. Assign relevant key contacts for the Supplier to interface with during delivery. Promptly flag any changes or issues as to help the Supplier try and mitigate any potential impacts to the plan. Approve low level designs before implementation.	Provide relevant documentation on the Services. The Supplier order teams will update Buyer throughout the delivery and arrange kick off sessions. Work with Buyer to complete the data capture forms required for the build. Complete low level design activity. Arrange and share the output of any Site Surveys. Build and configure the hosted infrastructure required for the Services. Build and deploy the management interfaces and Buyer facing admin portals. Configure and register the devices Buyer has specified for use with the Services. Arrange any training and number porting.
Day of install	Make sure relevant Buyer Personnel are available at the main office location to work with relevant Supplier. Personnel teams carrying out install and training activities. Arrange any access where required for Supplier Personnel. Help with communicating any changes and instructions to Users (logging in etc.).	Make the Services available at all the Sites on the Buyer's IPVPN. Setup and conduct UAT at the Buyer's main office location and demonstrate the Services on at least 5 devices. Provide Buyer with support during the installation and roll out and promptly help to resolve any issues that may come up.
In-Life	Support the devices on-site or ensure relevant support arrangements are made. Ensure that the LAN/WAN is scaled appropriately as usage on the Cisco Webex Contact Centre platform grows. Use the services in accordance with the Call-Off Contract terms. Use the provided admin portal to make any changes or contact the Supplier for help with	Provide comprehensive support for the Cisco Webex service, including the self-service admin portals. Maintain and upgrade the platforms as required, to support Buyer as its requirement grows. Update documentation as and when platforms are upgraded.

	Buyer Obligations	What the Supplier will do
	making changes.	

Table 13 - Buyer Obligations and what the Supplier will do in return

3.6 Number Porting

3.6.1 Retaining Telephone Numbers

- When ordering new Services from the Supplier with telephone numbers, the Buyer may wish to retain its existing numbers. There is an ability to move numbers from the Buyer's existing service provider to the new Services provided under the SO (a port). This may be provided following a telephone number porting process, which is outlined in more detail below.
- United Kingdom 01 and 02 are geographic numbers and may be ported to the Buyer's new Services described in the SO.
- United Kingdom 03XX and 0800 are non-geographic Numbers. They cannot be ported to the Services described in this document but may be ported to the Supplier's inbound number services, if the Buyer has procured them from the Supplier.

3.6.2 Porting Overview

- Porting involves the original Range Holder of the Buyer's geographic or non-geographic number (or numbers), onward routing the calls from its existing service provider to the Supplier or Cisco (as the case may be). This enables the Buyer to retain telephone numbers when changing their Services, noting only telephone numbers are ported and not the Services.
- There are 2 types of land-line porting that the Supplier supports:
 - Geographic Number Portability (**GNP**)
 - Non-Geographic Number Portability (**NGNP**). NGNP is not supported by the Services described in this SO, but is supported by the Supplier's inbound number services, if the Buyer has procured them from the Supplier.

3.6.3 Who is Involved in the Porting?

There may be 3 entities included in the porting process:

- Range Holder
- Losing Communication Provider
- Gaining Communications Provider.

3.6.4 Porting Process

- The Buyer needs to complete a LOA to initiate its porting request.

- The Buyer should ask the relevant Supplier representative or call the Customer Care team on 0800 052 0800, for a copy of the relevant LOA, as there are different standard industry GNP and NGNP LOA templates to be used.
- The LOA must be: (i) put on the Buyer's company letterhead, (ii) completed in full, (iii) signed by someone with the authority within the Buyer's organisation (iv) dated.
- The Buyer must ensure the completed and signed GNP and / or NGNP LOA must be saved in a non-editable format, such as a PDF because Losing Communications Providers will not accept an editable LOA.
- The agreed implementation plan will include the Buyer's preferred port completion date. The Buyer will validate the order by checking the content is correct and the port dates are available.
- The Supplier will send the Buyer's signed GNP and / or NGNP LOA to the Losing Communications Provider who will either accept or reject the requested port. If there is a rejection from the Losing Communications Provider, they will provide the details for why it is rejected and the Supplier will re-engage the Buyer to correct the necessary details and re-submit the LOA request to them.
- Once the Losing Communications Provider accepts the port request, the Supplier will provide the Buyer details of the port and date. Test calls will be made to the port to ensure the number is live and working and then the port will be triggered on the relevant port date. Confirmation that the port has been successfully completed will be communicated to the Buyer.
- There are Single Line (SL) and Multiple Line (ML) ports. A SL port is associated with one telephone number. ML ports have ranges of telephone numbers that terminate on equipment.
- The Supplier will agree a porting date with the Buyer based on the type of port it is (GNP, NGNP, Single Line, ML and volume of telephone numbers) following industry standards, subject to a correctly completed LOA, completed order form and accepted port request and date with the Losing Communications Provider.

