

Service Description

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Colt Intelligent Communications (CIC)

Abstract

This document provides an overview of Colt Intelligent Communications (CIC), outlining how Colt enables modern cloud-based telephony and collaboration across enterprise environments.

The goal is to give customers a straightforward understanding of how CIC and UC solutions support efficient, scalable, and easy-to-manage communications.

Document Version v1

Release Date 30/01/2026

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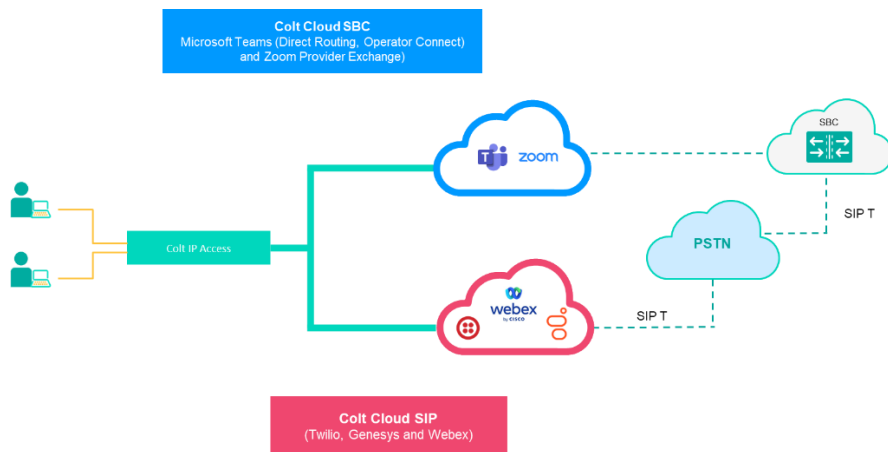
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Glossary

- CIC – Colt Intelligent Communications
- OC – Operator Connect
- SBC – Session Border Controller
- TAC – Teams Admin Center
- MAPS – Microsoft Azure Peering Service
- DDI/DID – Direct Dial-In number

Service Executive Summary

Colt Intelligent Communications (CIC) combines productivity and enterprise communication in Microsoft Office 365 with Colt network and PSTN-compliant voice services to multiple Cloud Service providers like Teams, with Operator Connect or Direct Routing as a service, Zoom with Provider exchange, Genesys with. In addition, Colt can provide flexible enterprise billing options and Professional Services in your local language for design, build and transition.



CloudSIP

CloudSIP provides connectivity for voice traffic between Colt's PSTN and Cloud Service Providers (CSPs) enabling calls to be made and received on the CSP platforms. Colt supports Cloud SIP connectivity to Genesys, Twilio, Webex and other cloud platforms utilising the CSPs' "Bring your Carrier" (BYOC) option.



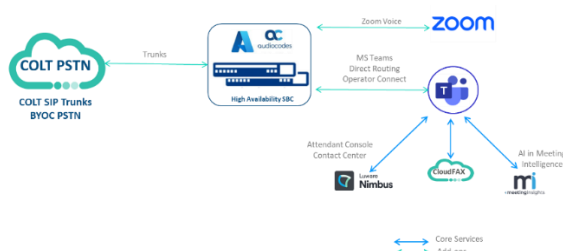
The CloudSIP Service removes the requirement for the Customer to manage the integration between the CSP and Colt's PSTN through a Session Border Controller (SBC).

Colt establishes the connection with the customer's chosen CSP platform, which acts as the service demarcation point, and the service operates strictly within the functionality offered by the CSP's own applications. The customer is responsible for activating and associating numbers within the CSP environment, following Colt's guidance, and for obtaining all necessary licenses, access rights, and agreements required to use the CSP platform and its BYOC option. As part of the Cloud SIP service, no SIP trunk is delivered to the customer's premises, and the solution operates on a per-session model with a maximum number of simultaneous calls defined in the order form. Customers may select from a wide range of voice tariffs, to be agreed during the pre-sales phase.

CloudSBC

The Cloud SBC is a hosted voice activation platform, that is focused towards deploying Direct Routing, Operator Connect (the integration of Microsoft Teams and SIP Trunks) and Zoom Provider exchange. This service is offered on a consumption basis, per user per month where all costs of the SBC infrastructure together with managed service wrap are inclusive.

The solution enables the client to activate and deploy PSTN voice on Teams and Zoom without the need to have on-site equipment, to ensure the highest degree of quality in the communication the Cloud SBC platform is hosted in Microsoft Azure hosting platforms in a Geo-redundant architecture.



The Cloud SBC module provides the Cloud infrastructure, connectivity and voice packages. On top of the bundles provided a set of DDI ranges have to be acquired/porting/migrated to Colt's services.

The voice minutes in the bundles are acquired on a per-user basis but available per country. Once the minutes acquired in a country are spent, the remaining generated traffic will be billed according to the agreed tariff.

