Service Description

G-Cloud 15

Lot 2b

Colt Cloud Communications

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Service Overview

Colt's hosted **Cloud Communications** service provides a ***simple*** *to deploy*, ***low CAPEX***, ***PSN certified, flexible***, ***easy to manage*** hosted unified communications solution.

Secure, high availability ***Enterprise Grade*** telephony and ***full*** *PBX features* are standard and can be used seamlessly at any location on a ***device of choice*** whether that be a fixed handset, desktop PC, mobile phone or tablet.

More importantly, the product allows for customers to ***evolve at a time and pace to suit*** as they further develop and realise their "Digital Transformation" strategies, by the addition of native collaboration features.

Based on open standards, Cloud Communications is a high availability Enterprise Grade hosted communications solution. It provides a robust telephony foundation that gives customers the ability to adopt telephony as the "business critical application" but with the ability to evolve into a full unified communications experience natively through the Cloud Communications Enterprise collaboration suite, in a way and time that suits their business.

Cloud Communications has an integrated Customer Interface portal that provides customer self-service access for Moves, Adds and Changes (MAC's) and reporting whilst providing a consistent link to Colt internal activities such as work requests for the fulfilment team and feeds to the invoicing system.

The product can be provided across a Colt IPVPN, a customer own Enterprise grade IP-VPN network via a UNI/NNI connection, and/or over the internet. Service provided across the internet, by definition, carries limitations and as such call quality SLA's are not provided for services accessed this way.

The platform is highly scalable with applications housed in dual, fully virtualised, secure datacentres consisting of the following key components:

Core Platform – Comprising of a high availability server and application infrastructure. The platform is a multi-customer environment providing for Enterprise grade voice, video, messaging, screen sharing, meetings and conferencing.

SIP - Provides access to an aggregated PSTN gateway provided by Colt, which serves each customer solution. This component provides the Customer with capability to make and receive calls via the PSTN.

Datacentre - The Cloud Communications infrastructure is installed and managed by Colt within its own secure UK data centres, located in Basingstoke and London.

Customer Portal – A "self-serve" portal that is fully integrated with the core platform and Colt systems to provide seamless interaction between the customer designated administrator and Colt systems providing the following key components:

- Allocation of Implemented Geographic and Non-Geographic Numbers to users
- Feature Set Allocation to users
- Integration to provisioning teams
- Provisioning
- Call Rating
- Billing of Voice Services and Call Charges
- Billing Reporting

Access to the Colt Cloud Communications customer portal is via a browser with all common browsers being supported e.g. Edge, Google Chrome, Mozilla Firefox etc.

Password controlled; the portal provides a multi-level hierarchy providing the customer with the following access levels:

- Customer Administrator
- Customer Site Administrator
- End User

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Access by the Customer Administrator provides visibility and configuration ability to the customer environment they are associated to, while the Customer Site Administrator will only have access to the site they are associated with, and the End User will only be able to access the numbers that they are associated to.

Call data handled within the Colt Cloud Communications portal are retained within the Server Infrastructure and are accessible online for the period specified in the table below.

CDR Type	Storage Location	Retention
CDR	Online	3 Months
CDR	Archive	2 Years
Billable	Online	1 Year
Billable	Archive	4 Years

User Devices – desktop devices or soft clients can be used to access the service. Industry leading handset providers such as Cisco, and Poly form the Colt standard devices.

Desktop and mobile client – provided through the Cisco Webex app supports PC users utilising Windows and OS-X operating systems while the mobile client is available for iOS and Android operating systems providing a seamless and consistent communications experience regardless of choice of device.

Number Ranges

Number ranges are flexible for each customer deployment and are not impeded by other customers' choices. As with any enterprise grade system, DDI numbers are able to match the extension numbers as required, however where a customer environment has DDI's that overlap e.g. where multiple systems are being replaced, then consideration will need to be given to a change in number plan for the affected locations.

Extension number lengths of between 4 and 6 digits are supported and it is possible to reach them either by dialling the full PSTN number or the short form extension number. Local number dialling is not a feature of this product.

Emergency Services

All DDI numbers are registered with the address of their "home" location with the Emergency Service register. To support this, the Colt Cloud Communications product provides individual CLI for the Emergency Service operator identification.

Because users can be making a call from any device and location outside the control of Colt, all numbers are to be marked nomadic in line with the Colt Cloud Communications standard. This prompts the operator to confirm the actual location of the caller in case this differs from the advised "home" location.

