

Service Description

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Colt Intelligent Network Services

Abstract

Colt's Intelligent Network (IN) Services provide a global inbound voice platform built for consistent, high-quality service across multiple countries.

Businesses in the UK and worldwide can manage calls through intelligent routing and IVR to enhance customer experience.

The solution supports a broad range of numbering options, including Freephone, IN Geo, Premium Rate and Cost.

This flexibility allows organisations to tailor customer access and commercial models with ease.

Colt's international footprint ensures scalable, reliable performance wherever you operate.

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1 Overview

Colt Intelligent Network (IN) Services is a managed portfolio of inbound voice services to non-geographic and geographic numbers with feature-rich call routing and delivery options. The primary product being the IN Numbers with additional available Value-Added Services (e.g. Intelligent Voice Response, Disaster Recovery Plans, Automatic speech recognition and text to speech etc.)

Ideal for contact centers and associated applications, Colt IN Services enable you to optimize your customers' experience of contacting your organization, while maximizing the performance of your agents.

For example, routing calls according to the caller's importance to your business, depending on the time of day or call volumes can help you improve agent efficiency and customer interaction, leading to cost efficiencies and increased customer loyalty.

By taking advantage of additional features from the IN Services portfolio such as the Contact Center platform and the ability to extend or retract your contact center operations online with fluctuations on demand. This cloud-based contact center solution further enhances your productivity and help give your organization a competitive edge. By utilizing the most appropriate IN number ranges for your application, you can potentially turn a cost center into a profit center.

2 Colt IN Network

Colt has 2 IN services platforms in Europe, one in Frankfurt and the other in London to ensure complete redundancy of the global platform.

These platforms are queried by the call processing switches of each country when collecting a geographic and

non-geographic numbers in 13 European countries (+ 16 Global IN countries) to know the routing rule

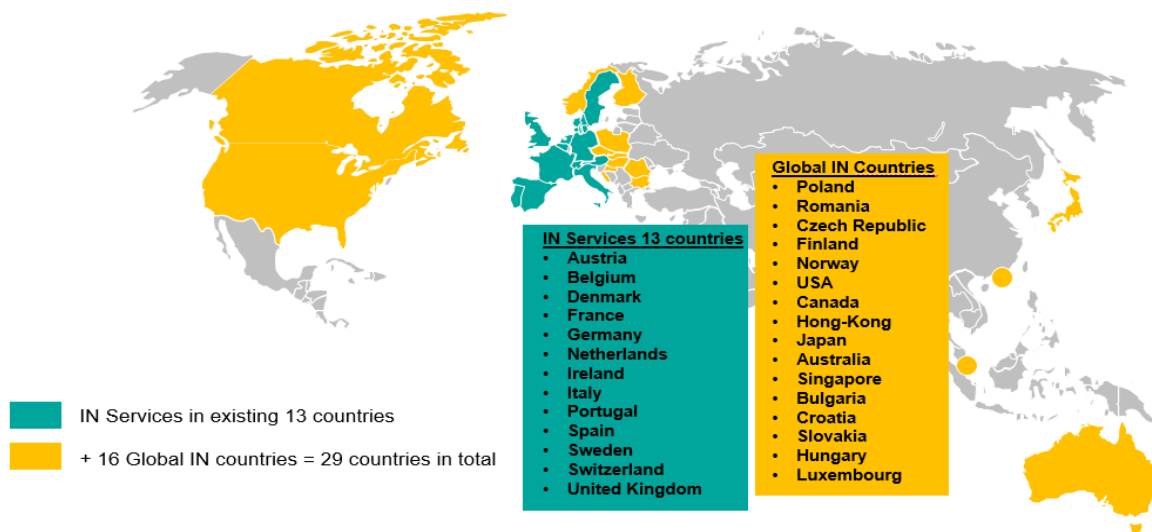


Figure 2.1: Colt IN Services Footprint

Colt IN Services are delivered via our Intelligent Network (IN). Details of the call routing options you choose are stored in an external database, known as the service control point (SCP). When a caller dials your IN number (also called the service access number or SAN), the call is recognized by the public network as a call to a Colt number (or to number that has been ported to Colt) and the call is forwarded to Colt. The Colt network identifies the number as a SAN and retrieves your call routing plan from the Intelligent Network. The call is then routed to its destination according to the parameters of your plan.

For details of call routing options, see Advanced routing features section. For how you can manage your own routing plan, see Route Activator section.

The following diagrams shows how calls are routed via the Colt Intelligent Network.

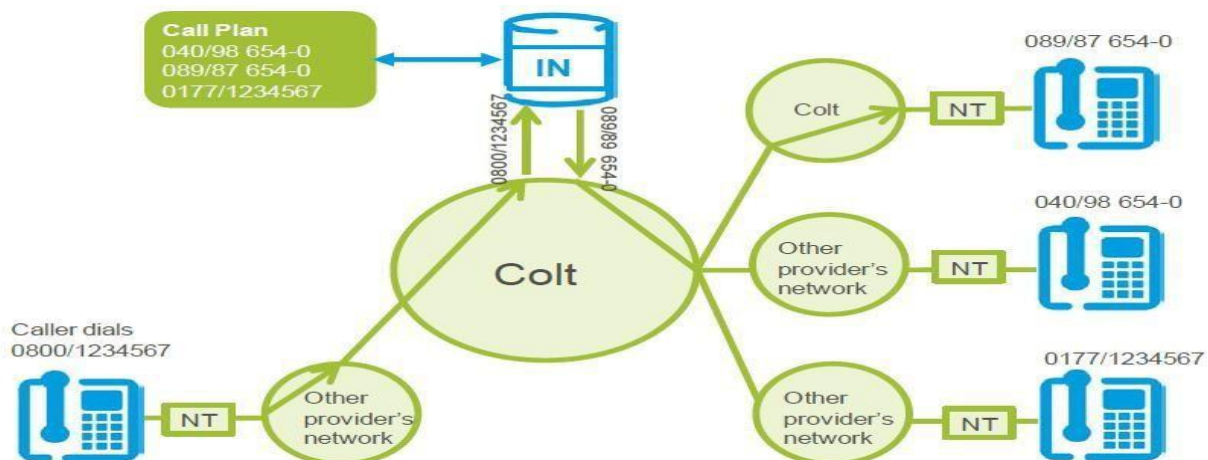


Figure 2.2: Call routing via the Colt IN

3 Network Description

Colt has a large selection of number types in all the countries. Which gives you plenty of choice for selecting the most appropriate tariff for your customers and for the services you're providing to them – from free-of-charge calls through to premium-rated.