The Cloud SBC ecosystem provides a wide range of complementary services that enhance and extend the core communication capabilities offered by various Cloud Service Providers. These value-added features include Cloud Fax solutions, compliance-grade call recording, AI-powered meeting enhancements, integrated contact center functionalities, and advanced attendant console tools. Together, they create a more complete, intelligent, and efficient communication environment for organizations of all sizes.

AI in meeting

Meeting Insights provides an intelligent, end-to-end solution that revolutionizes how organizations capture knowledge from their meetings. By combining Colt's carrier-grade voice quality with advanced AI-driven analysis, the service automatically extracts key themes, decisions, actions, and contextual insights from every discussion—ensuring that important information is never lost, regardless of meeting length or complexity.

Teams gain access to clear and structured summaries that enhance productivity, reduce administrative overhead, and improve decision-making accuracy. The solution integrates seamlessly with collaboration platforms such as Microsoft Teams, Zoom and Cisco, maintaining the consistency and reliability expected from Colt's global network footprint.

In addition, it can enable organisations to store meeting data within their existing cloud storage environments, ensuring full alignment with internal security policies, compliance frameworks, and data-sovereignty requirements. With BYOS, customers retain full control over their data location, retention, and governance.

CloudFAX

The Colt CloudSBC Fax-to-Mail service transforms the traditional faxing experience by integrating it with your business email. This approach eliminates the need for a physical fax machine, along with the associated costs of maintenance, paper, and ink. It streamlines document handling by allowing you to send and receive faxes directly from your email, offering a cost-effective, eco-friendly, and efficient solution for managing fax communications.

With this cloud-based service, faxing becomes mobile; you can send faxes from anywhere, using any device capable of accessing your email, such as a smartphone or tablet. However, it's important to note that each fax number is linked to a single email address, and only the designated email address can send faxes through the service.

Luware Nimbus

Nimbus is a Luware software-as-a-service cloud-native platform built on Azure that provides integrated customer service features in Microsoft Teams including advanced call routing, operator consoles, contact centre functionality and compliance recording.

Nimbus modules may allow the following functionalities (new features may be added):

Advanced Routing

Users can dynamically log in and out of queues, while supervisors manage users and track availability. The system provides real-time and historical out-of-the-box dashboards, supports various call distribution methods, includes a drag-and-drop call-flow editor, and offers intelligent call routing such as opening hours, auto attendants, and announcements.

Enterprise Routing

Enterprise Routing includes all Advanced Routing features, along with call wrap-up codes, Power Automate integration for CRM access, customer input handling, availability-based routing, and parameter-based routing.

Nimbus Agent – Contact Centre

This includes all Enterprise Routing features, plus skills-based routing, customized dashboards, after-call wrap-up time, and support for unlimited queues.

Attendant Console

The Attendant Console enables users to log in and out of queues, view live queue information, and integrate multiple contact directories (such as Teams, Excel, and Outlook, with Enterprise required). It displays internal user contact information including presence, job title, and calendar window, supports custom notes, offers quick transfer options such as safe, blind, consultative, and email transfers, and provides easy search filtered by location, department, job title, and more.

Recording

The platform offers a fully compliant call-recording solution (MIFID II, PCI, Dodd-Frank, etc.) built on a Verint Financial Compliance back end. It supports recording of voice, Teams meetings, file sharing, instant chat, and screen sharing, with storage in the customer's Azure environment. It includes an intuitive search and replay portal, CRM integration to embed recording URLs into call records, quality-management scorecard reporting for feedback and training, and flexible policies to record only what is necessary (such as outbound or inbound, internal or external calls). Customers are responsible for ensuring compliance with all applicable laws and regulations, including caller notifications and proper storage and use of recordings.

Luware Interact

Luware Interact enables website visitors to communicate via voice, video, chat, and screen share directly with Teams users, shows Teams user presence, and consolidates all communication into a single application—Microsoft Teams Support

Two support packages are available, standard and premium, offering different levels of customer support and are described in the Service Level Agreement. The order form will specify which support package applies to the Customer's service.

Service Term, Termination and Renewal

The Customer's Luware Service will automatically terminate at the end of the Service Initial Term (or any subsequent renewal term) unless the Customer places an Order to renew the service for a further minimum 1 year term. The Customer must place the Order to renew the Service not less than 90 calendar days before the end of the Service's Initial Term or any subsequent existing renewal term.

Physical or Virtual Session Border controllers (SBC)

The Session Border Controller is a device that allows MultiCaaS, by managing the connection between CSPs private network and the public network – for some architectures which require complex integrations and traffic exchanges between on-premises and CSPs s not to leave the Lan, the on-premises option may be considered.

The SBCs are configured with SIP Session licences that allow a maximum number of concurrent SIP trunk sessions. The bandwidth of the SIP trunk will be aligned to support the number of licensed sessions specified on the Order form. Additional SIP session licences and others can be added to the solution to support a higher number of SIP Trunk Sessions. In the event the Customer exceeds the number of SIP trunk sessions the SBC has been licensed to support, if that happens, then service limitation may occur, and the Customer may be advised to acquire additional licenses.