Where Hoteling, or hot desking, is used with DDI's, the actual handset CLI is forwarded as opposed to the logged in user CLI which allows a call back to be made should the call be initiated when no user is logged into the device.

Hot desk phones are restricted to emergency service outbound calls only and configured to allow inbound external calls for Emergency Service Call back.

Technical Specifications and Requirements

User Features

Cloud Communications has the following combination of User based features and optional companywide features e.g. Auto Attendant that are available to an organisation. Each customer requirement is agreed, and a product catalogue created to determine those features and options.

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Service	Description
Alternate Numbers	Alternate Numbers enables users to have up to ten phone numbers and/or extensions assigned to them. The usual ringing is provided for incoming calls to the primary phone number and users have the option to specify a distinctive ringing pattern for each number.
Anonymous Call Rejection	Enables a user to reject calls from anonymous parties who have explicitly restricted their Caller ID.
Authorisation Codes	Performs an authorisation of calls made outside of the group by prompting users for an authorisation code. Calls are not connected unless a valid code is entered.
Auto Attendant	The Auto Attendant is reached by dialling an associated phone number or an extension. Once connected to the Auto Attendant, the caller is played a greeting that provides a menu of options to complete call routing.
Automatic Callback	Automatic Callback is an outgoing call feature that allows a subscriber to be notified when the previously called busy subscriber becomes idle. When the called party becomes idle, a new call setup attempt is initiated automatically, and the originating subscriber is not required to redial the phone number.
Barge-in Exempt	When a user has the Barge-in Exempt service enabled, another user (using the Directed Call Pickup with Barge-in (DPUBI) service) cannot barge in on their calls. If a user attempts to use DPUBI to barge-in on the user with Barge-in Exempt enabled, then the barge-in is rejected and the DPUBI user gets reorder tone.
Basic Call Logs	The Basic Call Logs service allows for storing a short-term number of entries for each user. The maximum number is 20 entries per call type.
Attendant Console	Attendant Console is an advanced Attendant Console designed to meet the specific needs of an operator including advanced call control, contact directories and phone status.
Busy Lamp Field	The Busy Lamp Field (BLF) service is a user service that supports the provisioning of an ordered list of monitored users. The order of monitored users corresponds to the line appearance order of the user's device. The enhancement allows the device to show whether the user is busy on an incoming call or on an outgoing call
Call Forwarding Always	Enables a user to redirect all incoming calls to another phone number.
Call Forwarding Busy	Call Forwarding Busy forwards calls to a specified destination when the user is busy. A user is considered busy when there are too many active calls, or a service makes the user appear busy to the caller.
Call Forwarding No Answer	Call Forwarding No Answer forwards calls to a specified forwarding phone number when a user does not answer an incoming call for a user-specified number of rings. The maximum number of rings is 20 (inclusive).
Call Forwarding Not Reachable	Call Forwarding Not Reachable allows the forwarding of all incoming calls to a different phone number when a device is not accessible by the Cloud Communications platform.
Call Forwarding Selective	Call Forwarding Selective allows the forwarding of specific calls matching pre-defined criteria to a different phone number.

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Service	Description
Call Hold	Enables the user to place the caller on hold and retrieve the call when ready.
Call Listen	Call Listen allows you to dial a feature access code followed by an extension to pick up or “intrude” on a call to another group member. The Barge-in Exempt feature can be used in conjunction with Call Listen to prevent users from intruding
Call Notify	Enables a user to define criteria that cause certain incoming calls to trigger an e-mail notification. If an incoming call meets user-specified criteria, an e-mail is sent to the notify address informing the user of the details of the incoming call attempt.
Call Park	The Call Park service allows a user to suspend a call for an extended period of time. During this time, the user can freely make and receive other calls and invoke other features without limitation. When ready, the user can retrieve the parked call from any extension.
Call Pickup	Call Pickup allows users to answer any ringing line within their call-pickup group. A call-pickup group is defined by the administrator and is a subset of the users in the group that can pick up each other’s calls.
Call Return	This service enables a user to call the last party that called.
Call Transfer	The Call Transfer service enables a user to transfer a call to a specified destination. Call transfer can be blind, with third-party consultation, or with three-way consultation.
Call Waiting	This service enables a user to answer a call while already engaged in another call. When an incoming call is received while a user is already engaged in a call, the user is informed of the new call via a call waiting tone.
Calling Name Delivery	Calling Name Delivery allows independent delivery of calling name and calling number to Cloud Communications users.
Collaboration	Collaboration provides a user with the ability to access features including HD video, messaging, screen sharing, and conferencing in a single application.
Desktop Soft Phone	A PC Client for Windows and OS-x operating systems
Connected Line Identification Restriction	Connected Line Identification Restriction allows you to block your number from being shown when receiving a call. Members of your group can still see your number when they call you.
Diversion Inhibitor	The Diversion Inhibitor service prevents calls, redirected by a user, to be redirected again by the called party.
Do Not Disturb	When a user activates the Do Not Disturb (DND) service, all calls to the user are processed as if the user is busy and cannot receive calls.
External Calling Line ID Delivery	External Calling Line ID Delivery allows the Calling Line name and number for callers from outside your group or enterprise to be displayed.
Flash Call Hold	The Flash Call Hold feature allows a user to hold one call for any length of time until either party goes on-hook.
Group Calling Line ID	This service allows the group administrator to assign a Calling Line Identity (name and number) to an entire group.

