

CFone VoIP Service Definition Document

Service Name: CFone VoIP

Supplier: CFone Communications

Framework: Crown Commercial Service – G-Cloud 15

1. Service Overview

CFone VoIP provides a secure, cloud-based phone system enabling organisations to make, receive, and manage calls over the internet. Features include call routing, voicemail, conferencing, mobile app integration, and analytics dashboards.

2. Service Features

- Cloud-based telephony with online management portal
 - Call forwarding, auto-attendant, IVR, voicemail
 - Integration with desktop and mobile apps
 - Reporting and call analytics
 - Secure data storage with encryption
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3. Support and Maintenance

- 24/7 technical support via email and phone
 - Response times: Critical incidents within 1 hour, standard requests within 24 hours
 - Scheduled maintenance communicated in advance
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4. Onboarding and Offboarding

- Rapid deployment for new users and sites
 - Migration support from existing phone systems
 - Easy offboarding with data export on contract end
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5. Performance and Availability

- 99.9% uptime SLA
 - Redundant infrastructure to ensure continuity
 - Real-time monitoring and alerting
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6. Security

- Data encrypted in transit and at rest
 - Regular security updates and patches
 - Access controls and audit logging
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7. Constraints

- Requires internet connectivity
 - Certain advanced features may require compatible devices
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8. Pricing Model

- Subscription-based, per-user per-month
 - Optional add-ons billed separately
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9. Contact Information

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