TalkTalk Business

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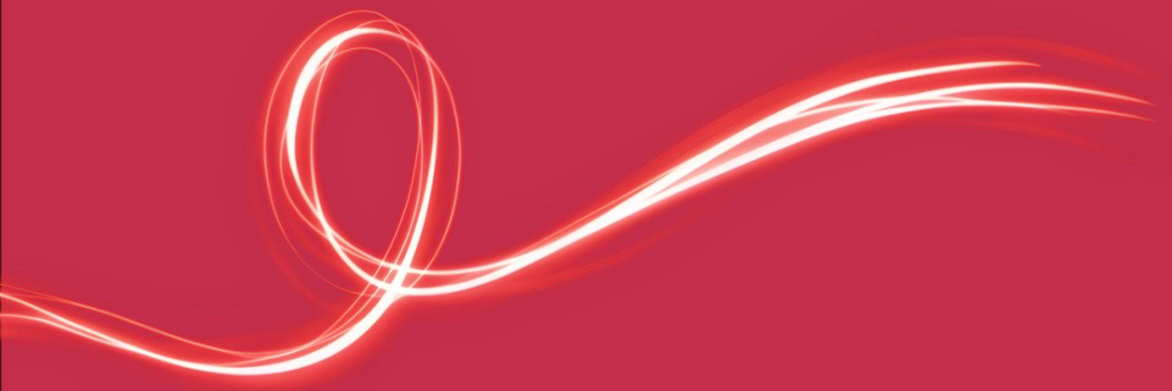
MIVoice Business

Service Definition



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1. MiVoice Business

MiVoice Business (MiVB) offers Mitel Enterprise Cloud Unified Communications (UC) and Contact Centre (CC) services, providing organisations with a complete communications, collaboration and customer experience solution. MiVB brings together voice, video, collaboration and customer experience into a single offer.

Key components:

- MiVB - The core telephony platform for Mitel. MiVB caters for everything from basic user functionality to ACD paths and groups to allow skill levels to be assigned to employees so that customers always reach the right person.
- MiCollab - The collaboration space for Mitel. MiCollab enables the deployment of softphones across laptop and mobile. MiCollab provides full calendar integration, user status, chat and meeting collaboration from a single softphone.
- MiContact Center (MiCC) Business - The enterprise contact centre from Mitel. MiCC provides thousands of bespoke call reports and allows Contact Centre managers to efficiently run the daily tasks of their environment. This can be via, voice, web chat, email, social media, SMS and more.
- Zoom partnership - For hybrid customers offering additional flexibility for expansion and mix of users.

TalkTalk MiVoice Business is an end-to-end offering with the following highlights:

- Total commercial flexibility: deployment via the simplicity of a subscription model combined with the deployment to our in-house private cloud.
- Mix & Match User Levels: while all your employees will collaborate, not all require contact centre features, so it’s possible to mix and match the user levels depending on the individual needs of your employees.
- Always Up to Date Solution: Premium Software Assurance is included in the monthly subscription so you will always have access to support and the most up-to-date software and security software.
- Single SLA, contract and helpdesk
- Reduced line costs through centralised SIP connectivity
- Reduced onsite hardware requirements, with a cloud-hosted PBX
- Rationalised implementation costs, templates can be built on the cloud platform to be plug and play
- Increased functionality with cutting edge technology and AI
- Increased flexibility with broad client choice, from hardware to softphones
- Incorporating voice services into data services to create one seamless CX
- Increased scalability, cloud services can be rapidly increased as and when required
- Increased reliability by having a cloud-based platform resilient across multiple data centres

- Increased integration with platforms such as Google Workspace and Microsoft Teams

Mitel & Zoom Integration

Mitel and Zoom are partnering to offer customers an ideal blend of services for their diverse enterprise needs. Combining Mitel's enterprise-grade UC capabilities with Zoom Workplace gives a consistent experience. Customers can enjoy dependable call performance across desk phones, softphones and mobile devices with following highlights:

Hybrid Flexibility & Reliability: The demand for hybrid communication solutions has never been greater for larger customers that want fully specified SLAs. The Mitel-Zoom partnership is designed to meet the demand, enabling companies to maintain full command over their infrastructure. Through embedded integrations, Zoom Phone can be used with Mitel PBX natively, no add-ons or plug-ins required, reducing complexity for IT teams while ensuring a robust user experience. Scalable architecture enables enterprise growth and global teams.