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Service	Description
Hoteling Guest (Hot desk User)	Hoteling Guest allows a user to associate their service profile with a Hoteling Host. This allows the guest user to use the host's device with the guest user's service profile. This service is activated via the system voice portal, or via a 'Guest In' key on a Polycom device. Note: Where a Guest user also has a fixed phone, any physical keys programmed are not transferred upon association to a hoteling host phone.
Hoteling Host (Hot desk Phone)	Hoteling Host allows a user to be designated as a host user. A user, who is assigned the hoteling guest service, can then be associated to the host user. When associated, the host user allows the guest user to use the host's device with the guest's service profile.
Hunt Group	The Hunt Group service allows processing of a high volume of calls to a single phone number by distributing the incoming calls to multiple users according to a hunting policy.
Instant Group Call	The Instant Group Call (IGC) service allows a user to call a group of members, whereby the system alerts all members in the group. As the members answer, they are joined into a multi-way conference.
Instant Messaging and Presence (IM&P)	IM&P provides the ability for users to message between enterprise users and to view user status'
Internal Calling Line ID Delivery	Internal Calling Line ID Delivery allows the Calling Line name and number for callers from inside your group to be displayed.
Last Number Redial	The Last Number Redial service allows the user to repeat the last call that was made.
Mobile Client	Provides a mobile application for use on iOS and Android mobile phones and tablets
MS Teams Integration	Integration with MS Teams to provide an integrated calling capability without the need of MS Calling plans
Multiple Call Arrangement	Enables a user to make and receive multiple calls simultaneously on their different shared call appearance (SCA) locations.
Music on Hold	Music on Hold is a group service that allows the group administrator to set up a media audio source that can be broadcasted to held parties in various scenarios.
Music on Hold User	The Music on Hold User service enables users to play custom music to callers when the call is held or parked.
Ad Hoc Conferencing	This service provides users with the ability to add other users to a call-in progress, similar to the Three-Way Calling service, up to a maximum number (8) configured at the system or service provider/enterprise level.
Outgoing Calling Plan	Enables administrators to block users from making certain types of outgoing calls, such as long distance, toll, or premium.
Privacy	User Privacy allows you to exclude yourself from Group and Enterprise Directory listings, Auto Attendant extension and/or name dialling, and Phone Status monitoring. You can also select members in an Enterprise or Group who are allowed to monitor your phone status. These selected members can view your phone status even if you enable phone status privacy.
Push to Talk	The Push To Talk (PTT) service allows a user to call another station, where the system requests that the destination station automatically answer. This provides for intercom-like functionality.

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Service	Description
Selective Call Acceptance	This service enables a user to define criteria that allows incoming calls. All calls that do not meet the specified criteria are rejected.
Selective Call Rejection	This service enables a user to define criteria that causes certain incoming calls to be rejected.
Sequential Ring	This service allows users to define a “find-me” list of phone numbers, which are alerted sequentially upon receiving an incoming call that matches a set of criteria.
Shared Call Appearance	The Shared Call Appearance (SCA) service allows an incoming call to appear at multiple locations simultaneously. All devices where call appearance is shared can be used to answer an incoming call or originate a call on behalf of the main location.
Simultaneous Ring Personal	The Simultaneous Ringing Personal service is a user “find-me” service that alerts multiple terminating locations simultaneously. A user can provision up to ten secondary terminating locations.
Speed Dial 100	Enables users to dial two-digit codes to call up to 100 frequently called numbers.
Speed Dial 8	Enables users to dial single digit codes to call up to eight different numbers.
Three-Way Call	This service enables a user to make a three-way call with two other parties, whereby all parties can communicate with each other.
Voice Messaging Group	Voice Messaging Group service allows the administrator of the group to select attributes of the Voice Messaging service that apply to the whole group
Voice Messaging User	This service enables users to record greetings for callers to receive; provide callers the ability to record a message when a user is busy, unavailable or unreachable, retrieve messages left and to amend certain configurations.
Voice Portal Calling	The Voice Portal provides an entry point for end users to access, use, and configure the following services via any phone interface: Voice Messaging, Call Forwarding Remote Access, and Personalised Name Recording.

