



Business

UNIFIED RECORDING

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

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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

Access all your digital collaboration and mobile recordings in a single, easy to use portal

Unified Recording is a secure, scalable and hosted recording service that can help you meet regulatory requirements, reduce costs and optimise workflows.

Whether it's for easier compliance, lower costs or better customer service, call recording and reporting has become an essential part of business life. But we know calls don't just take place on desk phones anymore. So, if you need to record conversations, you'll need to do so across all your mobile, VoIP and collaboration tools as well.

Buyers can record, review and audit calls and texts from your O2 mobile devices, your SIP Trunking service and collaboration tools, such as Microsoft Teams. All from our easy-to-use portal.

Unified Recording is network-based with no additional apps needed to be installed. We already have Buyers recording millions of minutes with us each month.

Unified Recording can help with:

- **Staying compliant across all our communication channels** – By bringing everything together in one place helps you audit and meet Financial Conduct Authority (FCA), European Banking Authority (EBA) & Markets in Financial Instruments Directive (MiFID) II compliance requirements across multiple types of communication, from mobile to SIP Trunking to Microsoft Teams. It even covers SMS messages.
- **Reducing cost** – Unified Recording eliminates legacy call recording hardware and maintenance costs as well as the expense associated with time consuming manual note taking. And because Unified Recording can help you meet compliance regulations, and could help you limit fines.
- **Protect staff and customers** – If a customer dispute arises, Unified Recording allows you to record and audit call or text so you can give them the reassurances they need and ensure they feel supported.
- **Save time and increase productivity** – Thanks to the secure portal and powerful AI, it's quicker and easier to access recordings, set compliance alerts and find key or code words without spending hours searching.
- **Improve training and workflows** – Easily gather information for your reports to optimise your workflows, identify key challenges or comments and use call insights to make improvements to onboarding programmes and training.

We offer two types of the Unified Recording service for Buyers:

- Mobile Recording (MR)
- Collaboration Recording (CR)

These are described further in this Service Definition document.

2.0 Unified Recording – Mobile Recording

2.1 Base Service

The Mobile Recording (MR) service is a network-based (device agnostic) service that captures inbound and outbound calls and SMS messages and relays a copy of the calls and/or SMS messages to the Unified Recording (UR) Platform. This call and/or SMS data is stored on the UR Platform and can then be accessed via the UR Portal.

The MR service is specifically provided from the following data centres:

- Microsoft Azure – UK South
- Microsoft Azure – UK West

Recorded Data held in the data centres above includes encrypted recordings, database with CDRs, Metadata and usage logs. Keys for the recordings are held within Microsoft KeyVault.

Should we choose to replace or move data centre locations, the Buyer will be notified in writing, and any such change will be made on a like-for-like or an improved performance basis.

2.2 Variants

There are seven variants of the Mobile Recording Service available:

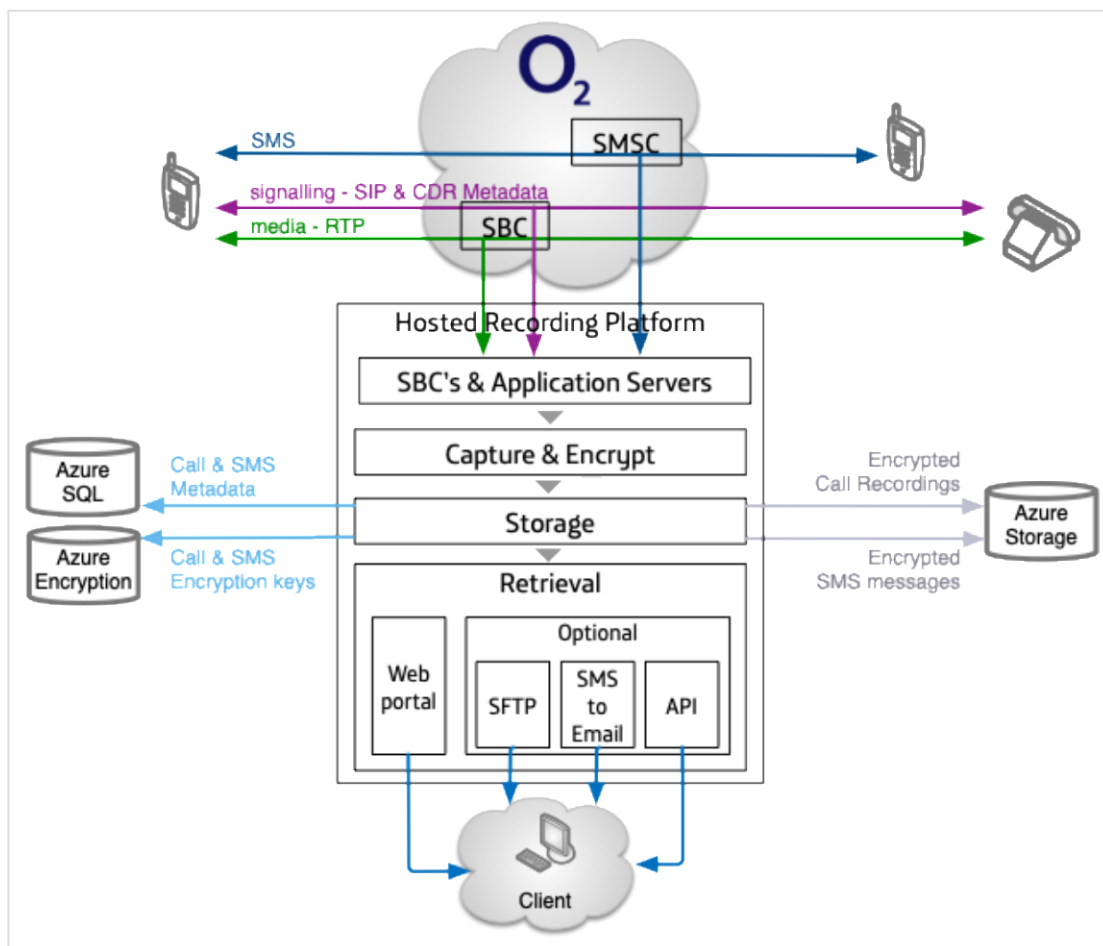
- **Voice & SMS:** captures both the inbound and outbound calls and SMS messages of the Recorded Users.
- **Voice Only Recording:** captures the inbound and outbound calls of the Recorded Users.
- **SMS Only Recording:** captures the inbound and outbound SMS messages of the Recorded Users.
- **CDR Only:** captures metadata only for both the inbound and outbound calls and SMS messages of the Recorded Users.
- **Business Light:** captures both the inbound and outbound calls and SMS messages of the Recorded Users and provides a reduced set of UR Portal features and reduced availability of Optional Add Ons (as compared to the variants described above).
- **Business Light with API:** captures the inbound and outbound calls and SMS messages of the Recorded Users and includes access to an API but a reduced set of UR Portal features and reduced availability of Optional Add Ons (as compared to the variants described above).
- **Voice&SMS with API & Transcription:** captures the inbound and outbound calls and SMS messages of the Recorded Users and includes access to an API and transcription features.