AI-Powered Efficiency: More Focus, Less Friction: Artificial Intelligence redefines how teams work, automates repetitive tasks and enables smarter decision-making. With Zoom AI Companion and Mitel's AI-assisted capabilities, organisations can streamline workflows, reduce administrative overhead and free up valuable resources for high-impact initiatives.

Customer Experience: Where customer experience (CX) is paramount, Zoom & Mitel delivers a diverse UC solution that covers core, advanced and mission-critical communication needs, which are essential for driving customer loyalty and satisfaction as well as providing a supportive employee experience.

Subscription types

UC Subscriptions - UCaaS

Basic IPT:

- IPT User Licence with full telephony feature set access with support for one device.
- This can be either an office 'on-net' phone or an 'off-net' PSTN extension.
- This licence comes with access to a basic MiCollab web client with corporate directory and desk phone control
- Voicemail is not included

UC Entry:

- Full IPT Multi-Device User Licence with full call control feature set access for general business users with support for up to eight devices that can be used, for example, for your corporate desk phone as well as a PSTN mobile device

- This licence comes with access to a full MiCollab web/desktop client with corporate directory, IM/chat, presence, visual voicemail and desk phone control
- Use Mobile UC on two devices
- Includes Voicemail with full Unified Messaging capability
- Voice Assist auto-attendant
- Includes a teleworker licence to enable Public Internet customer site interconnect

UC Standard:

- Full IPT Multi-Device User Licence with full call control feature set access for the Mobile User, with support for up to eight devices
- This licence comes with access to a full MiCollab web/desktop client and mobile client with Voice Assist auto attendant, corporate directory, IM/chat, presence, visual voicemail and desk phone control
- Includes a PC Softphone as well as a Mobile Softphone, along with access to MiCollab Audio/Web Collaboration services and MiVoice Integration for Google
- Includes Voicemail with full Unified Messaging capability
- Includes a total of 4 MBG Teleworker client licence to enable roaming with softphones as well as Public Internet (OTT) customer site interconnect for the deskphone
- It also includes the MiCollab for Microsoft Plug-in

UC Standard +:

- UCC Standard Plus Meetings Opex; Full IPT Multi-Device User Licence with full call control feature set access for the Mobile User, with support for up to eight devices
- This licence comes with access to a full MiCollab web/desktop client and mobile client with Voice Assist auto attendant, corporate directory, IM/chat, presence, visual voicemail, and desk phone control
- Includes a PC Softphone as well as a Mobile Softphone, along with access to MiCollab Audio/Web Collaboration services, and MiVoice Integration for Google
- Includes Voicemail with full Unified Messaging capability
- MiTeam Meetings for video collaboration
- MiVoice Business Console for seamless call handling. Sophisticated call handling features make it ideal for high-volume call environments where attendants must be able to manage calls, rather than simply answer phones

	Basic IPT	UCC entry	UCC standard	UCC standard +
Device	1	8	8	8
Teleworker	Y	Y	Y	Y
Enterprise Voice Calling Features	Y	Y	Y	Y
Auto-Attendant	Y	Y	Y	Y
Corporate Directory	Y	Y	Y	Y
PC/ Web Client		Y	Y	Y
PC softphone		Y	Y	Y

Mobile UC with softphone		Y	Y	Y
Voicemail		Y	Y	Y
Unified Messaging		Y	Y	Y
Audio/ Web Collaboration			Y	Y
Screen sharing			Y	Y
Scheduled meetings			Y	Y
Calendar Integration			Y	Y
CRM Integration				Y
MiVB Console				Y
Cloud based chat retention		24 months	24 months	24 months

Contact Centre Subscriptions - CCaaS

Voice Current Agent:

Concurrent contact centre voice agent includes:

- Contact centre reporting
- Concurrent MiVoice Business ACD agent
- MiCollab desktop and mobile clients
- Softphone

Does not include Voicemail. Requires a Basic IPT User for every named agent (to support a multi-shift contact centre deployment scenario).