Group Features

In addition to the user features, optional ‘group’ features are available. These include:

Auto Attendant (IVR) - The Auto Attendant is a flexible tool for fielding inbound calls and delivering them to the intended destination by selecting options built within the feature. The caller selects the options by key presses to reach the intended destination.

Hunt Groups - The Hunt Group service allows for the processing of a high volume of calls to a single phone number by distributing the incoming calls to multiple users according to a selected Hunting policy. Based on the chosen policy, an incoming call hunts for an idle user in the group to terminate the call to that user. The following types are available:

- Regular (Linear)
- Circular
- Uniform
- Simultaneous
- Weighted

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Pickup Groups – The pick-up group service is a multiuser service that allows selected users to answer any ringing line within their predefined call pickup group. A call pick-up group is defined by the administrator and contains users who can pick up each other's calls via a feature code.

Call Centre - Call Centre is a virtual user service that allows business agents to receive incoming calls from a central phone number. Using this service, a business can establish technical assistance lines, customer support numbers, or order-taking centres. Multiple call centres can be supported for each business. Incoming calls to a call centre are presented to agents according to the selected Call Distribution policies. Call centres can have multiple phone numbers with different priorities, allowing a finer prioritization of calls.

Cloud Communications provides a three-tiered call centre offering allowing businesses to choose the solution that best suits their needs.

Call Centre – Basic – This option provides basic queuing capabilities distributing calls to devices and people. This is an inexpensive option for multiple receptionists and other call centre applications that require basic queuing capabilities.

Call Centre – Standard – In addition to basic queuing capabilities provided by the Basic solution, this option also provides such functions as agent states, supervising, and reporting. It is a balanced option taking into consideration features and price.

Call Centre – Premium – This option is the most feature-rich Call Centre solution provided by Cloud Communications. In addition to the capabilities provided by the standard offering, it provides features such as Night Service, Stranded Calls, and Bounced Calls Routing policies. It is intended to meet the call centre needs of most businesses.

Backup and Restore

Colt Cloud Communications is a high availability solution installed on a resilient virtualised server platform operating in primary and secondary mode within two secure Colt owned UK datacentres in Basingstoke and London.

Each instance is backed up daily to storage contained within the Colt UK datacentres. Should there be a need for either of the instances to be restored, the service can continue to function on the other instance while the data backup is accessed and restored as required.

This is a process that is checked as part of standard business process each time a software upgrade is required to be implemented to ensure that all systems and backups function in line with expectations.

Onboarding and Offboarding Support

Colt provides a number of services to support the onboarding of a customer environment to the Colt Cloud Communications solution including but not limited to; Design and Data collection services to scope, size and design the configuration; Project Management; Installation support; and User Adoption services.

To onboard a customer to the platform, the desired configuration is typically the single most important activity to deliver a successful outcome. Some customers prefer to do this themselves in which case guidance will be provided to define and build the user configuration data template for initial deployment. Where customers require added support for this, Colt offer support through our Professional Services team to consult on the requirement and needs design and collect the necessary data to form the configuration build. This is usually conducted by a face to face workshop type session. Following deployment, on site user or train the trainer training is available through the user adoption service.

User Adoption Support

As User adoption depends heavily on the effectiveness of the training, or the transfer of knowledge, provided to individuals an adaptable approach is provided. This invariably will take the form of more tailored or bespoke training programmes that integrate with existing ways of working or with other products that are, or are about, to be implemented.

The following training programmes that can be packaged to meet with the customers' specific requirements are available.

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Basic End User and Agent Training – can be offered in one of two formats – Drop in or Basic training session.