3.6.5 Range Holder Agreements

The Supplier / Cisco can only enable any porting requests where it has an agreement in place with the relevant Range Holder. If the Supplier does not have such an agreement in place, the Supplier will, at its discretion, either put one in place with the Range Holder or provide the Buyer with new numbers instead.

3.6.6 Porting Service Credits

If the Buyer requires to port a telephone number to the Supplier from a Losing Communications Provider, the Supplier will aim to complete the port within the timescales set out in paragraph 3.6.7 (Porting Service Level Agreement) for the Buyer's new Service once the port date has been set following the process outlined above.

If the Supplier fails to port a phone number within the specified time period, the Buyer may be entitled to receive a service credit subject to the terms of the applicable service level agreement.

Please refer to the relevant service level agreement for the Buyer's new Service for details on the available Service Credits (if any service credits are due) and how to claim them. If the Buyer is entitled to receive any service credits under the service level agreement, they can be requested by contacting the Supplier's Customer Care Team on 0800 052 0800.

3.6.7 Porting Service Level Agreement

Below is the target lead times to meet our number porting obligations:

	New Service	Service Change
Number will be ported on the date notified by the Supplier as set out in paragraph 3.6.7(i) below	1	1

Table 14 - Porting Service Level Agreement

- (i) The Supplier will notify the Buyer in writing of the port date once the Losing Communications Provider has accepted the Buyer's port request.
- (ii) Subject to the remainder of this paragraph 3.6.7(ii) and paragraph 3.6.8 (Exclusions) below, if the Supplier does not confirm to the Buyer in writing that the relevant port request has been successfully completed within the timeframes set out in the table above, the Buyer may be entitled to claim Service Credits (if any are payable) for each number port delayed.
- (iii) For the purposes of this paragraph 3.6.7 the time a port is delayed shall be the period beginning on the second Working Day after the relevant port date notified to the Buyer in writing (as may be extended under this paragraph), and ending on the day the port is successfully completed (**number of days delayed**).
- (iv) Service Credit Calculation. The value of any Service Credit the Buyer may be entitled to under this paragraph 3.6.7(iv) shall be calculated as: 1/30 of the applicable monthly rental period (and up to a maximum of 90 days' rental) for the relevant ported number multiplied by the number of days delayed for the relevant ported number.
- (v) The Supplier may change the port date by the length of any delay resulting from (i) a Buyer Cause under condition 6 (Buyer Obligations); or (ii) circumstances beyond the Supplier's reasonable control; or (iii) if the Parties both agree in writing to change the porting date.
- (vi) The completion of any GNP or NGNP ports and the application of any Service Credits are subject at all times to the following conditions:
 - (A) if the Supplier amends or extends a port date as permitted under the relevant Service Level, or a revised port date is agreed in writing between the Parties, the port date referred to above against which the Supplier / Cisco's performance shall be measured for the purpose of this paragraph shall be the longer port date.
 - (B) in order to complete a port, the Buyer is responsible for, and must: provide the Supplier / Cisco with: a copy of the correctly completed and signed GNP and NGNP LOA, with all porting validation processes completed with the Losing Communications Provider; complete all porting validation processes the Losing Communications Provider may require the Buyer to complete to accept or process any port request; and provide accurate and complete details of the number to be ported, in advance of the proposed port date. The Supplier / Key Subcontractor shall have no liability to the Buyer for any Service Credits as a result of any delay to the port caused by the Buyer's failure to provide the Supplier / Key Subcontractor or the Losing Communications Provider with this information; and
 - (C) the Buyer must claim any Service Credits payable in respect of this GNP and NGNP Service Level within 90 days of the port date notified to the Buyer in writing (as may be extended as set out above), by calling the Supplier's Customer Services team on 0800 052 0800.
- (vii) If the Buyer does not claim Service Credits within such period, the Buyer will be deemed to have waived the applicable Service Credits. Any Service Credits payable to the Buyer under this paragraph 3.6.7 (vii) will be paid within 2 of billing cycles after the Service Credit compensation request has been received.
- (viii) The Service Credits set out above shall be the Buyer's sole remedy for any porting delay or any failure by the Buyer to meet the GNP and NGNP Service Level.