Omnichannel Current Agent:

Enables SMS, web-chat and email interactions. Omnichannel is an add-on to Voice or can be purchased on its own for non-Voice Contact Centres.

	Voice Current Agent	Omnichannel Current Agent
MiContact Centre entitlement		
Subscription	1 x Concurrent Voice CC/ACD Agent (up to 3 named CC reporting seats)	1 x Concurrent Omnichannel Agent
Features	Queuing, Skills Based Routing, Agent / Client Status and Management Features, Supervisor Functions, Agent Forecasting, Real-Time Statistics, Silent Monitor, Whisper, Barge-In, Flexible Reporting	
Client	Contact Centre Agent / Supervisor Desktop Client & Web Client	
Mobility	Desktop & Web Unified Communications Mobile Client, PC or Mobile Smartphone	N/A
Salesforce.com Integration	MiVoice Integration for SFDC Advanced with Contact Centre Integration	N/A

MS Teams collaboration

Retain full access to the powerful Mitel business-quality voice and telephony, as well as other services provided by the Mitel solutions, from within the MS Teams client interface.

Keep using your existing devices and softphone and leverage your existing investments in your Mitel solution, with no need for a Microsoft Teams Phone licence. Whether you use chat, video conferencing or calls, leverage your current technology so that you're able to stay in your MS Teams environment, receive calls, place calls with one interface and choose how you connect.

Take advantage of integrated, advanced telephony features such as call routing and hunt groups with no additional licensing. When a call is received, you get a notification on top of any other window. With simple call floater technology, you can always see your active call without having to toggle between multiple windows in other applications.

Mitel Assistant

Mitel Assistant, together with the Mitel softphone, gives you the solution you need for Mitel telephony and Microsoft Teams environments. It removes the need to get a Microsoft E5/ Phone System licence while still providing you with an integrated user experience. In this immersive setting, you can access a dedicated tab that shows your call history and allows you to directly initiate a call from the call history. You can also see call history and presence indicators in Microsoft Teams when users are on a call using Mitel services (if enabled) .

Mitel integrates Call Server Presence information with Microsoft's user presence system. Microsoft users can see if someone is busy on a Mitel phone call anywhere Microsoft presence is displayed, and vice versa.

Resilience

Each customer on our platform has their own dedicated instance. The solution is different from public cloud offerings as resource is not shared and upgrade times are not dictated.

- Additional resilience can be built into the service through resilient connectivity and PSTN Trunks
- Device resiliency: This allows IP phones to register with a different MiVoice Business system (ICP) in case of a failure with the primary system or network.
- Secondary system: Set up a second MiVoice Business system to act as a backup. In a disaster, phones can be redirected to this secondary system for control.

1.1 Data backup and Restore

MiVB can generate a complete **database backup**, which includes system configuration, users, telephony settings, and optional call history. During a backup, the system verifies key Berkeley databases (Management Layer, ISDN, Applications, IP Networking, Voicemail) to ensure the saved backup is not corrupt.

Where backups are stored

Backups are created automatically on the MiVB controller during upgrades or installs, and administrators can optionally save a copy to a workstation or network location.

What can be included:

- System configuration database
- Optional Call History records
- Dimension selection information (system-wide configuration sets

How MiVB Restores Data

During a restore, administrators can:

- Restore the same database previously backed up
- Restore an alternate database file
- Include/exclude Hotel/Motel wake-up information
- Restore system dimensions from backup or from the new software load

Restore requirements

A valid backup must exist; otherwise, restore options are unavailable. If upgrading, database restore becomes mandatory. If call history was backed up, it is also restored unless manually deleted.

Additional steps after restore

For deployments using IP-DECT, each Open Mobility Manager (OMM) must be rebooted so radio units fetch updated firmware

Backup Failure Handling

If integrity verification finds corrupt files during backup:

- The system generates **Audit Failure** and **Backup Failure** alarms
- The upgrade is aborted

Admins must perform a system restore to resolve corruption.