Number type	Tariff description for the caller
Freephone / Toll Free	Service & charge free for the caller (from landline and mobile)
Geographic Number (INGEO)	Local call cost
Shared Cost (SC)	Call cost shared between the caller and the customer
Premium Rate Service (PRS)	Different caller rates possible (outpayment possible in certain cases)

For more details about the above number types, see Description section.

There are also some local number types specific to certain countries that you could use based on customer need:

Specific number type	Tariff description for the caller	Country availability
Personal Number	Single number to dial a pre-determined location	Switzerland
Full Rate	Caller paid 100% of the cost and no additional cost can be applied	Spain
National Rate	Local call rate	Belgium
Unique Number Services	Single number for which call pays full rate	Switzerland

4 Benefits

4.1 Effective call routing and management

Advanced call routing features enable you to minimize lost calls and share incoming calls effectively across contact centre sites and agents according to a wide range of criteria. These include time of day, call origin and distribution of incoming calls across sites according to capacity.

Because you can take control of setting up and maintaining your call routing plans, you're able to react quickly to changing business needs and ensure you provide your callers with a consistently high-quality service.

You can also ensure full business continuity is maintained in the event of a disaster at one of your sites by using advanced call routing features to divert calls quickly to an alternative destination.

This rich set of features fits the purpose of Small, Medium and Large Enterprises terminating their calls on a Direct Dial-in number of their choice anywhere in the world and on any kind of support (traditional landline, mobile, softphone, etc.). Thanks to its bilateral agreements with Worldwide Carriers, Colt ensures traffic termination on numbers belonging to any Operator.

These features are also very useful to Resellers which would want Colt to collect the calls on their behalf and terminate the traffic for example on their own platform via a Carrier VoIP. In this case, the termination point would simply need to be prefixed with the IP Trunk reference.

4.2 Flexible, competitive pricing

Colt IN Services offer pricing to suit the varying commercial requirements across Europe. Our range of number types gives you plenty of choice for selecting the most appropriate tariff for your customers and for the services you're providing to them – from free-of-charge calls through to premium-rated.

Because we have a physical network presence in all our operating countries, we can minimize interconnect costs with other operators and offer our IN Services at competitive rates. In addition, our flexible billing capability means that volume discounts can be applied across your IN services in multiple countries to ensure you benefit from the very best rates.

You don't need to be directly connected to the Colt network in order to use our IN Services, which helps keep entry costs low and enables you to increase the volume of IN numbers you take at minimal cost. Although for maximum efficiency and availability it does make sense to utilize Colt's

4.3 Reporting and analysis

Extensive online management reports are available on demand, giving you timely access to campaign information and enabling you to control contact center costs and plan staffing levels more effectively. This includes the monitoring of successful and missed calls.

4.4 Quality and service

We support and monitor Inbound Services around the clock to ensure high levels of availability and call quality.

4.5 Number portability

In most cases, you can transfer your non-geographic numbers to Colt from your existing provider, which saves you the effort and expense of changing marketing and advertising materials, websites and directory entries. You can also transfer geographic numbers to us, which we can transform into Colt IN Geo numbers so that you can route incoming calls to these numbers using Intelligent Network capabilities. From the caller perspective this operation is absolutely seamless at the customer experience level as well as the call rate level, which remains unchanged.

5 Internet Access Services add on products

5.1 Colt's network coverage

Colt is a leading provider of data, voice and managed services to business and government customers in Europe. Our secure and reliable network provides unrivalled reach across 28 countries, with last-mile fibre to over 20,000 buildings in Europe.

Colt IN Services are available in all Colt countries but note that the entire range of services and features in the portfolio may not be available in every country. Your Colt contact can give you precise availability for your location.

5.2 Termination type

Colt has a comprehensive range of options for connecting the customer's sites to Colt's services. Whichever access method type is used, the solution will be created and managed by Colt under a single end-to-end Service Level Agreement.

Depending on the demarcation point, the calls will be terminating on the Colt Network (also called "on-net") or on a 3rd Party network (also called "off-net"). The Service Level Agreement therefore covers the scope delimited between the demarcation point on the origination part of the call and the demarcation point on the termination part.

The maximum bandwidth of Colt IN services, in this case measured by *Channels* and *Calls per seconds* (CPS), will depend on the termination type/technology listed below.

There are 2 main advantages of being connected to the Colt network and being "on-net":

1. From a financial perspective, regardless the access method type, as soon as a customer is "on-net", the costs related to the termination leg are set up to 0. Hence, in most cases, it is worth for customers to invest in a complementary Colt product mentioned in the next section because they would make savings on the termination costs.
2. From a Quality-of-Service perspective, combining IN Services with a complementary Colt product mentioned in the next section enables to set the demarcation point directly between Colt and the customer instead of having a 3rd.party in the middle. Hence, the customer would fully benefit from the top-class network inherent to Colt.

