

TalkTalk Business ***Zoom***

Service Definition



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1. Zoom

Zoom delivers easy, innovative and intuitive communication, collaboration and contact capabilities in a single pane of glass solution. With extensive, market-leading features and impressive, effective AI as standard, it is an ideal Unified Communications as a Service (UCaaS) and Contact Centre as a Service (CCaaS) solution for business.

TTB offers the full Zoom product suite, including but not limited to:

- Zoom Phone
- Zoom Workplace Business Plus
- Zoom Meetings & Zoom Webinars
- Zoom Whiteboard
- Zoom Contact Centre
- Zoom Virtual Agent
- Zoom Cloud Recording / Storage

TTB offers a full service wrap to customers for Zoom. This includes:

- Overall design of the Zoom solution, including network related elements
- Professional services to migrate from existing services
- Tailoring to meet the client's users' needs
- Ongoing managed service

Zoom Phone

A next-generation enterprise Cloud Voice phone system for modern cloud business communications, with an extensive, innovative and industry-leading telephony feature set. Users can extend their use by adding extra functionality, such as international calling, toll-free numbers and more with simple add-on plans.

Key features:

- Includes domestic UK & IE call options for unlimited or bundled minutes
- 1 number included per Zoom Phone licence (free number import)
- Voicemail with transcription
- Intelligent features such as call routing and auto-attendant
- Barge/ monitor/ whisper/ takeover
- Emergency calling
- Holiday and business hours routing
- Call handoff between devices: VoIP handsets, desktop client or mobile app
- Elevate calls to video meetings
- Centralised management portal for phone configuration and analysis
- Secure HD audio, even over Wi-Fi and mobile data
- Native apps for Windows, MacOS, iOS and Android devices
- All traditional PBX features included, e.g. voicemail, call history, call-recording
- Includes Zoom Chat (presence, 1:1 & team messaging)

Call Recording

TTB or customer owners/ administrators can:

- Configure policy settings from the Zoom Portal to determine whether calls and meetings are recorded automatically or on an ad-hoc basis, and whether individual users can override the default settings.
- Enable, disable or lock settings such as cloud recording sharing, and who can access or download cloud recordings.

Customers also have the option to store call and meeting recordings locally or in a chosen storage asset they may have, such as AWS.

Zoom Workplace Business Plus

Zoom Workplace Business Plus bundles everything customers need to communicate and collaborate with internal and external teams, combining Phone and Meeting capabilities. Have face-to-face interactions over video, place a call from your mobile device, brainstorm on a whiteboard and send files over chat – all from a single pane of glass. This licence includes Meetings, Phone, Whiteboards, Zoom IQ, Translated Captions, Storage & Single Sign-on.

Zoom Meetings

Join, collaborate and connect through Zoom's virtual meeting platform capabilities

Key features:

- Familiar user interface for easy adoption
- Native apps for most operating systems, for hybrid working
- Robust security settings e.g. encryption, passcode protection, waiting rooms
- HD audio and video meetings with support for up to 1000 video participants and 49 video participants shown on screen
- Built-in collaboration tools, e.g. screen sharing, polls, hand raising and more.

Zoom Team Chat

Streamline communication between team members with chat features and integrated messaging optimised by the power of Zoom Team Chat software.

Key features:

- Secure, high-performance instant messaging integrated into the Zoom platform
- Granular admin controls so the service is more controllable
- Secure file sharing enabled via encryption
- Powerful search tool for searching content in previous chats

Zoom Whiteboard

Zoom Whiteboard is a visual collaboration tool for hybrid and remote teams to work together before, during and after Zoom meetings.

Key features:

- Easy, intuitive whiteboards for sharing and collaborating, with business templates, shapes, text, drawing tools, sticky-notes, picture uploads and more
- Whiteboards can be edited by all meeting attendees, both in and after a meeting

Zoom Mail and Calendar

Bring important communications and scheduling together in one place by connecting mail or Microsoft 365 accounts to the Zoom client. Access Zoom Mail and Zoom Calendar in the same app as Team Chat, Phone, Meetings and more.