2.3 Solution Description

Where the Buyer has purchased:

- Voice Only Recording
- Voice & SMS
- CDR Only
- Business Light
- Business Light with API
- Voice&SMS with API and Transcription

the MR service redirects the inbound and outbound calls of a Recorded User via the UR Platform. At the point the call hits the UR Platform, the MR service application servers and Session Border Controllers (SBCs) create a copy of the call which is then recorded to the UR Platform using live transport protocols (as shown in the figure below).



Where the Buyer has purchased either:

- SMS Only Recording
- Voice & SMS
- CDR Only
- Business Light

- Business Light with API
- Voice&SMS with API and Transcription

the MR Service sends a copy of the inbound and outbound SMS messages of a Recorded User to the UR Platform which creates a record of such SMS messages.

Subject to the limitations set out in the Terms & Conditions of this service, the Supplier shall make an original record of calls and or SMS messages made or received by a Recorded User on a Supported Network. The MR Service is network-based and will not record any calls or SMS messages made or received by a Recorded User on any network which is not a supported network (eg when roaming on some networks or not native mobile calls or native SMSs).

The MR Service establishes an IP connection between the SBCs and application servers within the supported network and the UR Platform. This allows for a tighter integration which facilitates enhanced call metadata capturing and increased reliability of call recordings.

For resilience in the UR Platform, the Supplier configures multiple SIP endpoints with different IP addresses providing fully redundant network connectivity to the UR Platform. The endpoints have a failover mechanism that will connect to a secondary endpoint if the primary endpoint is unreachable or returns an error.

Calls and SMS messages recorded on the UR Platform are accessed via the UR Portal. UR Portal Users are able to search for and play back call recordings and view SMS messages in accordance with the level of access granted to them by the Buyer Administrator.

We shall advise the Buyer if a tariff change is required to support the Buyer's use of the MR Service. This may include where a Buyer purchases and/or cancels one or more instances of the MR Service after the Service Commencement Date. Such tariff change shall be applied in Business Hours only and will result in a pause in recording.

2.4 Service Specification

Each variant of the MR Service includes a different selection of features as detailed in the table below:

Service Features	Voice & SMS	SMS Only Recording	Voice Only Recording	CDR Only	Business Lite	Business Lite & API	Voice&SMS with API and Transcription
Capture Mobile Voice Calls	✓		✓	✓	✓	✓	✓
Capture Mobile SMS	✓	✓		✓	✓	✓	✓
Capture Voice Metadata	✓	✓	✓	✓	✓	✓	✓
Capture SMS Metadata	✓	✓		✓	✓	✓	✓
*1 Private Calls	✓		✓				✓
API for the MR Service						✓ (see Section 4.1)	✓ (see Section 4.1)
Voice Call Transcriptions Standard			✓		✓	✓	
Voice Call Transcriptions Enhanced	✓				✓	✓	✓

Service Features	Voice & SMS	SMS Only Recording	Voice Only Recording	CDR Only	Business Lite	Business Lite & API	Voice&SMS with API and Transcription
AI Tags	Requires Standard or Enhanced Transcriptions to be enabled						
Call Categorisation / Intent	✓	✓	✓	✓	✓	✓	✓
Call Summarisation	✓		✓		✓	✓	✓
Advanced AI Tags (e.g., PCI, FCA, Redaction)					✓	✓	✓
Self Service AI Tag builder (e.g., calls relating to product "x")					✓	✓	✓
Portal Features							
Advanced Access Management	✓	✓	✓				✓
Playlists	✓	✓	✓				✓
Dashboards	✓	✓	✓	✓	✓	✓	✓
Data Extracts	✓	✓	✓	✓			✓
Audit Screen	✓	✓	✓	✓	✓	✓	✓
Private Groups	✓	✓	✓				✓
Comments	✓	✓	✓	✓	✓	✓	✓
Tags	✓	✓	✓	✓	✓	✓	✓
Conversation View	✓	✓	✓	✓	✓	✓	✓
Third Party Contacts	✓	✓	✓	✓	✓	✓	✓
Forced Comments	✓	✓	✓	✓	✓	✓	✓
Data Management Features							
Retention Period	Up to unlimited	Up to unlimited	Up to unlimited	Up to unlimited	90 days	90 days	Up to unlimited
Group Retention Periods	✓	✓	✓	✓	✓	✓	✓
Metadata Retention	✓	✓	✓	✓	✓	✓	✓
Account level Legal Hold	✓	✓	✓	✓	✓	✓	✓
Do Not Delete Recording Option	✓	✓	✓	✓	✓	✓	✓
Set Retention Date on Single Call or SMS recording (earlier only)	✓	✓	✓	✓	✓	✓	✓