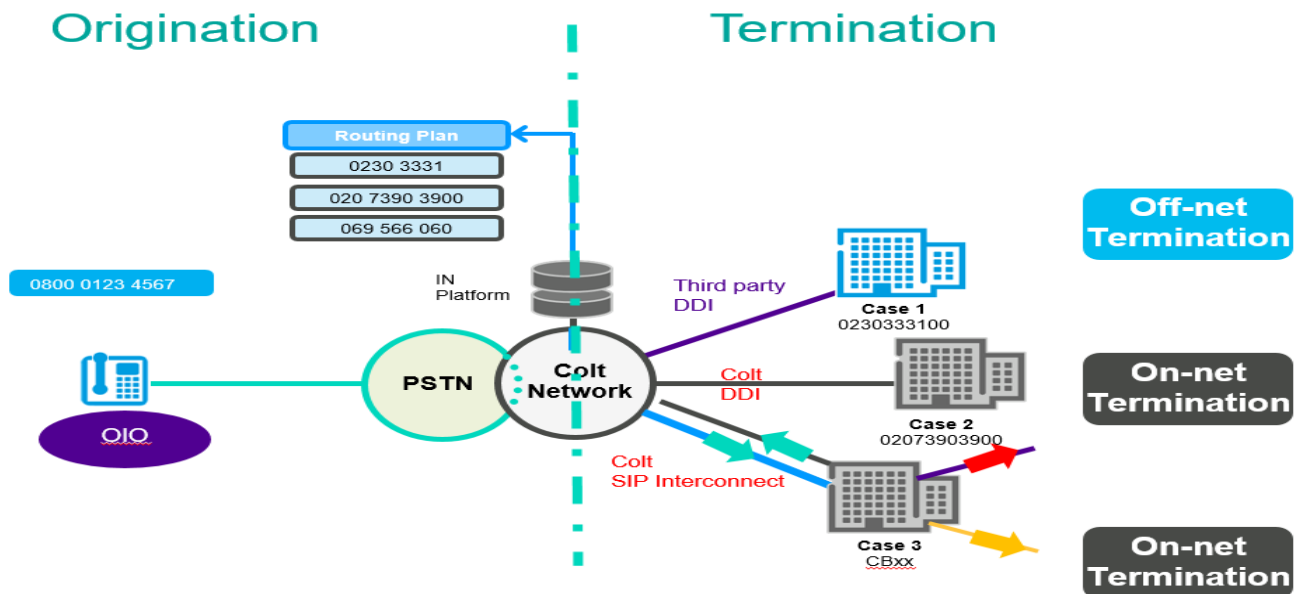


Figure 5.1: Call flow showing the two different types of termination

5.3 Colt Freephone

Calls to Colt Freephone are free of charge for the caller (although some access providers may charge for making this type of call) – you as the service provider pay the full cost of the call. This makes this type of call ideal for customer service applications or advertising campaigns. A Freephone number can help you gain new customers by improving campaign response and raising the profile of your business.

You can use the service nationally, or within your own country or extend your marketing activities by taking Freephone numbers in other countries. This enables callers in each country to contact you by dialling a local Freephone number, with the calls delivered to your domestic contact center or any other location you choose. For example, if you're based in the UK, you could take Freephone numbers in France, Germany and Spain and handle all the calls from your contact center in the UK.

5.4 Colt Shared Cost

With this service, the cost of the call is split between you and the caller, and you may receive a share of the revenue, subject to spend thresholds. You can choose from a range of tariffs (each with a different percentage cost share ratio), which vary by country – your Colt contact can give you details. By asking your customers to pay a share of the cost of the call, you indicate the value of the service you're providing and can also reduce the number of time-wasting junk calls to your contact centers.

As with the Colt Freephone service, Shared Cost can help improve customer retention and loyalty as well as the efficiency of your contact centers. You can take Shared Cost numbers for use within your own country or take numbers in other countries so that overseas callers can dial a local Shared Cost number and get through to one of your contact centers anywhere in Europe.

5.5 Colt Premium Rate

A caller to a Premium Rate number pays the entire cost and you receive a share of the revenue from Colt. You can set the rate the caller pays by selecting from a range of pre-defined tariffs.

In some countries, certain premium-rated numbers do not have a fixed tariff associated with them, which means that, as the service provider, you can set the tariff, with the flexibility to change it when you want to, depending on local regulatory restrictions.

5.6 Colt Personal Number

Colt Personal Number is designed principally as a 'follow-me' service but can also be used for other applications. With a Colt Personal Number, calls can be routed from your voice platform to the user's home, mobile phone or office. Calls to Personal Numbers are usually charged at a higher rate, so you may receive a revenue share when the volume of calls reaches a pre-defined threshold.

5.7 Colt Full Rate

With this service the caller pays the entire cost the cost of the call, but not at a premium rate. You may be able to choose from a range of tariffs, depending on availability in specific Colt operating countries – check with your Colt contact.

5.8 Colt IN Geo

Colt IN Geo enables you to use geographic numbers for your inbound services, but with the full range of IN routing capabilities. IN Geo is available as a national service (a geographic number within a country where you usually operate) and as an international service (a geographic number in a country where you may not have any representation). This means you can use IN Geo numbers to give your company a virtual presence in a domestic or overseas location where you do not have physical premises.

Calls to IN Geo numbers are translated and delivered to your chosen destination number in the same way as calls to non-geographic numbers, and all the same features and options are available.

Customers who dial an IN-Geo number in their own country know exactly what they will pay for the call, as it is a normal national number. Because callers can dial an IN Geo number from any type of phone, anywhere in the world, you do not need different numbers for each country where your business operates – but callers from overseas will pay international call charges. However, by purchasing IN Geo numbers in other countries, you make it possible for callers to dial a domestic geographic number and pay only local or national call charges.

In some countries there are restrictions on ported number ranges and on taking local numbers in cities where you do not have a registered address – your Colt contact can advise you on these issues.