Levels

Priority	Description	Definition	Resolution SLA
P1	Critical Fault Loss of service (TLOS)	For incident conditions which have existed for 5 minutes or more and comprise one or more of the following: • Total loss of voice service • Dial tone not available • Outbound or inbound calling not unavailable • No outbound calls connecting • All outbound or inbound calls in progress drop mid call	9 clock-hours' resolution, 24/7
P2	Partial loss of service (PLOS)	Intermittent or partial loss of voice service at an installation site with a high degree of service impact and where the intermittence can be demonstrated repeatedly within a 1-hour period.	3 working days In hours – M-F (excl. BH) 8:30 to 17:15

Disaster recovery and restoration

During the design phase, all applications are designed for full resilience across data centres. Unless an application is by manufacture design standalone, TalkTalk Business will create a secondary instance for the primary instance to failover to. This will prevent total loss of failure and provides full disaster recovery. Once automatic failover has taken place, and the customer is using their secondary instance, the TalkTalk Business assurance teams will look to rectify the issue on the primary instance. Should the primary not be able to be repaired, **TalkTalk Business will create new virtual machines for the applications, using the most recent backup taken from the section above.**

Service levels

Please note that the monthly availability service level of our Cloud platform itself is 99.95% and, as for the software applications deployed for voice, they are fully resilient so any failures of the primary service will automatically launch the secondary service, keeping the customer estate active at all times.

At TTB we undertake best ITIL practices throughout the business and technology teams. The Service Desk team has a problem management and change process to ensure that root cause and preventative actions are managed effectively, in line with service levels. In addition, root cause investigations are completed as part of our problem management process, where change and incident information is analysed

and collected to suggest preventative actions. Reason for Outage (RFO) for network incidents are distributed to impacted customers within 10 working days from root cause following a P1 or MSO.

Where the priority of a TTB Network Incident is MSO or P1, a Major Incident Manager is assigned to document and communicate the progress of an incident. A multi-disciplinary team will work collaboratively to resolve the incident as quickly as possible and with minimal impact on the business. The IT Service Management (ITSM) team's record of the incident is updated throughout and resolved using defined metrics to drive post-incident analysis activities.

Major Incident notifications are distributed during the life of the incident via a dedicated Incidents Team. If the customer has any questions related to an RFO notification, or requires additional detail, these can be referred to the ITSM team via your Account Manager.

Business Continuity, Crisis Management and Disaster Recovery Plans are in place for our key sites. Network resilience is assessed and monitored through testing on a regular basis by Business Continuity team. Continuous monitoring of network availability through the Technical Support Centre team will ensure any issues are identified in a timely manner.

Where an incident does occur, a robust incident response process is in place and is exercised to ensure an effective response, followed by a problem management review linked to service improvement. The Group recognises that network resilience is also reliant on Openreach for the last mile. If an outage was to occur on the Openreach infrastructure, we have agreed competitive SLAs with Openreach to mitigate risk. Other prioritised critical processes, systems and third parties are identified, and business owners are assigned accountability for assessing resilience and implementing business continuity plans to enable continuity of operations in the event of an incident.

TTB also continues to invest in supporting appropriate resilience of critical systems. Relationship owners are assigned accountability for requiring critical third parties to have adequate business continuity plans in place and obtaining third party assurance, where appropriate, that their plans have been reviewed and tested annually.

With usage consistently on the rise, we constantly monitor the network, forecasting and responding to the ongoing demand to maintain stability and minimise any congestion. Despite download usage increasing 40% year-on-year, our network has remained resilient. Additionally, due to Covid-19, further measures have been implemented to ensure the health and safety of our workforce and customers whilst we successfully continue our provision of critical services, which involves enabling the remote working of both our workforce and third parties.

1.2 Onboarding and Offboarding support

TTB has an onboarding model for all new customers, from SMEs through to major customers. All customers procuring services via public sector frameworks also have the support of a dedicated Account Manager.

In general all orders follow the process detailed below:

1. The customer order is received by the salesperson, along with a copy of the terms and conditions (signed using DocuSign)

2. All customer orders are verified, and credit checked and, once approved, put into the provisioning work in progress queue (WIP)

3. All orders are built within our Inventory System's billing system by the Delivery team

4. All updates and communication on installation dates will be provided to the customer via email by the Delivery Team

5. Should a router be requested as part of the solution, TTB will provide engineering resource for onsite installation.

All new deployments will be project coordinated through to go-live. This includes calls and project updates throughout the lifecycle of the project. TalkTalk Business will appoint a dedicated project coordinator, responsible for the successful delivery of the project from beginning to end. The project design will determine the type of training your users will require. We offer on-site training, remote sessions, guides or interactive self-paced learning or a mixture of all. We will encourage users to install their new device wherever possible prior to bringing into service (BIS), so they can experience their new solution. This may be on their desktop via a softphone, mobile client or hardware, and users can then familiarise themselves with any new features. We can also phase the BIS by moving users in departments or clusters, which can ease a large transition to a new platform. The key factor is for the user to feel comfortable and ensure minimum disruption.