Service Features	Voice & SMS	SMS Only Recording	Voice Only Recording	CDR Only	Business Lite	Business Lite & API	Voice&SMS with API and Transcription
Optional Add Ons availability (see Section 4.1)							
API for the MR Service	✓	✓	✓	✓	✓	(Included with this variant - see Section 4.1)	(Included with this variant - see Section 4.1)
Standard Recording Beep	✓	✓	✓	✓	✓	✓	✓
Bespoke Recording Announcement	✓	✓	✓	✓	✓	✓	✓
SMS to Email Transmission	✓	✓	✓	✓	✓	✓	✓

2.5 Features

The features of Mobile Recording Service are further described in the table below:

Service Features	Features
Capture Mobile Voice Calls	Record inbound, outbound, call forwarded (diverted), 3-way conference and voicemail calls.
Capture Mobile SMS	Capture inbound and outbound SMS messages.
Capture Voice Metadata	The associated data of a voice recording such as the time, date, originating number and terminating number.
Capture SMS Metadata	The associated data of a SMS recording such as the time, date, originating number and terminating number.
*1 Private Calls	When enabled (see Note 1 below this table), allows Recorded Users to dial “*1” during a call to have that specific call marked as private (see Note 2 below this table). Where a call has been marked as private, UR Portal Users will not be able to access the recording via the UR Portal unless access to such recording is granted by the Buyer Administrator. Buyer Administrators can achieve this using the override feature within the playlists on the UR Portal. Buyer Administrators can always access recordings marked as private.
Voice Call Transcriptions – Standard	Provides an automatic transcription of call recordings into text which is displayed in the UR Portal.
Voice Call Transcriptions – Enhanced	Provides higher-accuracy transcriptions for complex, specialised content, ensuring clarity in technical, legal, medical, or executive discussions, even with diverse accents or poor audio where precision and compliance are critical for informed business decisions.
AI Tags	Also known as Intel Streams, provides the ability for recording transcriptions to be analysed and tagged using a default library (e.g., call summarisation, complaint identification, FCA or PCI compliance) or for a purpose defined by a Buyer Administrator (super user).
Call Categorisation / Intent	Uses advanced analytics to classify conversations by analysing context, themes, and keywords, assigning them to categories like inquiries and complaints.

Service Features	Features
Call Summarisation	Call summaries use advanced language processing to analyse transcripts, extracting key points, topics, and outcomes to create concise, human-readable summaries of detailed conversations.
Advanced AI Tags (e.g., PCI, FCA, Redaction)	Also known as Intel Streams, use sophisticated AI to analyse transcripts, automatically redacting sensitive data, extracting key contextual details, and integrating past interactions for deeper insights. They can also align tagging with external data sources, ensuring compliance, enhancing workflows, and supporting accurate, context-aware understanding of customer conversations and organisational standards.
Self Service AI Tag builder (e.g., calls relating to product “x”)	Enables a super User to create, customise, and deploy AI-driven tags (also known as Intel Streams) tailored to their unique operational, compliance, and communication needs—without requiring coding or technical expertise. This intuitive, user-friendly tool enables teams to define tagging rules, logic, and parameters that align with specific business contexts and industry standards.
Portal Features	
Advanced Access Management	Allows complex access controls via the creation of “Teams”, “Sites” and “Departments” for Recorded Users and UR Portal Users to belong to.
Playlists	Offers the ability to create playlists of recordings to enable sharing and review with other UR Portal Users.
Dashboards	Summary information showing real-time stats on recording related usage for the Buyer's account.
Data Extracts	Provides the ability to download predefined reports from the UR Portal.
Audit Screen	A screen showing detailed information about the audited events that have been created for the Buyer's account.
Private Groups	Allows the Buyer Administrator to automatically designate the calls and SMS (where applicable) of a Third Party number as private (see Note 3 below this table) in the UR Portal.
Comments	Provides the ability to add comments to recordings.
Tags	Provides the ability to add “Tags” to recordings to enable advanced search filtering and association.
Conversation View	Provides a conversation view between a recorded user and Third Party for calls and SMS (where applicable).
ThirdParty Contacts	Provides the ability to associate contact information with the phone numbers of a Third Party.
Forced Comments	When enabled (see Note 1 below this table) this feature forces Portal Users wishing to access Recorded Data via the UR Portal to enter a reason for doing so. This data is reportable and will be captured by the UR Portal and will appear against the audit logs.
Data Management Features	
Retention Period	For all variants of the Unified Recording Service, by default the Supplier stores Recorded Data for the duration of the Unified Recording Service. A Buyer can set the Retention Period to dates beyond the duration of the Unified Recording Service. Similarly the Buyer can also choose to set a Retention Period shorter than the duration of the Unified Recording Service at an account level or using Group Retention periods. Storage of the Recorded Data beyond the cessation of the Unified Recording Service is subject to additional charges.
Group Retention Periods	Provides the ability to create custom Retention Periods for different groups of UR Portal Users.

Service Features	Features
Metadata Retention	This feature retains the Metadata recording in the UR Portal after the recording (call audio) or SMS (content) have been deleted.
Account Level Legal Hold	Allows the Buyer to submit a support ticket to request all Recorded Data in their account be placed on legal hold (preventing deletion by the normal retention policy on their account).
Do Not Delete Recording Option	Allows the Buyer to apply legal hold at a single call or SMS recording level (as applicable).
Set Retention Date on Single Call or SMS Recording (earlier only)	Allows the Buyer to expire a call or SMS recording earlier than the default retention policy would.