Below is a list of countries along with the type of products available within each respective one:

	Freephone	Shared Cost	Premium Rate	Geographic
Austria	✓	✓	✓	✓
Belgium	✓	✓	✓	✓
Denmark	✓	✓		✓
France	✓	✓	✓	✓
Germany	✓	✓		✓
Netherland	✓		✓	✓
Ireland	✓	✓	✓	✓
Italy	✓	✓	✓	✓
Portugal	✓	✓	✓	✓
Spain	✓	✓		✓
Sweden	✓	✓		✓
Switzerland	✓	✓	✓	✓
UK	✓	✓	✓	✓
US	✓			✓
Canada	✓			✓
Hungary	✓			✓
Slovakia	✓			✓
Norway	✓			✓
Finland	✓			✓
Czech Republic	✓			✓
Poland	✓			✓
Romania	✓			✓
Bulgaria	✓			✓
Singapore	✓			✓
Australia	✓			✓
HK	✓			✓
Croatia	✓			✓

Table 5.1: Availability of Colt IN Services per number type and per country

6 Features

6.1 Route Activator

Route Activator, accessible via the Inbound Active Services webtool portal, enables you to administer your call routing plans online. Route Activator is an optional tool, with a single monthly fee that covers unlimited modifications to your routing plans. Route Activator gives you total control and maximum flexibility over the management of your SANs and enables you to change routing plans without having to contact Colt.

Route Activator is an up-to-date intuitive and user-friendly graphical call plan editor enabling you to quickly build call plans in the logical flow of the call. Included is a Quick Start Guide to provide you with all the knowledge to get working on the tool.

You can access Route Activator from any computer or device with Internet access with browser versions – Firefox version 77; Internet Explorer 11, Edge Chromium version 83 and Chrome version 83..

With Route Activator you can:

- Make changes to your call routing plans in response to changing business requirements
- Reroute traffic quickly to ensure your customers experience a consistent service
- Ensure that calls continue to be answered, even when the destination experiences an unforeseen disruption to service, by invoking a pre-defined emergency plan.
- Use Automatic Speech Recognition (ASR) and Text-to-Speech (TTS) capabilities to enable accurate transcription of spoken words and conversion of written text into natural-sounding speech.

There are 3 packages of Route Activator:

- 1 - 1 Translation - For basic routing control to a single destination number
- Advanced Editor - Adds additional more complex features including:
 - Create up to ten stored call plans per SAN which can be schedule for future activation or activated immediately
 - Block calls from mobile and international destinations, payphones and callers without CLID
 - Blacklist and whitelist features
 - Percentage-based routing
 - Modifications stored in the activity log for up to 90 days
 - Origin dependent routing
 - CLI-based routing
 - Call limitation
 - Nth call distribution
 - Standard IVR with user-uploadable announcement
- Advanced Editor +ASR/TTS(automatic speech recognition and text to speech)
 - This version includes all the existing features listed above in the Advanced Editor package
 - Automatic Speech Recognition (ASR) allows for automatic speech recognition
 - Text-to-Speech (TTS) enables text-to-speech conversion Top of Form
 - Bottom of Form

6.2 On-demand Management Reporting

A comprehensive range of management reports, accessed via Colt Online, enable you to analyze the volume of calls into your IN numbers and control the costs and staffing of your contact center. The reports are designed to help you:

- Schedule staff levels according to peak hours
- Have timely information on the success of current marketing and sales promotions
- Make informed decisions about the staffing and future development of your contact center

The following reports are available:

- Number of calls report - Shows successful calls
- Call Results report - Shows reasons for failure of unsuccessful calls
- Call average duration report - Provides statistics about average durations of various call parameters
- Alternate routing reports on no reply, no answer, busy, and call limiter and congestion
- Repeated caller analysis for successful calls - Analyses the sequences of individual successful repeat callers
- Repeated caller analysis for unsuccessful calls - Analyses the sequences of individual unsuccessful repeat callers
- Caller acceptance duration reports - Repeat callers who attempted to reach a certain SAN more than once but finally had a successful call on the day
- Global origin analysis reports - An overview of call activity by the caller's location
- Day type analysis reports - Call activity based on the types of days defined in the user's customized calendar used to route the calls

You can view reports online or download them and easily share the information within or outside your company.

The Colt Call Analyser tool enables you to analyse the costs of calls to your IN numbers.

6.3 Features Description

Our comprehensive selection of advanced routing features empowers you to customize parameters for call delivery to your IN numbers, including factors like the time of day or the call's origin. Please refer to the table below for a detailed description of these features. For country-specific availability, we recommend consulting your designated Colt contact for more guidance.

Feature	Description	Benefit
Time-dependent routing	Enables you to route calls according to one or more of: time of day, day of the week, day of the year. You can also specify routing for special dates such as public holidays.	You can route calls to suit the hours of your business. When your offices are closed, you could divert all calls to a third-party answering service or to your own offices in another time zone.
Percentage distribution	Calls are shared between locations based on a percentage split.	You can set up routing so that locations with a larger number of operators receive a higher proportion of incoming calls, ensuring even levels of service across your contact centers.

Feature	Description	Benefit
Nth Call distribution	If you do not want all calls to be put through to an agent, you can choose, for example, to switch through only every 100th call, while the others are connected to a recorded announcement.	A useful feature for scenarios such as a phone-in competition or marketing campaign, where it may be impossible to answer every call.
Origin-dependent routing (ODR)	Incoming calls are routed according to the calling line identity (CLI) of the caller, or part of it, or according to the geographic area where the call originates. You can set up default routes for calls from mobile phones or other prefixes that cannot be identified geographically.	Enables you to advertise a single non-geographic number, but route calls to the appropriate regional offices. Routing by the caller's CLI enables you to provide a personalized service to VIP customers.
Call diversion	If a call is not answered, or a busy signal/destination failure is detected, the call can be routed to a recorded message or an alternative destination.	Ensures that customers' calls are always answered, even if it is only by a recorded message – your customers never receive a busy or number unobtainable tone.
Blacklist	Allows you to bar incoming calls identified against a pre-defined list of CLIs.	You can bar calls from problem areas or areas that are incompatible with your current campaign (for example, areas where you have no representation).
Whitelist	Allows only calls from a predefined list of CLIs to be put through.	You can limit your incoming calls to a predefined list or target group; for example, to a certain geographic area where you have a promotion or to existing customers only.
Call distribution by CLI	Enables you to distribute calls according to a pre-defined list, based on the CLI.	Calls can be distributed to different destinations according to pre-defined lists of target groups. For example, you may have categorized your customers according to size of spend or the products and services they buy from you.
Recorded announcement	Diverts all calls to a standard or uploaded recorded announcement of your choice, rather than putting them through to agents. Typically used in conjunction with call diversion.	You can ensure that customers get a response from you, even when you are not open for business or if there is a problem with your contact center.