1.3 Access to data upon exit

When the customer wishes to cancel their service, all service-related data will be deleted via our data cleanse processes. The end of contract process will be supported by the customer's dedicated Account Manager and TTB Customer Services, who will assist them to access their data along with any queries or requirements. We will also raise a data deletion request with our supplier. Former customers can initiate a right-to-be-forgotten request to remove their data held on our customer database. Contact details are published on our website and in any service documentation provided to you when the service was initiated.

1.4 Service Constraints

MiTeam Restrictions

MiTeam Meetings' unlimited features are for reasonable business use only. Any use in excess of the fair monthly aggregate usage limit set out below will be presumed unreasonable. In the event of unreasonable usage, we may in our sole discretion: (a) bill monthly overage charge for use above the stated limits at the unit cost set out in the table below, and/or optionally (b) suspend or terminate service.

Concurrent Meetings

A user can host a maximum of 2 concurrent meetings. A charge of a second monthly licence fee for every additional 2 concurrent meetings hosted per user.

Hosting a meeting

A maximum of 10,000 hosted minutes of meeting per calendar month per user. A charge of a second monthly licence fee for every additional 10,000 hosted minutes.

PSTN dial-in usage

Dialling into a meeting is a secondary means of connection intended for use only when a user has no internet connection, or if their internet connection is poor or unstable. This feature is intended for reasonable business use only. The customer may be charged a fee in the event of an unreasonable usage. Hosted minutes refers to the amount of minutes the users are in a meeting. Hosted minutes are tracked against the user who created the meeting. Example: If 10 participants joined a meeting for 30 minutes each, 30 minutes in total would apply to the user who created the meeting's monthly 10,000 hosted minute limit.

1.5 Service Levels

MiVB SLAs are built to the customer specification, ensuring they are tailored to specific requirements. Across TalkTalk's network we report a target availability of 99.995%. Overall availability will be dependent on the availability of the underlying connectivity service.

1.6 Support Hours

Faults can be raised 24x7, 365.

In hours – M-F (excl. BH) 8:30 to 17:15	Out Of Hours
Email: **systemsupport@talktalkbusiness.co.uk**	Email: b2booh@talktalkbusiness.co.uk
Phone: **0191 493 1120, option 1 or 0800 4661234, option 1 then option 3**	Phone: 0800 5426753

Your case will be allocated to an engineer who will investigate the issue and either resolve the fault directly or raise and track a support case with our suppliers.

Tickets will be prioritised according to the severity of the fault reported and will be tracked and managed through our established fault management process.

Service Level Agreements

Priority	Description	Definition	Resolution SLA
P1	Critical Fault Loss of service (TLOS)	For incident conditions which have existed for 5 minutes or more and comprise one or more of the following: • Total loss of voice service • Dial tone not available • Outbound or inbound calling not unavailable • No outbound calls connecting • All outbound or inbound calls in progress drop mid call	9 clock-hours' resolution, 24/7
P2	Partial loss of service (PLOS)	Intermittent or partial loss of voice service at an installation site with a high degree of service impact and where the intermittence can be demonstrated repeatedly within a 1-hour period.	3 working days In hours – M-F (excl. BH) 8:30 to 17:15
P3	Degradation of service	Intermittent or partial loss of voice service at an installation site with a low degree of service impact and where the intermittence cannot be demonstrated repeatedly within a 1-hour period.	7 working days In hours – M-F (excl. BH) 8:30 to 17:15

Service Credits

Service credits are available for P1 incidents not resolved to target. Details can be provided on request.

1.7 After Sales Support

Incidents and support requests should be raised by telephone on 0845 456 6541 or 0845 310 3444. Our team aims to diagnose faults within 30 minutes. Support requests which are less time sensitive can also be raised by emailing tsc@talktalkbusiness.co.uk. Requests can also be made via our customer portal: https://extra.mytalktalkbusiness.co.uk where customers can log in and submit a 'call log'.