Note 1: This feature is only configured upon Buyer request by selecting the option on the Order Form.

Note 2: Where a call is marked as private by a Recorded User by dialling “*1” during the call, the UR Service will play 3 short tones to the Recorded User to confirm the call is being marked as private. The entire call will be marked as private regardless of when the call is marked as private.

Note 3: Where a call has been marked as private, Portal Users will not be able to access the recording via the UR Portal unless access to such recording is granted by the Buyer Administrator. Buyer Administrators can achieve this using the override feature within the playlists on the UR Portal. Buyer Administrators can always access recordings marked as private.

3.0 Unified Recording – Collaboration Recording Service

3.1 Base Service

The Collaboration Recording (CR) service is a cloud-based service that is capable of capturing and storing inbound and outbound calls (audio) and meetings (audio and/or video). The recordings are stored on the UR Platform and can then be accessed via the UR Portal as described in this document.

The CR service is specifically provided from the following data centres:

- Microsoft Azure – UK South
- Microsoft Azure – UK West

The Recorded Data is held in the data centres above, encrypted recordings the database with CDRs, Metadata and the keys for the recordings are held in Azure UK South and Azure UK West locations

Should we choose to replace or move data centre locations the Buyer will be notified in writing, and any such change will be made on a like-for-like or an improved performance basis.

3.2 Variants

There are six variants of the base CR service available:

- **Standard Recording for Mobile Recording Users:** records audio only from a single Supported Source. The Buyer can only purchase this variant for Users of the MR Service.
- **Standard Recording for non-Mobile Recording Users:** records audio only from a single Supported Source.
- **Standard Recording with Video for Mobile Recording Users:** records audio and video from a single Supported Source. The Buyer can only purchase this variant for Users of the MR Service.
- **Standard Recording with Video for non-Mobile Recording Users:** records audio and video from a single Supported Source.
- **Enterprise Recording:** records audio only from a single Supported Source. This variant includes API access and transcription.
- **Enterprise Recording with Video** records audio and video from a single Supported Source. This variant includes API access and transcription.

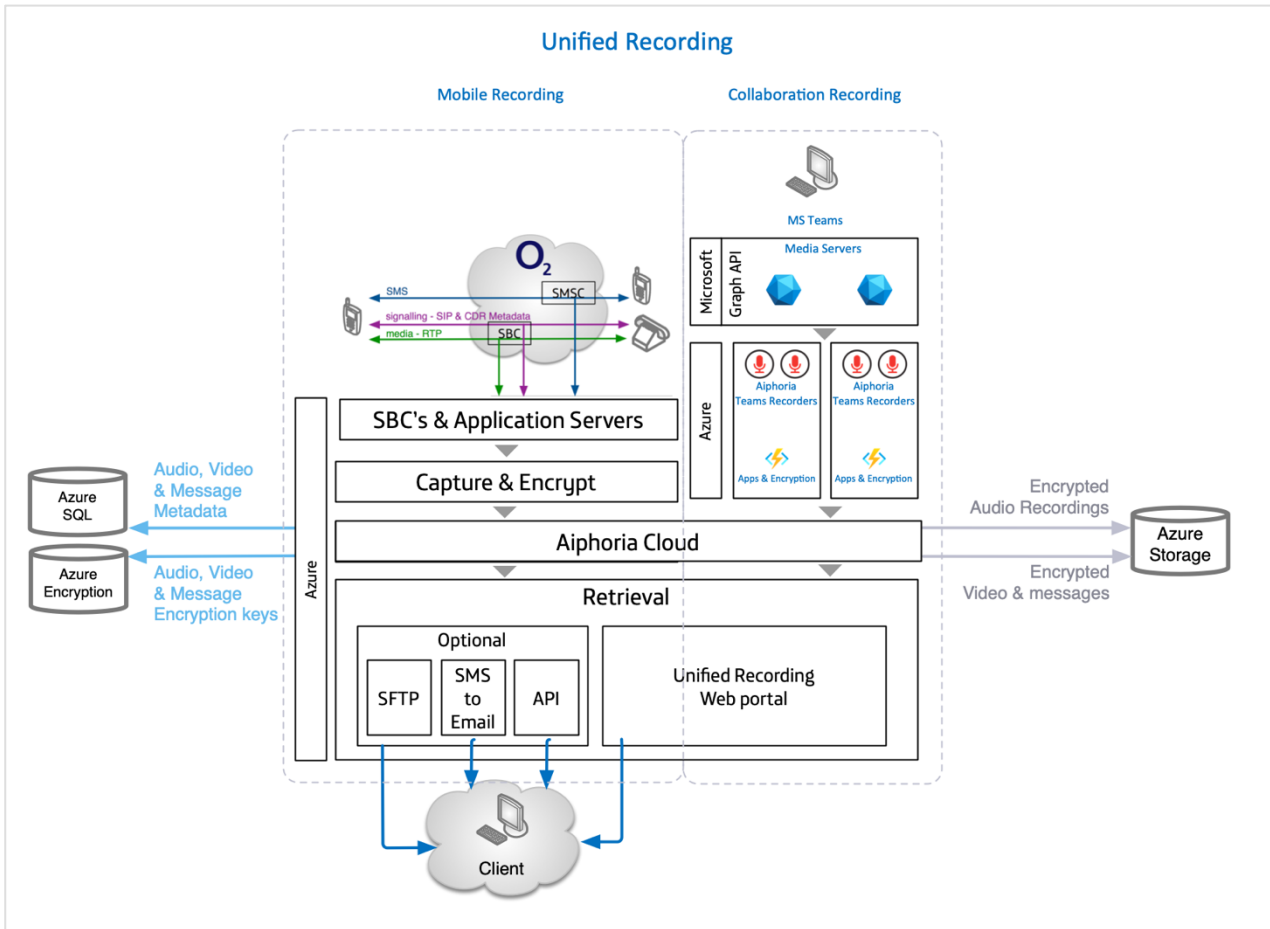
Each variant that contains 'with Video' in the description, provides unlimited storage allowance for audio recordings and provides a monthly storage of 100Gb per Recorded User for video recording storage. Additional video storage capacity can be purchased by the Buyer as an Optional Add On.