Feature	Description	Benefit
Standard IVR routing	Diverts calls to destinations or other routing criteria based on the caller keypad choice following an uploaded recorded announcement.	You can record your own announcements, upload them to the routing plan and create a DTMF response menu including route on error on timeout. Typical examples are inviting a caller to Press 1 for Sales and 2 for Support. More advanced MIVR features are also available through the Managed IVR product suite.
Release call operation	Routes call to a pre-defined tone .	You can choose which tone customers hear if you are unable to answer their call; for example, number unobtainable or busy.
Call blocking	Enables you to block calls from mobile networks or international locations.	You can avoid the surcharge that may be incurred by delivering these call types. If you cannot serve customers from overseas locations, blocking these calls will prevent your agents' time being wasted.
Payphone screening	You can choose to block calls from payphones, route them to an announcement or route them to a specified destination.	Helps you avoid the surcharge you may incur on calls from payphones.
Line Hunt Group termination	You can choose to terminate your calls on a Line Hunt Group instead of just a single destination.	Line Hunt groups can be configured sequentially where the first destination always receives the call if they are free, or cyclical routing to the next free agent offering you greater flexibility in call termination.
Route selection code	Routes calls according to the last digits of the SAN.	Enables you to use different SANs for different functions or campaigns and route the call according to the number the customer has dialed. For example, you may have one SAN for your customer service department and another for sales.

Feature	Description	Benefit
Call offering treatment indicator (COTI)	Ensures that the destination number associated with a SAN cannot be dialed directly by callers. Can be applied to one destination number only.	Particularly useful for Colt Premium Rate numbers, because if callers can bypass your SAN, you will not receive any revenue for the calls.
PIN authorization	Enables calls to be routed according to a code entered by the caller on their telephone keypad.	You can ensure that only authorized callers (subscribers to your service or your own staff) can get through. Often used for conference bridge services.
Call limitation	Limits the number of live simultaneous calls that can be in progress to a particular destination number.	Helps ensure that your contact centre does not become overloaded. Useful when you have a mass call event such as an advertising campaign or promotion. Limiting the duration of a call is often a regulatory requirement for premium-rated numbers, so that callers do not incur an excessive charge.
CLIP / CLIR Criterion	This criterion enables a routing based on the received CLIP/CLIR value. Callers restricting their number (1= CLIR presentation restricted) shall be routed differently from callers presenting their number (0 = CLIP presentation allowed).	This feature allows the SP to handle differently calls from a caller masking his number
Disaster Recovery	Disaster Recovery facility allows activating disaster (backup) call plan for multiple SAN of a customer at one time. Prerequisite is that disaster tree name has been previously set for selected SAN. This feature is available to customers (advanced or wizard), resellers and provider depending on web user rights (web profile). This feature will appear as a sub-menu of the Admin.	This feature allows the SP to trigger from 1 to thousands of backup plans on his service access numbers in just few clicks.
DR at Reseller level	The Disaster Recovery feature is at a Customer (INCN) level. Thus a customer or Reseller,	This Feature is for displaying a menu which resellers can access , where they can manage

Feature	Description	Benefit
	after selecting the particular customer, can control DR for one or all of that Customer's SANs. Resellers may have multiple Customers (INCNs/INCN levels) and also Customers (INCNs) across countries.	DR across all their Customers (INCNs) from a single page.
Jump Leaf and Label Criterion (Go to leaf and Label Criterion)	The user will need first to define a "Jump label" criterion in the tree (where he would like to jump) then he will be able to define a "Jump" leaf and select the label already added in the tree.	The aim of the feature is to enable the call path make hops in a routing tree. As of now the path of a call follows a unidirectional flow from the tree root node to one of the leaf nodes, traversing through the criterion node encountered in the path. The Jump leaf in conjunction with Label criterion will allow jumping from one point in a tree to another point of the same tree or the same sub tree.
LHG Parallel Ringing	The calls are connected to different destinations at the same time. All the phones in the group will ring. The first phone which picks up the call will be connected to the caller and the other phones stop ringing (the service logic releases the other connection attempts).	This feature allows the SP to connect the caller to different destinations in parallel; increasing the chances for the customer to have someone picking up the phone.
Numeric code collection	This feature is applicable only for SIP calls This feature enables the web user to define a routing based on prompted & collected numeric codes from the caller. The collected code is compared to a numeric list or to a number range.	One of the best use cases is the ZIP code collection to route the call to the nearest location.
Post-dialed extension number (Extension Number dependant routing Allowed)	This feature icon enables the web user to manage special routing depending on the extension number prompted & collected	In conjunction with Virtual Machine, this feature can offer a Virtual PBX function. Or it simply allows callers to type new digits further into the call plan.

Feature	Description	Benefit
Registration Counters Criterion	This function allows observing the incoming traffic by setting reporting point in a call plan: a registration counter icon placed anywhere in the call plan enabling to count the number of calls that pass this point.	This feature allows to give some important traffic information to the customer. Specially which call plan routes are more frequently used by callers.
Automatic speech recognition (ASR)	This function Enables to identify the words a caller has spoken & convert them into input criteria to replace or complement Dual Tone Multi Frequency (DTMF) inputs	This feature enable users to express their needs verbally, it eliminates the need for manual keypad dialling or remembering specific options to access desired services. This streamlined approach allows for more efficient and convenient interaction, ensuring a smoother and more intuitive user experience.
Text to Speech (TTS)	This function converts normal language text into intelligible and natural sounding speech.	The feature enhances customer experience by allowing callers to receive audible confirmation of their selected option, ensuring clarity and improving overall satisfaction.