Type of End User session	Duration	Advantages	Disadvantages
Drop in	30-45 mins	Large numbers can be seen, and training is given as an overview of the essential features and functions.	Only an overview of the service can be offered therefore delegates do not get a hands-on experience and there is no time for comprehensive questions and answers.
Basic	60-120 mins	Comprehensive training is given, hands on exposure and practical experience is offered.	A smaller number of delegates on a session means fewer numbers can be trained in a day

Train the Trainer/ Advanced User Training – This is more in-depth than basic training and is very useful for larger companies with large numbers of staff to train. It is delivered to key personnel, who must be committed to either train or support their own staff.

Type of End User session	Duration	Advantages	Disadvantages
Train the trainer	120-180 mins	In depth training, very hands on, lots of exposure. can be more cost effective for many organisations who have their own training staff	As the training is cascaded information does tend to get watered down. Also, these trained staff do not always have the time to give to their end users.

Floor walking and "Early Life" Support – provides one to one support in the early days of the new solution.

Helpdesk Support – usually provided in conjunction with the Early Life Support, Helpdesk Support provides a helpdesk facility where issues can be coordinated for resolution either by engineers or by a floor walker trainer providing guidance.

Operator\Receptionist Training – similar to user training but provides specific training for the organisation's operator or receptionist personnel.

Operator\Receptionist Support - same concept as floor walking but a trainer will supervise all Operator\Receptionist staff as the new solution goes into service.

System Administration Training – providing training on the customer self-serve portal to enable configuration to take place.

Offboarding

Colt will provide an exit plan and work with the customer to enable a smooth transition of the services to an alternate service or supplier. This may be a chargeable activity. Below is a sample "high level" exit plan.

Task	Time	Responsible
	(T = termination date)	

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Task	Time	Responsible
General		
Appoint Exit Manager	T - 6 Months	Colt
Appoint Customer Exit Transition Manager	T - 6 Months	Customer
Form Exit Programme Board	T - 6 Months	Customer
Finalise Complete exit transition plan	T - 3 Months	Customer & Colt
Agree Contingency Plan	T - 3 Months	Customer & Colt
Agree terms of engagement to cover migration period	T - 2 Months	Customer & Colt
Assets		
Provide list of all equipment used - not owned by Customer	T - 6 Months	Colt
Provide list of all equipment used - Customer owned	T - 6 Months	Colt
Provide list of all equipment used - not eligible for transfer	T - 6 Months	Colt
Notification of assets to transfer	T - 4 Months	Customer
Proposal submission for continued use of non-transferrable assets	T - 3 Months	Colt
Agree cost of transfer of assets (not owned by Customer)	T - 3 Months	Customer & Colt
Agree cost of installation of assets on Customer property	T - 3 Months	Customer & Colt
Notification of acceptance \ decline of proposal for continued use	T - 2 Months	Customer
Devise complete asset transfer plan	T - 1 Month	Customer & Colt
Agree complete asset transfer plan	T - 1 Month	Customer & Colt
Licenses		
Provide details of all software required to deliver the service	T - 6 Months	Colt
Notification of software to transfer	T - 4 Months	Customer
Agree cost of transfer	T - 3 Months	Customer & Colt
Proposal submission for continued use of non-transferrable software	T - 3 Months	Colt
Devise software transfer plan	T - 2 Months	Customer & Colt

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Task	Time	Responsible
Notification of acceptance \ decline of proposal for continued use	T - 2 Months	Customer
Agree software transfer plan	T - 1 Month	Customer & Colt
Authority Data		
Provide list of all Authority data used in the delivery of the services	T - 6 Months	Colt
Proposal for testing integrity of data	T - 6 Months	Colt
Work In progress		
Provide project plans for outstanding 'projects'	T - 6 Months	Colt
Agree final date for passing of orders to Colt	T - 6 Months	Customer & Colt
Provide list of outstanding orders from Colt order management system	T - 6 Months	Colt
Staff Transfer		
Provide details of any staff that may be subject to TUPE transfer	T - 6 Months	Colt
Customer notify Colt of necessary staff for transfer	T - 5 Months	Customer
Cost proposal for usage of staff	T - 4 Months	Colt
Acceptance of proposal for staff usage	T - 4 Months	Colt
Notification of intention to transfer TUPE staff	T - 3 Months	Customer
Begin Exit Transition	T = 0	

Implementation Plan

As each customer's deployment is unique each implementation plan will vary to fit to the needs however, the following sample Implementation plan is provided as a guide to the tasks required to reach an in-service date. Durations will vary depending on the detailed requirements:

Task Name	Duration
Quote to Order	**5 days**
Reserve DDI	
Add DDI numbers to Configuration document	
Create VoIP order form	
Create IPVPN order form	
Initial Customer Configuration Document (Quantities) returned	

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Task Name	Duration
VoIP Service schedule signed by Customer	
Contract Signature	
Order package submitted to Order Entry	
Orders validated and accepted	
VoIP order entered into systems	
Order to Service	**15 days**
Data Collection - User configuration returned	
Supplier confirm delivery date	
Schedule Customer Training on portal	
Complete Customer Training on portal	
Create Customer Handbook	
User Guides provided to Customer	
Customer handover documentation passed to Customer	
VOIP DDI Activation scheduled	
LNP pre port test scheduled	
Detailed Customer Configuration document completed	
1st stage Activation	
Customer Admin Login details sent to customer	
Customer group configuration	
Pre port test on site	
Port/DDI activation	
Customer acceptance Testing	
Post Launch Review	**1 day**

A detailed Implementation Plan can be provided upon request.

Pricing Overview

Colt Cloud Communications can be provided as a full usage (OPEX) based service or with a CAPEX element for end user customer premise equipment (CPE) devices such as handsets, headsets.

Handsets are provided with a manufacturer warranty, should such a device go faulty during the warranty period, it will be replaced however, it will be the customers' responsibility to replace faulty end user devices outside of the warranty period and for user related damage.

Charges are levied with the following underlying principle:

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Charge Type	Billing Type	Billing Direction
User Features	Monthly Recurring Charge per available license	In Advance
Usage	Monthly Recurring Charge	In Arrears
Hardware	Monthly recurring or Non-Recurring Charge	In Advance (MRC) In Arrears (NRC)

Outage and Maintenance Management

Colt provides on-going support for all the installed services. We embrace a strong operational philosophy that is customer-focused and highly responsive. Strict performance metrics drive our internal organisations to deliver a quality service to you on a consistent basis. In the event an issue arises with your service, Colt will work to rapidly respond to your enquiries and quickly resolve any problems. The Service Operations team is responsible for your experience at a critical time: when your service is having an outage or impairment. A portion of our efforts goes to repairing the service, which requires technical expertise; the other portion of our efforts goes to ensuring a positive customer experience.

Once your Colt service has been installed, the Service Desk will be your point of contact for all service-related issues. The Service Desk Operative will create a ticket with a reference number for you to track progress and use for future reference and enquiry. They will run through a series of questions to identify the nature of the problem before passing to the technical team for further investigation and resolution.

Service Constraints

Maintenance Windows

Scheduled Maintenance will be undertaken outside of normal Business hours. An impact assessment will be carried out considering customers' services and Hosted Platform availability during the maintenance window.

Level of Customisation Allowed

The Colt Cloud Communications service is configurable by Customer administrators to apply different features and configuration to users, and sites. This is achieved via the Colt Cloud Communications self-serve portal. In addition, optional services such as collaboration, Contact Centre, call recording and analytics can be adopted.

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Service Levels

The following Service Levels apply to the Colt Cloud Communications service. Scheduled Maintenance is excluded from the Service Levels. Upon prior written notice, Scheduled Maintenance will be undertaken outside of normal Business hours. An impact assessment will be carried out considering customers' services and Hosted Platform availability during the maintenance window.

Availability

Service	Availability	Service Time	Service Credit	Measurement
Core Telephony Service (within Service Boundary)*	99.99%	24 \ 7 \ 365(6)	1% of MRC for Colt Cloud Communications to a maximum of 5% of the MRC for Voice Complete Telephony	Quarterly
Collaboration Services platform availability	99.9%	24 \ 7 \ 365(6)		Quarterly

* This measure commits that the Core Telephony Service, excluding the VCT Customer Portal and Collaboration services, will be available for Endpoint registration within the Service Boundary 24x7x365(6), 99.99% of the time.