Where the Buyer exceeds its allowance for video, the Buyer will still continue to be able to store video but shall be charged for Video Overage. During the Minimum Period, any unused monthly storage allowance for each Recorded User shall roll over to the next month and shall be available to all Recorded Users on a pooled basis. This shall include any additional storage allowance purchased by the Buyer as an Optional Add On and/or by payment of the Video Overage.

Where the Buyer has purchased a variant that captures audio, the Buyer will be granted with a right to use the CR service to capture such content for the Buyer to allocate against the applicable User for a Supported Source.

Recordings are captured (as outlined in **Section 5**) and then made available via the UR Portal. Audio can be captured in a number of ways and varies depending on the Supported Source from which the audio is

captured – this is shown at a high-level in the diagram below (in the figure below) and in further detail in Section 5.



Where the Buyer has purchased a variant that captures video, the Buyer will be granted with a right to use the CR service to capture such content for the Buyer to allocate against the applicable User for a Supported Source. Video recordings are captured as outlined in **Section 5** and then made available for download via the UR Portal.

The audio and video which forms the Recorded Data is accessed via the UR Portal. UR Portal Users are able to search for and play back audio recordings and download video recordings in accordance with the level of access granted to them by the Buyer Administrator.

3.3 Service Specification

Service Features	Standard Recording for Mobile Recording Users	Standard Recording for Non-Mobile Recording Users	Standard Recording with Video for Mobile Recording Users	Standard Recording with Video for non-Mobile Recording Users	Enterprise Recording	Enterprise Recording with Video
Capture Audio	✓	✓	✓	✓	✓	✓
Capture Video			✓	✓		✓
API for the CR service					✓	✓
Recording Transcriptions Standard	✓	✓	✓	✓		
Recording Transcriptions Enhanced					✓	✓
AI Tags (also known as Intel Streams)	Requires Standard or Enhanced Transcriptions to be enabled					
Call Categorisation / Intent	✓	✓	✓	✓	✓	✓
Call Summarisation					✓	✓
Advanced AI Tags (e.g., PCI, FCA, Redaction)					✓	✓
Self Service AI Tag builder (e.g., calls relating to					✓	✓
Portal Features						
Advanced Access Management	✓	✓	✓	✓	✓	✓
Playlists	✓	✓	✓	✓	✓	✓
Dashboards	✓	✓	✓	✓	✓	✓
Data Extracts	✓	✓	✓	✓	✓	✓
Audit Screen	✓	✓	✓	✓	✓	✓
Comments	✓	✓	✓	✓	✓	✓
Tags	✓	✓	✓	✓	✓	✓
Third Party Contacts	✓	✓	✓	✓	✓	✓

Forced Comments	✓	✓	✓	✓	✓	✓
Data Management Features						
Retention Period	Up to unlimited	Up to unlimited	Up to unlimited	Up to unlimited	Up to unlimited	Up to unlimited
Group Retention Periods	✓	✓	✓	✓	✓	✓
Metadata Retention	✓	✓	✓	✓	✓	✓
Account level Legal Hold	✓	✓	✓	✓	✓	✓
Do Not Delete Recording Option	✓	✓	✓	✓	✓	✓
Set Retention Date on Single Recording (earlier only)	✓	✓	✓	✓	✓	✓
Optional Add Ons Availability – (See Section 4.2)						
API for the CR service	✓	✓	✓	✓	(Included with this variant – see Section 4.2)	(Included with this variant – see Section 4.2)
Video Storage	✓	✓	✓	✓	✓	✓

3.4 Features

The features of the CR service are further described in the table below:

Service Features	Features
Capture Audio	Record the audio associated with meetings or calls made or received using a Supported Source.
Capture Video	Record a video (including audio) associated with meetings or calls made or received using a Supported Source.
API for the CR service	See Section 4.2 .
Recording Transcriptions	Provides an automatic transcription of recordings into text which is displayed in the UR Portal.
Recording Transcriptions – Standard	Provides an automatic transcription of call recordings into text which is displayed in the UR Portal.