Key features:

- End-to-end encrypted mail between Zoom Mail Service users
- A calendar that works seamlessly with Zoom Meetings, Phone and Team Chat
- Self-service account creation using the zmail.com domain
- Custom domain available with Zoom One Business Plus licence

Zoom Contact Centre

The Zoom Contact Centre brings omnichannel functionalities, like voice, video, email and social media to the call handling experience, enhanced with AI.

Key features:

- Supports voice, web chat, SMS and video
- Uses the same desktop client as the other Zoom products for a common look and feel
- Quickly reference and attach company-created resources to support customers. Built-in screen share, file share, and chat help agents solve queries quickly and efficiently
- Built-in analytics dashboards / wallboards
- Easy drop-down list for changing agent status
- Agents can quickly add notes to each customer engagement
- AI companion included with all contact centre packages
- Outbound dialling included with Premium package
- AI Expert Assist included in the Elite package

Zoom Virtual Agent

Zoom Virtual Agent, when taken with Contact Centre, allows customers to deliver intelligent support with an AI chatbot. It provides personalised help and can steer calls to the right agents, giving the caller the best experience, and enhancing agent productivity.

Key features:

- 24/7 always on for unrestricted access to support
- Intelligent hand off to a live agent to resolve more complex queries
- Customised flows and messages for each segment based on profile or data attributes
- Omni-channel (web, mobile, social media)
- Natural language processing intelligently detects what each user needs
- Actionable analytics
- Security and privacy features at the core of the generative AI capabilities provided to customers, ensuring responsible AI

Zoom AI Companion

Zoom AI Companion is an AI assistant that works across the Zoom platform, facilitating higher individual productivity and better team collaboration.

Key features:

- Access live and post-meeting summaries and share them effortlessly with others through Team Chat or email
- Ask AI Companion for discussed topics when running late to a live meeting, using the 'catchme-up' feature
- Review recordings faster with searchable transcripts, next steps capture, thematic chapters and more
- AI helps with writing email responses
- Compose chat, whiteboard and event content

1.1 Data backup and restore

Zoom offers choices for backup type and levels:

- Zoom automatically stores cloud recordings on its servers, accessible through the Zoom web portal.
- Zoom has a retention policy, and cloud recordings are automatically moved to trash and then permanently deleted after a certain period as defined by the customer (e.g., 195 days).
- Customers can access and manage cloud recordings by signing into the Zoom web portal and navigating to **Recordings**.
- Admins can enable and set a retention policy for Team Chat messages to be stored in Zoom's cloud for up to 10 years.

Third-party and automated backups:

- **Manual backup:** Download cloud recordings from the Zoom web portal and manually upload them to customer preferred cloud storage service like Google Drive, Dropbox or OneDrive.
- **Automated backup:** Customers can use third-party apps like zBackup.app to automatically back up Zoom cloud recordings to other cloud services:
 - This is a simple, automated way to ensure recordings are backed up without manual intervention.
 - These apps can be connected to both Zoom and desired cloud storage accounts.

All data that is backed up can be restored.

Multiple methods exist to restore data, e.g. you can find and recover deleted local recordings from the trash bin of your computer. For cloud recordings, Zoom allows you to recover deleted recordings from your trash folder in the web portal.

1.2 Disaster recovery

Zoom is a multi-tenant global platform that offers customers flexible options for business continuity and disaster recovery as follows:

For administrators and enterprises:

- Hybrid solutions: The Zoom Node platform enables organisations to create a reliable hybrid solution that reduces dependency on the cloud during global outages and includes features like pre-configured meeting rooms and an admin-controlled bulletin board for critical updates.
- Zoom Phone Local Survivability (ZPLS): This feature allows supported Zoom Phone clients to register to an on-site survivability module during a Zoom cloud outage, maintaining internal dialling and basic services.
- Meeting Survivability: This hybrid solution, part of the Zoom Node platform, allows users to continue using core meeting services like scheduling, joining, and hosting within their local network when the cloud is unreachable.
- Business impact analysis: Organisations can perform a business impact analysis to identify critical functions and develop a continuity plan that prioritises the most important parts of their business.