- (ix) If either of the Supplier / Key Subcontractor is unable to complete a number port due to a Buyer Clause, the terms in “Delay and Suspension” shall apply such that the Supplier will try to complete the port as soon as possible, however the Supplier will not be liable to pay the Buyer any Service Credits (if any were due).

3.6.8 Exclusions

The Buyer acknowledges that the Supplier will not be liable to the Buyer for any delay caused by: (i) any third party; (ii) the Buyer’s failure or delay in complying with any Buyer Obligations or failure to provide any information, or completing any process, as may be required by the Supplier or any Losing Communications Provider from time to time; or (iii) any other circumstance outside of the Supplier’s reasonable control.

3.7 Webex Implementation Plan – Webex Contact Centre

Cloud Deployment Phases	Task
	Receive engagement form
Pre Kick Off	Coordinate Kick Off Call with Buyer
	Pre-requisites
	External Admin to WxC
	Licensing in CCW order
	Order Provisioning to create WxC shell and build trunks
	CCW order requirements
Kick Off (2 days)	Define Buyer Success Plan
	Project Kick Off
Discovery (10 days)	WxC : Data Capture
	WxCC : Contact Centre Workshop
	WxCC: Data Capture
	Migration & Test Plan Definition
	Cloud Build Workbook Definition
	Pre-migration Network Readiness Assessment
Build (16 days)	WxC: Prepare Buyer Webex Tenant on Cisco Control Hub
	WxC: Configure Webex Calling for Organization
	WxC: Configure Buyer Dial Plan
	WxC: Provision Calling Services & Features

Cloud Deployment Phases	Task
	WxC: Configure & Manage Users
	WxC: Pre-stage replacement IP handsets
	WxCC: Call Flow Creation (1 per day per flow)
	WxCC: Agent & Supervisor Configuration
	WxCC: Call recording Configuration
Connect (3 days)	WxC: Support Network & Firewall Changes to allow Webex Traffic
	WxC: Provision Local Gateway for PSTN
Validate (6 days)	WxC: Solution Acceptance Testing
	WxCC: Migration problem resolution
	WxCC: Solution Acceptance testing
Migrate (66 days)	WxC: Remotely Support handset registration
	WxC: User & Device Migration (the Supplier rolling out devices) Option 1
	WxC User & Device Migration (Buyer rolling out devices) Option 2
	WxC: Migration problem resolution
Success (4 days)	Buyer success review
	WxC: Knowledge Transfer to IT Admin
	WxCC: Knowledge Transfer to IT admin

Table 15 - Webex Contact Centre Implementation Plan

3.8 Webex Implementation Plan – Webex Calling

Cloud Deployment Phases	Task
	Receive engagement form
Pre Kick Off	Coordinate Kick Off Call with Buyer
	Pre-requisites
	External Admin to WxC
	Licensing in CCW order
	Order Provisioning to create WxC shell and build trunks
	CCW order requirements