Recording Call Transcriptions – Enhanced	Provides higher-accuracy transcriptions for complex, specialised content, ensuring clarity in technical, legal, medical, or executive discussions, even with diverse accents or poor audio where precision and compliance are critical for informed business decisions.
AI Tags	Also known as Intel Streams, provides the ability for recording transcriptions to be analysed and tagged using a default library (e.g., call summarisation, complaint identification, FCA or PCI compliance) or for a purpose defined by a Buyer Administrator (super user).
Call Categorisation / Intent	Uses advanced analytics to classify conversations by analysing context, themes, and keywords, assigning them to categories like inquiries and complaints.
Call Summarisation	Call summaries use advanced language processing to analyse transcripts, extracting key points, topics, and outcomes to create concise, human-readable summaries of detailed conversations.
Advanced AI Tags (e.g., PCI, FCA, Redaction)	Also known as Intel Streams, use sophisticated AI to analyse transcripts, automatically redacting sensitive data, extracting key contextual details, and integrating past interactions for deeper insights. They can also align tagging with external data sources, ensuring compliance, enhancing workflows, and supporting accurate, context-aware understanding of customer conversations and organisational standards.
Self Service AI Tag builder (e.g., calls relating to product “x”)	Enables a super User to create, customise, and deploy AI-driven tags (also known as Intel Streams) tailored to their unique operational, compliance, and communication needs—without requiring coding or technical expertise. This intuitive, user-friendly tool enables teams to define tagging rules, logic, and parameters that align with specific business contexts and industry standards.
Portal Features	
Advanced Access Management	Allows complex access controls via the creation of “Teams”, “Sites” and “Departments” for Recorded Users and UR Portal Users to belong to.
Playlists	Offers the ability to create playlists of recordings to enable sharing and review with other UR Portal Users.
Dashboards	Summary information showing real-time statistics on recording related usage for the Buyer's account.
Data Extracts	Provides the ability to download predefined reports from the UR Portal.
Audit Screen	A screen showing detailed information about the audited events that have been created for the Buyer's account.
Private Groups	Allows the Buyer Administrator to automatically designate the recordings to or from a Third Party number as private (see Note 2 below this table) in the UR Portal.
Comments	Provides the ability to add comments to recordings.
Tags	Provides the ability to add “Tags” to recordings to enable advanced search filtering and association.
Conversation View	Provides a conversation view between a Recorded User and Third Party for calls and SMS (where applicable).
Third Party Contacts	Provides the ability to associate contact information with the phone numbers of a Third Party.
Forced Comments	When enabled (see Note 1 below this table) this feature forces UR Portal Users wishing to access Recorded Data via the UR Portal to enter a reason for doing so. This data is reportable and will be captured by the UR Portal and will appear against the audit logs.
Data Management Features	

Retention Period	For all variants of the Unified Recording Service, by default the Supplier stores Recorded Data for the duration of the Unified Recording Service. A Buyer can set the Retention Period to dates beyond the duration of the Unified Recording Service. Similarly, the Buyer can also choose to set a Retention Period shorter than the duration of the Unified Recording Service at an account level or using Group Retention periods. Storage of the Recorded Data beyond the cessation of the Unified Recording Service is subject to additional charges.
Group Retention Periods	Provides the ability to create custom Retention Periods for different groups of UR Portal Users.
Metadata Retention	This feature retains the Metadata for the recording in the UR Portal after the recording (audio and/or video) have been deleted.
Account Level Legal Hold	Allows the Buyer to submit a support ticket to request all Recorded Data in their account be placed on legal hold (preventing deletion by the normal retention policy on their account).
Do Not Delete Recording Option	Allows the Buyer to apply legal hold at a single recording level (as applicable).
Set Retention Date on Single Recording (earlier only)	Allows the Buyer to expire a recording earlier than the default retention policy would.

Note 1: This feature is only configured upon Buyer request by selecting the option on the order form.

Note 2: Where a recording has been marked as private, UR Portal Users will not be able to access the recording via the UR Portal unless access to such recording is granted by the Buyer Administrator. Buyer Administrators can achieve this using the override feature within the playlists on the UR Portal. Buyer Administrators can always access recordings marked as private.

4.0 Unified Recording – Optional Add-Ons

4.1 Optional Add-Ons for Mobile Recording

API for MR Service

There are two variants of the API available to the Buyer for this Optional Add On:

Export API

This variant of the Optional Add On facilitates the export of Recorded Data using an Export API. In order to receive Export API, the Buyer shall provide to the Supplier a list of trusted IP address(es) from which the Export API can be accessed.

We will enable the API access on the Buyer's MR Service account and provide:

- The base URL to access the API
- An account ID
- A solution instance ID
- A username and password or JWT bearer token.

The API Export provides the ability to download Recorded Data in the following formats:

- Calls in MP3 or WAV format
- SMS in TXT format
- Metadata in JSON format.

The Supplier will provide Export API documentation and code samples. We reserve the right to limit and control Export API resource utilisation. For example, the number of concurrent downloads is limited to 6 per Buyer.

NICE NTR API

This variant of the Optional Add On will allow the NICE NTR API to retrieve calls from the UR Platform and includes the following:

- Connectivity will be HTTP with AUTH2 Authentication (the Buyer's NICE NTR recorder is the client and the Supplier is the service-side)
- HTTP communication will be secure
- The service supports a single (1N) NTR configuration.

NICE NTR API will present the following Metadata within fixed JSON fields in the HTTP Body:

- StartTime (notation "2017-06-21T12:12:23z"), UtcStartTime (Datetime)
- EndTime, (notation "2017-06-21T12:12:23z"), UtcEndTime (Datetime)
- Direction. (string "Inbound" or "Outbound")
- Duration, (notation "00:00:09", CVSSEC (Seconds), (If not available or mapped calculate duration based on Start and End time.
- UserTimeZoneOffset "UTC-02:00" Use field to calculate local time stamp based in UTC timestamps. If not available or mapped calculate local time based on Satellite Timezone.
- Audio Recording reference
- "AudioFile": { "FileName": "Recording.wav",
- "Md5Checksum": "bf695d72e2051dc660dab8a91f551559" }

- CallID, (string)
- UserExtension. (string)
- CallingParty (string)
- CalledParty (string).

The service provided by the Supplier in connection with the NICE NTR API is limited to facilitating the NICE NTR API to retrieve calls from the UR Platform. The Buyer may need additional licences (which may be subject to additional charges payable to NICE) to fully utilise the NICE NTR API. The Buyer should contact NICE directly for further details regarding this variant of the Optional Add On, including in respect of its specification and the scope of additional charges.

Please note that 'Business Light with API' and 'Voice&SMS with API and Transcription' includes access to both variants of this Optional Add On without the Buyer having to purchase this Optional Add On separately.

SMS to Email Transmission

This Optional Add On facilitates the automatic forwarding of SMS Recorded Data to a mailbox address notified to the Supplier by the Buyer.