TTB can deploy the above solutions if required by the customer.

Resilience

The Zoom platform is a global offering, with dedicated data centres situated globally to ensure maximum reliability and failover capabilities in the event of any forms of outage.

The portfolio of products from Zoom is provided from data centres which are geographically distributed, utilising active-active architecture between them to ensure resiliency and failover of service between data centres in the event of any form of outage.

From a UK perspective, note that Zoom does not currently make use of UK data centres* and services utilised in the Zoom portfolio are provided by default in the US cluster of data centres. Zoom also has European datacentres in the Netherlands and Germany. By default, any storage of files, chats, recordings and other media is also stored in the US cluster. Where data needs to be stored in the EU cluster, TTB can provision a customer account where required.

Customers also have the option to store call and meeting recordings locally or in a chosen storage asset they may also have, such as AWS.

*A UK datacentre is planned by Zoom for the end of CY 2026.

1.1 Onboarding & Offboarding support

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.

1.2 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.

1.5 Service Constraints

Geographical and technical restrictions

Restricted regions: Access to Zoom is restricted for users in Cuba, Iran, North Korea, and the Crimean, Donetsk, Kherson, Luhansk and Zaporizhzhia regions of Ukraine.

1.6 Service Levels

Support Hours and Maintenance notification			Response Targets (clock hours)
Incident reporting	Priority 1	24x7x365	4
	Priority 2	Business Days 08:30 – 17:15	8
	Priority 3	Business Days 08:30 – 17:15	48
Maintenance notification	TTB initiated changes	Minimum of 10 business days	
	Zoom initiated changes	These are not formally notified but published at: http://status.zoom.us	

1.7 Support Hours

Incident reporting and support requests should be raised by telephone on 0333 003 4333 or via email ttbenterpriseassurance@talktalk.business. Our team aims to diagnose faults within 30 minutes. Support requests which are less time sensitive should be raised by email.

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.

1.8 Service Level Agreement

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 not available as standard for Zoom

1.9 After Sales Support

Incident reporting and support requests should be raised by telephone on 0333 003 4333 or via email ttbenterpriseassurance@talktalk.business. Our team aims to diagnose faults within 30 minutes. Support requests which are less time sensitive should be raised by email.

1.10 Technical Requirements

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

Network access: Firewalls, proxy servers or web security gateway settings can block access to the service, so checking network configurations is important.

1.11 Outage and Maintenance Management

Maintenance windows

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.

1.12 Hosting Options

The Zoom platform is a global offering, with dedicated data centres situated globally to ensure maximum reliability and failover capabilities in the event of any forms of outage.

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1.14 Security

Protecting meetings

The following in-meeting security capabilities are available to the meeting host:

- Encrypted meetings on by default with optional E2EE encryption
- Create Waiting Rooms for attendees
- Require host to be present before meeting starts
- Expel a participant or all participants
- Suspend participant activities
- Lock a meeting
- Screen share watermarks
- Audio signatures
- Enable/disable a participant or all participants to record
- Temporary pause screen-sharing when a new window is opened
- Use a passcode to protect a meeting
- Only allow individuals with a given email domain to join

Protecting data

Communications are established using TLS, and meeting, webinar and messaging content is encrypted using 256-bit Advanced Encryption Standard (AES), with optional end-to-end encryption.

Authentication methods

Zoom offers a range of authentication methods such as SAML, OAuth, and/or password based, which can be individually enabled/disabled for an account. Users authenticating with username and password can also enable two-factor authentication (2FA) as an additional layer of security to sign in.

Version Control

Document Amendment History Log						
Document Owner	Jay Bhickhabai					
Created Date	23-01-26					
Author	Jay Bhickhabai					
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Version Number	Modified date	Amendment history	Reviewed by	Approved by	Approval date	Approval evidence