Several SBC standard architectures are available.

Professional services

Professional Services are available to support the deployment of the solution and cover the installation of Microsoft and Zoom components and transition to the cloud.

Colt can provide a range of standard professional services that will be itemised on the Order form. Non-standard professional services will be specified in a Statement of Work. Unless stated in the statement of work, the configuration and deployment are done remotely.

Cloud SBC Live Portal

The Cloud SBC Live Portal provides the Customer with additional service management and monitoring capabilities including call quality analytics, successful/unsuccessful call reports and the ability to manage end-user numbers.

To enable access to the Cloud SBC Live Portal the Customer is required to give consent via the Customer's Azure Portal for the application to access the Customer's Microsoft Teams tenant. It is a condition of the use of

the Cloud SBC Live Portal that the Customer grants such consent. By providing access to usage reporting Colt can identify the number of active users.

Microsoft 365 Licensing

The licenses supporting the solution can only be increased and decreased according to Microsoft's then-current rules under the Microsoft EULA or any associated Microsoft documentation. This may include minimum term commitments and limitations on decreasing the number of licences during the licence subscription term. If the number of licences is increased during a subscription period, then the licence cost for that period will be determined on a pro-rata basis (for example for part of a whole month). The Customer can raise service requests to Colt to perform changes to the CIC Service. Colt will notify the Customer if the service request incurs additional charges and will proceed with the request on agreement of those charges by the Customer.

Desk phones, Headsets

Changes to the CPE will be done in a case-by-case scenario.

Analog devices

Customers can extend Microsoft Teams voice capabilities to environments that still rely on analog devices by using an Analog Telephone Adapter (ATA). This ensures that organizations migrating to cloud telephony can maintain essential analog equipment without service disruption.

ATAs are typically used to connect:

- Analog phones
- Fax machines
- Door entry / intercom systems
- Lift/emergency phones
- Legacy analog endpoints that cannot be replaced immediately

Colt provides ATAs integrated with its CloudSBC / Direct Routing infrastructure, ensuring full interoperability and a managed experience as part of the CIC solution.

Data and SIP Trunk

Changes to Data connectivity and SIP Trunk Services are subject to the terms and change mechanisms specified in the separate Order for those services.

Luware Nimbus

In the event the Customer requires support to make changes to the Customer's platform configuration the Customer should raise a MAC (moves, adds and changes) request according to the process specified in the Service Level Agreement.

Dedicated SBC

The SBC will be supported and managed as part of the service being provided by Colt as documented in the Service Level Agreement ("SLA").

Ordering Moves adds and changes/ceases (MAC)

Moves adds and changes (MAC) and ceases for CIC are started (unless otherwise stated on the SOW), via the MAC portal of VOD. These MACs have a cost and will be billed on the next billing cycle of the customer.

Find below the list of changes in our catalog, all of them with a cost, they include the addition of DDI, add users, configuration of cloud fax users, porting new range DDI, additional call queue configuration, call manipulation and other.

Support and Management

The Colt Unified Help Desk provides round-the-clock customer support, operating 24 hours a day, seven days a week, in line with the service levels defined in the customer's contract. The support team is equipped to assist with a wide range of issues, including hardware-related faults, cloud service queries, and connectivity incidents.

An incident is defined as any situation where a service becomes unavailable, service quality is reduced, or an error occurs within the system—even if it does not directly affect service delivery. For proper tracking and resolution, every incident must be recorded in the ticketing system, either by the customer or by a support agent. Tickets can be raised through the Colt Online portal for an immediate reference number, or by contacting the service desk directly.

Support and management services are available covering the following items:

Microsoft 365 and Microsoft licensing

- Office 365 licenses will be covered by Helpdesk and Remote support.
- Helpdesk provides Office 365 application support
- Colt advises the use of frequently asked questions and other application guidance material before contacting the Helpdesk.

Luware Nimbus

Nimbus offers 2 different options for support; the support packages are outlined as follows:

- ****Standard Commercial Support**** is included with your subscription licenses. It provides coverage from 7:00 to 19:00 CET, Monday to Friday. The platform aims for an availability target of 99.9% per year, not including scheduled maintenance, and does not offer availability credits.
- ****Premium Commercial Support**** is available for an additional fee on top of your subscription licenses. It extends support coverage 24/7, including outside of standard hours and on bank holidays. Support tickets raised outside the standard window need to be submitted via the support hotline. The platform maintains the same availability target of 99.9% per year, excluding scheduled maintenance, but with the addition of availability credits as specified in the Terms and Conditions document.

Managed Service for Dedicated SBC

The service covers the full lifecycle of the SBC environment, including monitoring, incident and fault management, configuration support, and ongoing software upgrades and maintenance. For physical SBC the service also includes hardware diagnostics, replacement procedures, and RMA to ensure service continuity in the event of equipment failure.

Additionally, it is possible to combined supervision with expert engineering support to address operational changes such as routing updates, SIP header modifications, dial-plan adjustments, certificate and security management, IP configuration updates, and policy optimization.

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