Where SMS to Email Transmission is provisioned, the UR Platform will forward via email SMSs within the Recorded Data in near real-time to the Buyer. SMS to Email Transmission uses SMTP protocol, is encrypted using Transport Layer Security (TLS) and is transmitted over the internet.

In order to receive SMS to Email Transmission the Buyer must add the UR Platform IP address to its permitted sender list on the Buyer's e-mail security gateways and provide to us:

- A single email address for the delivery point for all forwarded messages.
- A dead letter email address.
- A bounced messages email address.

The Supplier shall manually add the delivery point email address to the Buyer's MR Service account. Such delivery point email address must be within the Buyer's domain.

The email copies of the SMS shall be sent to the email address provided by the Buyer using a standard email template which can be provided to the Buyer upon request.

The Buyer must ensure that its firewalls, any email security, mail transfer agent or security solutions are appropriately configured so they are able to accept email from the UR Platform and/or IP addresses provided by the Supplier. We shall notify the Buyer of the appropriate configurations prior to the Service Commencement Date of the MR service.

Standard Recording Beep Announcement

This Optional Add On allows the implementation or removal of standard announcement options and tones. The Buyer can choose from one of the following options:

- **Announcement option 1** – once the call is answered both parties to the call will hear the announcement: 'This call is being recorded'.
- **Announcement option 2** – once the call is answered both parties to the call will hear the announcement: 'Recording'.
- **Announcement option 3** – once the call is answered both parties to the call will hear a 'beep tone' to indicate recording is active.

The selected option will be active for all Recorded Users.

Changes to this Optional Add On can only be completed during an out of hours service window agreed with the Buyer and shall be subject to additional charges.

This Optional Add On cannot be applied to the MR service where the Buyer has purchased the Bespoke Recording Announcement Optional Add On.

Bespoke Recording Announcement

This Optional Add On allows the implementation or removal of a bespoke announcement option. The Buyer can request a customised script to be played for the announcement subject to approval of the script and content by the Supplier.

When this Optional Add On is implemented once the call is answered both parties to the call will hear the announcement.

This Optional Add On carries an extended lead time which will be advised to the Buyer by the Supplier on request.

The selected announcement option will be active for all Recorded Users.

Changes to this Optional Add On can only be completed during an out of hours service window agreed with the Buyer and shall be subject to additional charges.

This Optional Add On cannot be applied to the MR Service where the Buyer has taken the Standard Recording Beep Announcement Optional Add On.

4.2 Optional Add-Ons for Collaboration Recording

API for CR Service

This Optional Add On facilitates the export of Recorded Data using an Export API.

In order to receive the Export API, the Buyer shall provide to the Supplier a list of trusted IP address(es) from which the Export API can be accessed.

We will enable the API access on the Buyer's CR service account and provide:

- The base URL to access the API
- An account ID
- A solution instance ID
- A username and password or JWT bearer token.

The API Export provides the ability to download Recorded Data in the following formats:

- Audio (calls / meetings) in MP3 format
- Video (calls / meetings) in MP4 format
- Metadata in JSON format.

The Supplier will provide Export API documentation and code samples. The Supplier reserves the right to limit and control Export API resource utilisation. For example, the number of concurrent downloads is limited to 6 per Buyer.

Enterprise Recording and Enterprise Recording with Video includes access to this Optional Add On without the Buyer having to purchase this Optional Add On separately.

Video Storage

This Optional Add On provides additional video storage capacity as an ongoing monthly subscription in 1TB increments, subject to the payment of additional charges.

5.0 Collaboration Recording Supported Sources & Dependencies

5.1 Dependencies

The provision of the Collaboration Recording (CR) service is dependent on the Buyer:

- Purchasing the correct variant and quantity of the base CR service for the content (audio and/or video) and Supported Source which the Buyer intends to record (as set out in **Section 5.2**)
- Prior to the Service Commencement Date, purchasing any third party licences required for a Supported Source and maintaining the same throughout the duration of the CR service (as described further in **Section 5.3**)
- Complying with any instructions the Supplier provides pursuant to **Section 5.3**.

5.2 Correct Variant of the Base CR Service

Where the Buyer intends to use the CR service to record only audio, the Buyer must purchase one of the following variants of the base CR service for each Recorded User and Supported Source:

- 1 instance of Standard Recording for Mobile Recording Users or Standard Recording for Non-Mobile Recording Users (as applicable); or
- 1 instance of Enterprise Recording.

Where the Buyer intends to use the CR service to record video (including audio), the Buyer must purchase one of the following variants of the base CR service for each Recorded User and Supported Source:

- 1 instance of Standard Recording with Video for Mobile Recording Users or Standard Recording with Video for Non-Mobile Recording Users (as applicable);
- 1 instance of Enterprise Recording with Video.