Table 6.1: Features description

6.4 ASR/TTS User case

Based on the user case below, the Automatic Speech Recognition (ASR) feature offers significant benefits for the caller. By utilizing ASR, callers no longer need to memorize specific digits; they simply vocalize their desired word or phrase, such as "Paris." The system intelligently recognizes and retrieves the relevant information from its database, responding to the caller through synthesized speech. This eliminates the need for customers to remember the sequence of all office locations, saving time for both customers and staff while significantly improving the overall user experience.

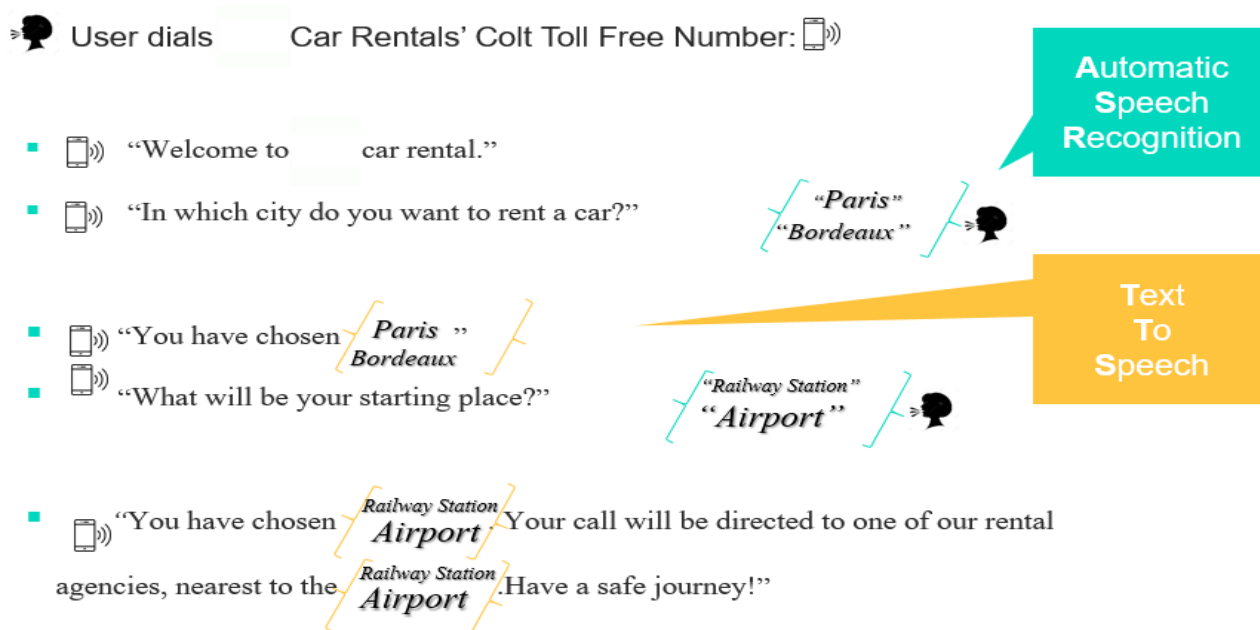


Figure 6.2: User case of ASR / TTS

7 Customer Experience

As soon as a customer purchases IN Services from Colt, he will automatically benefit from a customer-centric experience. Indeed, most of the customer-related processes are designed to be automated and endeavour to deliver in the best times possible. Throughout the Customer journey, Colt tools and services are orchestrated to provide the maximum autonomy and flexibility to their users.

7.1 New service order

A new service order is the initial provision of the service to the customer premises including initial configuration of the network to the specifications provided in the order form.

To place an order, the Customer will have to go to Colt Online – Voice on Demand and follow the 5 simple steps:

STEP 1: Validate/Amend the Customer Contact Details if required and click Next

STEP 2: Select the number of SANS required from the dropdown and click the Search icon. If numbers are available, these will be provided with the ranges. If not the order will be sent to Colt to check for number allocation, and they will contact the Customer accordingly.

STEP 3: Complete the SAN routing details on how to terminate the call. It can be routed to an announcement, destination range or Carrier VoIP termination (this requires a SIP Interconnect termination circuit). If required, more complex routing can be attached at the end of the order

STEP 4: The billing details page allows them to input a Bill Customer Reference and PO number which are passed through to the invoice each month.

STEP 5: Order Summary page. To submit the order tick to accept the Terms and Conditions and click submit. A file can also be uploaded with routing information if required.

Lead times for Colt IN Services are provided in the service level agreement (SLA), along with details of any service credits that may apply in the event of late delivery.

7.2 Modifying an existing service

Modifying an existing service consists of the subsequent enabling or disabling of service features, functions and interfaces as well as service changes following initial installation, which are chargeable items. It is all done via Colt Online Voice on Demand as shown in the Appendix.

7.3 Cessation or cancellation of service

Cessation of service is linked to the Billing period and is done in two phases.

Phase 1 - First, the Customer needs to go to Colt Online Voice on Demand and to cease SANS select the number or range required from My Live Services and click the Cease button. Then the technical Cease date can be entered and then Submitted clicking on the Submit button from the order online.

Phase 2 - Then, the Billing Cease applies on the last day of the month from request by the customer following full month. Request for cessation of service may be subject to a charge in accordance with Colt standard terms and conditions. Should the customer cancel their order during installation, Colt reserves the right to raise a charge.

7.4 Demarcation point

The demarcation point for Colt services is the customer interface at the Colt access equipment.

- If customers require virtual access to the Colt network, the demarcation point is the destination number, IP trunk or Unified Communication application. Colt is not responsible for what's after this demarcation point. It's a Cloud service hence an access to the cloud is at least required. If this is done via a 3rd party, then Colt discusses with the 3rd party to re-establish the connection. Colt is also not responsible for fault-finding on the OLO network, Trunk provider or Unified Communication software whenever these are not Colt products.

Note:

if the connectivity is ensured via a Colt Product, then the Service Level Agreement will fully cover the service until the customer premises where the demarcation will be.

- If customers require in-house cabling from the base of Colt cabinet to their equipment, this will be a chargeable service. If Colt installs cabling on customers' behalf, the demarcation point remains the same: the base of the Colt cabinet. Colt is not responsible for fault-finding on the in-house cabling.