Incident Response

Where an Incident is fully within Colt's control to address, the following KPIs should apply:

Priority Level	Description	Service Time	Restoration Time	Service Classification
Level 1	Total loss of service	24 \ 7 \ 365(6)	4 hours	Out of Service
Level 2	Service Impaired incidents	Mon – Fri 08:00 – 18:00 excluding UK Public Holidays	NBD	Impaired

Measurement and Reporting

Service level performance will be calculated once per Service Quarter

Buyer Compensation

Where the core telephony service level is not achieved, 1% of MRC for Colt Cloud Communications to a maximum of 5% of the MRC for Colt Cloud Communications will be applied as per the following table:

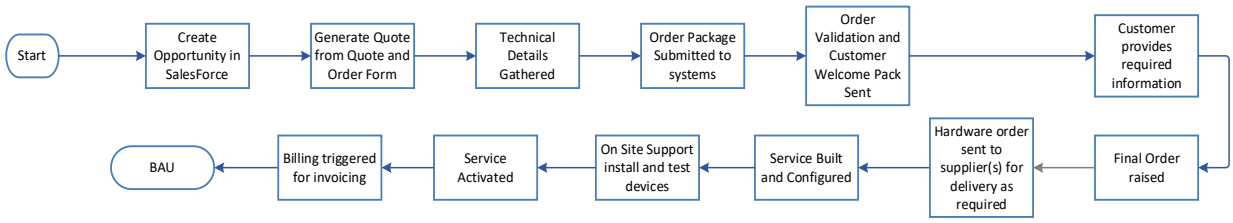
Availability	Service Credits as a Percentage of three (3) months of Monthly Recurring Charges
>99.95%	0%
< 99.85% but >99.75%	1%
< 99.75% but >99.65%	2%
< 99.65% but >99.55%	3%

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Availability	Service Credits as a Percentage of three (3) months of Monthly Recurring Charges
< 99.55%	5%

Ordering and Invoicing Process

Customers will engage with a Colt Sales representative who, once qualified the requirement will engage with the necessary technical support teams to fully scope the requirement. The following diagram provides a high-level view of the order process through to an invoice being raised.



The following target delivery timescales apply to the Colt Cloud Communications service:

Type	Time
New Service[1]	25 working days
New Site [1]	10 working days
Additional handset delivery	3 working days

Notes:

[1]Excludes IP connectivity, which will have its own interval time. Where numbers are needed to be ported to Colt, lead times for number porting will apply which may exceed the above stated times.

Contractual Obligations

Unless additional products and enhanced support services are procured from Colt, the Customer responsibilities include:

- The provision and support of the required network connection e.g. IPVPN, Internet etc to connect the customer's locations to the service.
- The provision and support of a LAN that supports voice and is configured to provide QoS to prioritise the fixed voice services provided by the Colt Cloud Communications service.
- Configuration of firewalls to ensure that the voice packets can effectively traverse the network
- Provision and support of PC and mobile devices to facilitate the installation of software-based end user access to the Colt Cloud Communications service e.g. soft client
- All airtime (voice and data) and rental charges required to enable mobile devices to be active on a mobile network.
- Installing all software-based User Endpoints necessary for access to the Colt Cloud Communications service (e.g. fixed and mobile clients)

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- Installing and maintaining all cabling to connect any hardware e.g. telephones, laptops etc required to access the Colt Cloud Communications services.
- Providing the necessary environmental conditions for the proper installation, operation and security of any Endpoints connected to the Services. The environmental requirements should conform to those specified in the endpoint manufacturer's specification documents.

Only Colt approved Endpoints shall be connected to the Colt Cloud Communications Service.

After Sales Account Management and Support

An Account Team Structure dedicated to support the governance model is centred around and linked to our customer experience (CX) programme which measures Customer Satisfaction. We would look to incorporate any additional governance model for the transition into the overall CX operating model to ensure further consistency and efficiency.

Account Team structure information consisting of the following roles:

- **CS representative** - CS provides you with information about Colt's services and is your overall point of contact for Colt sales.
- **Customer Support Manager (CSM)** - Your CSM oversees all lifecycle needs pertaining to account activity as a member of your account team.
- **Sales Engineer (SE)** - SE works with you to identify options and define technical requirements for implementing your services.
- **Service Desk Representative** - the single point of contact for all incidents and requests that reside in Colt's support environment.
- **Billing Coordinator (BC)** - point of contact for billing enquiries, disputes and credits

The Colt account team supports the customer's account. Following migration to the Colt service the Colt support teams are available to customers for the duration of the contract. For service impacting incidents, tickets are raised through the Colt service desk who will take responsibility for resolving the incident by engaging with the relevant resolver groups.