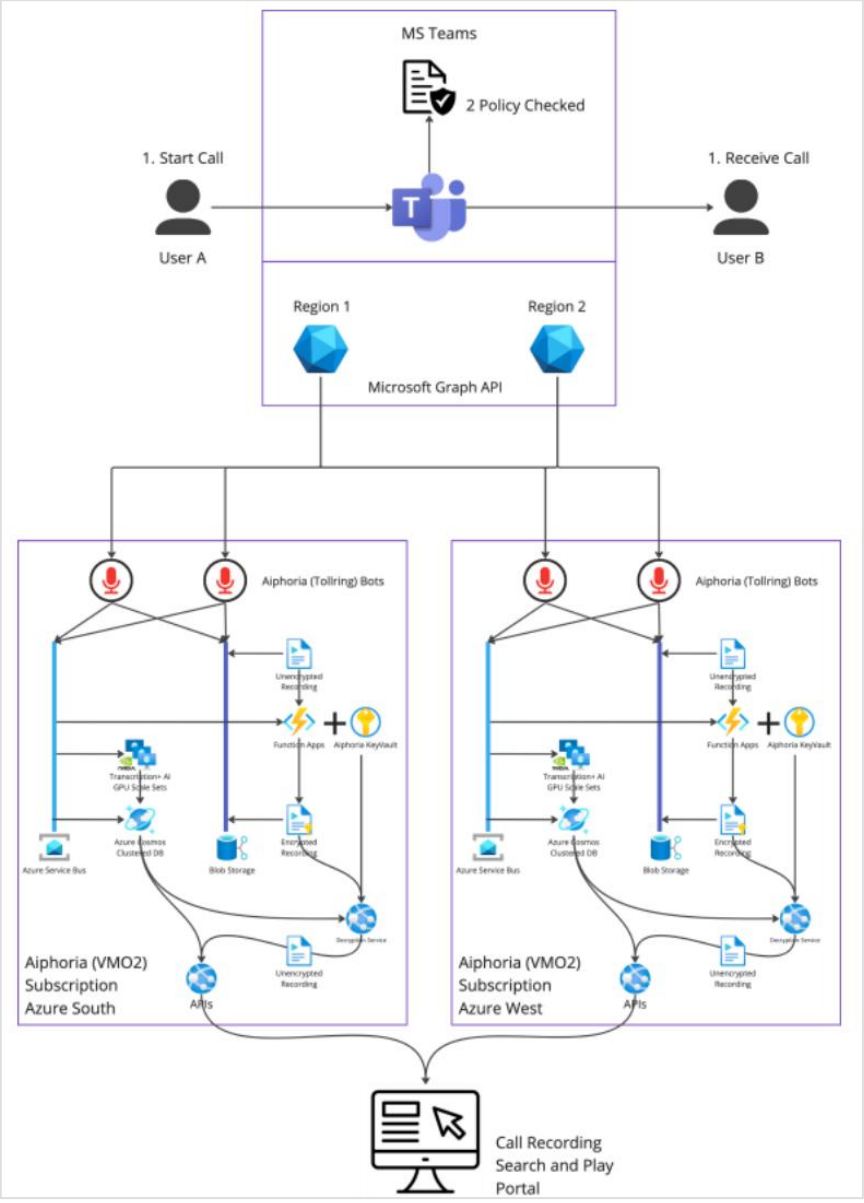
Please see **Section 3.2** for an example of the number of variants of the base CR service that a Buyer requires where it intends to record content across more than one Supported Source.

5.3 Supported Sources

This sub-section and the tables below set out further information about the dependencies for each Supported Source and a high-level explanation of the integration methods used for the CR service.

Following the Commencement Date, we will contact the Buyer with instructions to assist the Buyer to provision the CR service. Examples of the actions the Buyer may be instructed to take for each Supported Source are listed at 'Buyer actions relating to provisioning' in the tables below. This information is included for illustrative purposes only, and the actual steps which the Supplier may advise the Buyer may differ.

The Supplier shall not be liable for (whether in contract, tort (including negligence), breach of statutory duty or otherwise howsoever arising) and shall have no obligations in respect of, the availability, functionality or content of any Supported Source.

Microsoft (MS) Teams	
Application licence requirements	Buyer must ensure each Recorded User has one of the following licences for the duration of the UR Service: E3, E5 (or A3, A5) from the Microsoft 365 or Office 365 licence family (and/or such other licences required by Microsoft to support the full functioning of the CR service in Microsoft Teams from time to time).
Buyer actions relating to provisioning	Deployment with Microsoft Teams may involve: • Buyer running PowerShell scripts as an Azure admin to allow Microsoft Teams recording policy to be created within the Active Directory. • Buyer granting authorisation within the Buyer's Microsoft Teams tenant to allow the Supplier and/or the Supplier's sub-contractor's recording bots to connect to Microsoft's media servers. • Buyer assignment of Microsoft Teams users to the recording policy. • Generation of an output file for onboarding users into the UR Platform. Once configured, future Recorded User provisioning can be simplified by using the 'AD Sync' tool (which will update the Users once every 24 hours).
Architecture and Connectivity for MS Teams Recording via the Graph API	

6.0 Support Services & Service Levels

6.1 Support Services

The Service Desk can be used by the Buyer's IT service desk to report incidents to the Supplier. The Service Desk shall only accept calls relating to incidents which are received from the Buyer's administrator.

The Service Desk will use reasonable endeavours to resolve incidents relating to the UR Service. The Buyer's administrator can report an Incident using an email and/or phone contact.

Once the Buyer has reported an incident to the Service Desk, a support ticket will be raised.

6.2 Service Availability & Service Level Targets

The service availability target for the UR Service is 99.99%.

Service availability is calculated on a monthly basis as the availability of the UR Platform as follows:

$$\frac{\text{Total minutes in the month} - \text{Total minutes of Unplanned Downtime}}{\text{percentage Total minutes in the month}} \times 100 = \text{availability}$$

Where 'Unplanned Downtime' is any period of time where the UR Platform is not operating excluding any maintenance windows.

The Buyer acknowledges that only data produced by or on behalf of the Supplier will be used for assessing our performance against service availability.

The Supplier shall not be responsible for any failure to achieve the above service availability target set out if the failure was caused directly or indirectly, in whole or part, by any of the following:

- The Buyer's improper use of the UR Service
- Any unforeseen application of applicable laws or customs dispositions
- Any cause out of the reasonable control of the Supplier
- Any cause due to a UR Portal User, a Recorded User or the Buyer Administrator's action or omission other than as required to comply with the Agreement; and/or
- Incorrect configuration of, or incompatible, mobile equipment.



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