Cloud Deployment Phases	Task
Kick Off	Peering (Partner or Edge/Equinix)
	WxC Network Document: https://help.webex.com/en-us/article/b2exve/Port-Reference-Information-for-Webex-Calling#id_101871
	Network Validation: https://cscan.webex.com/
	Verify IP Phones are supported: https://www.cisco.com/c/en/us/products/collateral/collaboration-endpoints/unified-ip-phone-7800-series/guide-c07-742786.html
	Upgrade IP Phones from Enterprise to MPP Methodology: https://upgrade.cisco.com/
	Call Manager Clusters / Locations
	Who is PSTN provider? https://community.cisco.com/t5/collaboration-voice-and-video/global-availability-and-cloud-connected-pstn-options-for-cisco/ta-p/3916211
	Port request or keep local gateway
	Are there any Dedicated Toll Free numbers?
	Set up Discovery Call
	Create Teamspace
	Request CUCM extract and Unity connection
	Buyer Network Architecture overview
	Submit Port Request if needed
Discovery and Assessment	Review CUCM extract (Cluster information, HA, PSTN, connections)
	Utilize extract to populate a Data Gathering Workbook
	Analyze Device Pool information (locations, force codecs, restrictions)
	Conduct Discovery Call
	Conduct device pool conversation (locations, force codecs, restrictions, etc...)
	Identify pilot users across locations
	Test plan discussion
	Voicemail boxes are not migrated and other end user communications
	Media file discussion (MOH, AA, etc...)

Cloud Deployment Phases	Task
	Device experience changes between enterprise and MPP firmware loads: https://s3.amazonaws.com/bsftsupportcenter/Tutorials/Cisco_8800/story_html5.html
	Welcome Call available for Buyer Admin Training
	Third party integrations
	Analog adapters
	PSTN solution
	DNS Architecture (service discovery)
	AD and SSO
	Reception Console
	Webex app discussion
	Mobile app, Desktop app
	Current Video devices and current video architecture
	Call recording
	Prepping project plan
	Prepping test plan
Discovery - Solution Design and Planning	Complex dial plan considerations for review
	Migration plan
	3rd party integrations
	Failover plan
	Rollback plan
Build	Send freeze notification reminder to Partner or Buyer via Teamspace
	Configure portal
	Dial Plan
	Users
	Devices
	Features
	PSTN
	Integrations

Cloud Deployment Phases	Task
	Conduct Site Readiness meeting for Window
	Confirm Commitment for Number Porting from losing carrier was received
	Once numbers are live, Users should log out of desktop and mobile clients and log back in
	Confirm on-site contact persons and/or network resources if needed
	Confirm firewall and network have been verified in compliance with rules from firewall document
	User voicemails - make sure they are set to save anything they do not want to lose
	Make sure end user communication has been sent
	Talk thru firmware upgrade process
	Firmware upgrade for supported devices
	Deploy any new phones as necessary for unsupported device replacements or new users
	Register phones in Control Hub
Go Live	Initiate Intermediary MPP Firmware Load
	Initiate porting/routing change with PSTN provider
	Users can log into desktop client and set up new voicemail
	Test mission critical numbers once devices are upgraded and port has completed
	Solution Acceptance Testing
	Migration problem resolution
Validate	Gain Buyer acceptance of migration and close Teamspace
	Post migration runbook in Teamspace
Close out process	Remove Buyer/device admins created for Cisco
	Enter final migration summary to BCS Jira ticket and change ticket status to Closed

Table 16 - Webex Calling Implementation Plan



Company Statement

All information contained in this proposal is subject to contract and, unless expressly stated to the contrary, to Virgin Media Business Limited's standard terms and conditions.

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Registered office: 500 Brook Drive, Reading, RG2 6UU, United Kingdom

Brand Statement

Buyers entering into a Call-Off Contract will be contracting with Virgin Media Business Limited ("The Supplier").

On the 1st August 2025 Virgin Media O2 Business and Daisy Group merged to create a new B2B telecoms powerhouse – O2 Daisy.

O2 Daisy is fully consolidated by Virgin Media O2 with a 70/30 ownership structure with Daisy Group. The corporate brands Virgin Media O2 Business, Virgin Media Business and O2 Business remain.

For contracting purposes, customers of these brands contract with Virgin Media Business Ltd. Depending on the services to be provided, affiliate companies may act as billing and collection agents, such as Telefonica UK.



Business