Over and above this standard support offering enhanced services are available such as:

- **Enhanced Technical support** — providing allocated resources to provide a more intimate service resolution
- **Service Manager** — who works with the customer and the internal teams to ensure that all aspects of the service are running as smoothly as possible, as well as conducting regular service reviews. Service reviews will typically include:
    - Review of monthly management report
        - Operational performance and service availability review
        - Major Incident review
        - Problem Management and Continuous Service Improvement Plan review
        - Commercial/contractual review
        - Financial management review
        - New business / service requirements
        - Review of OLA and EMEA Customer Handbook

As well as Incident support Moves, Adds and Changes are often required. The Colt Cloud Communications product, as standard, adopts a self-serve approach to moves, adds, and changes whereby all changes are administered via the Colt Cloud Communications Customer portal. This allows an administrator to place an order request for additional hardware and licenses and self-manage user changes.

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Enhanced services are also available where Colt can manage the service on behalf of the customer.

Any Technical Requirements

While the service can be delivered across the internet, for voice quality purposes it is recommended that an IPVPN is utilised. In either case customers should ensure sufficient bandwidth is available from each customer site to the network connection to support the maximum number of concurrent Voice calls required in and out of each site. As such, it is highly recommended that the network connection is capacity managed to provide sufficient guaranteed bandwidth for VoIP plus sufficient bandwidth for other business traffic, and protocol overhead. It is suggested that a site connection never exceeds 75% of the bandwidth to ensure that VoIP call quality can be maintained.

A bandwidth estimation is provided within the customer portal at the point a quotation is raised to provide guidance on the required voice bandwidth. This can be used to aid in the sizing of VoIP bandwidth but should not replace capacity management.

It is also recommended that customers deploy the Service on an IP network that is CoS/QoS enabled, with support at a minimum for a real time traffic queue to carry voice bearer traffic.

The Colt team will provide a detailed network requirements document outlining the requirements of each element of the network during the design phase of a project.

System requirements

Web Browser: A Web browser is required to access the customer portal and other webbased services. Common browsers are supported in their 'natural' state including — Internet Explorer VIO and above; Google Chrome v30 and above; Firefox v24 and above.

PC requirements: To support the soft clients the following system requirements are required.

- Operating system (OS): Mac OS 10.10 Yosemite, Mac OS 10.1.1 El Capitan, 10.12 Sierra, 10.13 High Sierra; Windows 7, Windows 8/8.1, or Windows 10 (Classical view only).
- The installation footprint is approximately 125 megabytes (MB) on OSX and 215 MB on Windows.
- For voice calls, a sound card, speakers, and a microphone or a headset are required.

Minimum system requirements for respective operating systems must be fulfilled, with the following additions:

- A minimum of 2 GB random access memory (RAM) is required.
- A minimum 1.5 GHz CPU is recommended. Dual-core CPU is recommended for video calls at a minimum.
- Open Graphics Library (OpenGL) 1.5 or higher is recommended.

Business Continuity and Disaster Recovery Plans

Colt is committed to ensuring business resiliency and survivability during an incident or business disruption.

Our Corporate Business Continuity Management program (“Program”) supports an environment of prevention, collaboration, communication, response, and recovery, ultimately ensuring our ability to serve customers, shareholders and employees in the face of disruptive events.

Within this document we summarise Colt’s BCM program and its resiliency and preparedness capabilities.

Program Goals

Colt’s vision, strategy, and corporate objectives prescribes to the following goals. Annually:

- Evaluate the purpose and operations of every business unit in the company, identifying threats, hazards, and potential impacts to critical business priorities.
- Develop strategies for mitigation, continuity, and recovery.

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- Maintain uninterrupted service whenever possible, and when necessary, coordinate recovery from business disruptions safely and quickly.
- Enable continuous improvement by periodically reviewing Program strategy and performance.

Program Governance

Standards: Colt has aligned its Program to adhere to ISO 22301:2012, the International Standard for Business Continuity Management (BCM). Colt's Program was awarded certification1 to this industry standard of its BCM system and subsequent business functions supporting the SAP-HANA Enterprise Cloud for Managed Hosting Services environment.

Leadership: Colt's highest-level executives support the Program by assigning program partners to represent their organisation's interest in operational resiliency.

Policy: In adherence to our company policy, Colt is committed to maintaining a Corporate BCM team, framework, Program objectives, and assignment of resources to execute the Program. The BCM Program Policy is reviewed and updated on an annual basis.

Metrics: The Corporate BCM team maintains a dashboard to monitor and evaluate the performance of Program activities.

Audit: Colt engages internal and external audit firms to perform multiple types of assessments address our customers' diverse compliance requirements

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End of Document

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