7.5 Service assurance

Calls to IN numbers are routed via a fully redundant Intelligent Network platform. The SLA for Colt IN Services includes service availability and fault handling agreements, with compensation schemes that may apply if targets aren't met.

Colt provides a high level of service assurance:

- The core network is proactively monitored
- A local language help desk is available 24 hours a day, seven days a week
- Colt Online provides a web-based portal that enables customers to view bills and raise trouble tickets
- Colt Online provides a web-based portal that enables customers to view a full inventory of their Service Access Numbers that are live

Service assurance includes:

- [Customer service](#)
- [Colt Online](#)
- [Service monitoring](#)
- [Planned maintenance](#)

7.6 Customer service

Colt has a high-quality European Fiber network that enables the provision of an annual target service availability. The target availability depends on the service taken and the location of customer sites. The fault help desk is available 24 hours a day, seven days a week. Customers can report a fault at any time by contacting the Customer Service Centre and speaking to a representative in their local language.

When service is provisioned, customers are issued with a unique service reference for each circuit that they should always use when reporting faults. The contact number for fault reporting is specified in the handover pack.

7.7 Colt Online - Voice on Demand

Colt Online is an intuitive, user-friendly application enabling new and existing Colt customers to interact with Colt via a secure Internet connection without the need to speak to a Customer Service Agent or Account Executive.

Every Colt Online customer is provided with an administrator account for a defined user within their organization. This administrator has full access to the available features for all their customer accounts and sub accounts.

Once logged in Colt Online, many options are available for the customer including:

- Consult up-to-date Regulatory information related to Intelligent Numbers in EU
- Reorder ranges upon an existing tariff
- Save and resume Draft Orders
- Sign-off Electronically orders
- Search and view all live IN Numbers from the Voice on Demand portal directly
- View the status of any new IN numbers ordered/ported in the delivery process
- View the status of any ticket related to Colt IN Services and Interactiv (covering faults, enquiries, service requests) in real-time
- Cease IN services on demand

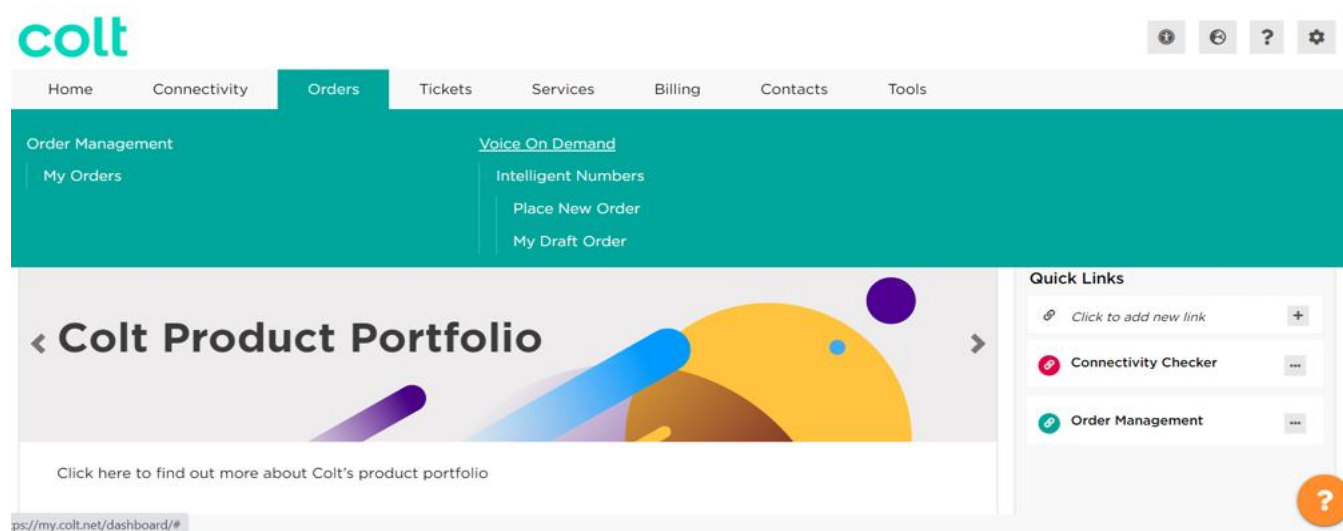


Figure 7.1: Where to access the Voice On Demand portal on Colt Online

Moreover, when a customer transfers his activity to Colt, there is no need to change the Service Access Numbers; because we are capable of porting them onto our network by liaising directly with the previous carrier. The callers will not suffer from any downtime, and the customer avoids any kind of expense linked to a change of SANs (advertising changes, commercial documents, etc.)

The portability process is simple and managed directly via the Voice on Demand portal.

Beyond porting the existing numbers, the portal also enables to order new ones directly from Colt pool. In this case, the services expend but the customer contract remains unchanged and can include geographic, non-geo numbers, from any country in the Colt geo scope. On another hand, the customer will also be able to cease his services easily and in a transparent way.

The main advantage of the Voice on Demand portal is to provide full autonomy to the customer. To access it, only a single sign-on is required and then managing multi-country services from a central account is just a few clicks away.

All these flexible options make it simple to manage the capacity (scaling up or scaling down) of Voice services in almost real-time (e.g. reordering IN numbers takes 24 Hours) to accompany our customers in their business evolution.

Finally, the Colt Voice On Demand portal facilitates the selection of countries, number types, range prefixes and quantity of numbers to order, thanks to intuitive filters: to make the customer experience as user-friendly as possible.

7.8 Service monitoring

The Colt network is proactively monitored and maintained by Colt.

We proactively monitor and maintain our network and will instigate remedial action in the event of a problem but will not necessarily inform our customers when this happens.

You can report a fault at any time by contacting the Colt helpdesk and speaking to a representative in your local language. Full details will be given with your service documentation. In the event of customer-reported faults, our fault-handling process includes provision of feedback and updates.