We will provide a Sales Account Manager supported by the pre-sales team for any additional support, general queries, or solution advice or to understand any further innovative technologies that may be of value to the customer.

1.8 Technical Requirements

System Requirements: Users must have compatible devices, sufficient connectivity bandwidth (high-speed recommended), and the current software version to access full functionality.

1.9 Outage and Maintenance Management

For all planned notices and maintenance, the customer will be notified 10 business days in advance. In regard to all unplanned disruption or major failures, all TTB staff will receive email notification internally, informing them of the exact nature of the disruption and the details of the known failure. At this stage it will be the responsibility of the Assurance Desk to inform all affected customers via email and/or text message. Updates will be provided on a regular basis (every four hours) until fault restoration. For all Major Service Outages (MSOs) a full RFO report will be provided as part of the communication.

Reverting to a normal service in the event of a failure or MSO will follow a procedure whereby all necessary testing is completed within the Assurance and Technical Engineering teams. These teams will initially follow up through direct contact with named representatives within the customer's organisation. All relevant checks will be completed by both parties to ensure all services and deliverables are working correctly prior to any buyer sign-off.

1.10 Hosting Options

Subscriptions will be hosted in our own private UK data centres owned and managed by our managed service partner PXC.

The service itself is always designed with resilience with additional tailoring to customer requirement.

1.11 Access to data (Upon Exit)

When the customer wishes to cancel their service, all service-related data will be deleted via our data cleanse processes. The end of contract process will be supported by the customer's dedicated Account Manager and TTB Customer Services, who will assist them to access to their data along with any queries or requirements. We will also raise a data deletion request with our supplier. Former customers can initiate a right-to-be-forgotten request to remove their data held on our customer database. Contact details are published on our website and in any service documentation provided to you when the service was initiated.

1.12 Security

There are multiple different forms of security used in our UCaaS proposition, from both infrastructure and software. All customer voice-based applications will be delivered with its own dedicated firewall, that will have Session Border Controllers and Teleworker Gateways deployed within its demilitarised zone. Further information around the deployment of our cloud voice infrastructure will need to be gathered directly from TalkTalk Business. Voice based software and end users are secured by specific firewall ports being open for voice traffic only and management IPs being locked down to specific customer IP addresses.

Each phone's dedicated MAC address is configured and held in our Teleworker Gateway. When an IP phone attempts to register with a customer's voice service, the gateway will check the MAC address against the table and allow registration should it match. In the event that the MAC does not match, the IP phone will be blocked from connecting to the voice estate. Softphone users will receive a welcome email with a predefined key they can then put into their softphone. This will register the user and allow them to utilise the MiCollab features. This key is only valid for a length of time specified by the customer and can only be used once. Should the end user need to redeploy or add additional softphones, a new welcome email will need to be deployed from the MiCollab server. This prevents old keys being found in email archives and being registered by bad actors. For more information regarding TalkTalk Businesses' voice security policies, please contact us directly.

TalkTalk Businesses has implemented an Information Security Management System based on industry good practice (NIST CSF, PCI DSS) and is externally certified to ISO 27001. This covers a range of policies and procedures to ensure the confidentiality, integrity and availability of information. The TTB Security Operations

Centre (SOC) facilities are manned 24x7x365, providing a near real-time response to security events with an escalation process to senior management as required. Our 24/7 SOC has extensive monitoring of internal and external security controls, coupled with curated threat intelligence feeds. Incidents are triaged based on risk and impact and playbooks have been developed to focus on containment, eradication and recovery activities in-line with NIST best practices. TTB conducts security scanning of all its infrastructure on a bi-weekly basis. We also conduct weekly threat and vulnerability scanning of all our network assets via InsightVM. Critical/high risk vulnerabilities patches are applied within 14 days. All other updates are applied as soon as possible using a monthly patching cycle. Security updates are assessed and prioritised based on threat level, likelihood of compromise, consequences of compromise, environmental characteristics and regulatory or accreditation-based requirements. TTB gets its information about potential threats from InsightVM for scanning, Altiris Patch Management.

Version Control

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