7.9 Planned maintenance

When planned works are required, the customer will normally be notified in advance as per the following timelines:

- **Five working days** - Non-Service-Affecting planned works and standard planned works (routine maintenance)
- **15 to 17 days** - Service-Affecting planned works

Typically, planned works occur after 20:00 GMT on weekdays. For emergency changes, Colt endeavours to give four working days' notice; however, on some occasions, this is not viable and the work will be done in much shorter timescales with supporting justification and reasons.

8 Commercials

8.1 Billing

You will receive a monthly printed bill from Colt for your Intelligent Network Services. The bill will show installation, rental and call charges, along with any other charges, credits or discounts that apply.

In addition, we provide you with a free software tool, Call Analyser, that lets you analyse call details and costs for your IN Services based on Call Detail Records (CDRs). These CDRs include information about the date and time of calls, the duration and the destination number. Depending on the country you are in, you either download CDRs via Colt Online or receive them by email.

8.2 Installation charges

Service access number installation charges are billed once all or part of the service installation is complete.

8.3 Rental charges

Service access number rental is billed monthly in advance.

8.4 Call charges

Call charges are billed monthly in arrears.

8.5 Revenue share

For Colt IN Services that include payment of a revenue share to the service provider (such as Premium Rate and some Shared Cost services in a number of countries), Colt will pay you the appropriate value on a monthly basis.

8.6 Additional features

Feature package rental, Route Activator and third-party packages are billed monthly in advance.

8.7 Colt Professional Services

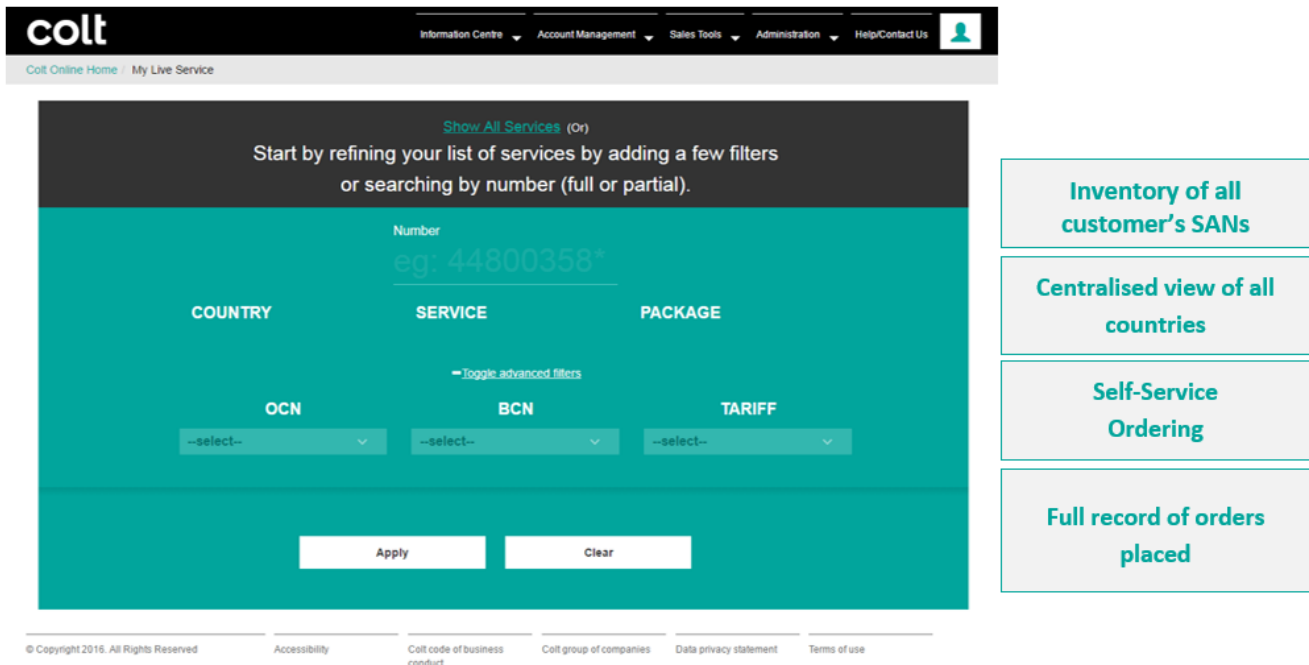
Colt Professional Services is a team of highly focused experts dedicated to designing and managing solutions which support business transformation for our customers. Our consultants are available to:

- Conduct thorough reviews of current and future communications requirements
- Design complex projects to exacting standards
- Manage project implementations
- Ensure service is being delivered to customer expectations

Colt has expertise in four areas: Project Management, Service Delivery, Consulting Services and Design Services. For full details of the services available, please contact a Colt Account Executive.

9 Appendix A Voice on Demand – reorder process

Voice On Demand can be accessed with single sign-on via Colt Online and provides you with an inventory of all your Service Access Numbers, a centralized view of all countries, self-service ordering and full record of orders placed. It is a fully digital process, from order to cease, that shortens delivery lead times.



The screenshot displays the Colt Voice On Demand interface. At the top, there is a navigation bar with the Colt logo and links for Information Centre, Account Management, Sales Tools, Administration, and Help/Contact Us. Below this, a header section prompts the user to "Start by refining your list of services by adding a few filters or searching by number (full or partial)." A search bar labeled "Number" contains the example text "eg: 44800358*". Below the search bar, there are three main filter categories: COUNTRY, SERVICE, and PACKAGE. Each category has a corresponding dropdown menu. Under the SERVICE category, there are three sub-filters: OCN, BCN, and TARIFF, each with a "--select--" dropdown. A "Toggle advanced filters" link is also present. At the bottom of the filter section, there are "Apply" and "Clear" buttons. To the right of the main form, there are four callout boxes highlighting key features: "Inventory of all customer's SANs", "Centralised view of all countries", "Self-Service Ordering", and "Full record of orders placed". The footer contains copyright information and links for Accessibility, Colt code of business conduct, Colt group of companies, Data privacy statement, and Terms of use.

Figure 9.1: Voice On Demand interface

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