Terms & Conditions

G-Cloud 15

Lot 2b

Colt Cloud Communications

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1 Overview

Colt Cloud Communications is a flexible and scalable, fully managed, cloud-based service comprising IP Telephony and Unified Communications ("the Service"). It is provided to the Customer as a service, in a pay as you grow model, based on a monthly fee per Profile, including bundles of voice minutes. The Service includes the functionalities mentioned in this Service Description, including the enablement of voice minutes and connectivity to the Colt network.

2 Definitions

Unified Communications (UC) means the integration of the communications to optimize business processes.

Unified Communications and Collaboration (UC&C) means bringing together communication tools such as, instant messaging, presence, click-to-dial, conferencing and desk to desk video, into a single interface.

Webex means the Cisco Webex application that provides a softphone that connects over the public Internet to provide calling, messaging and meetings features on a PC, laptop, smartphone or tablet.

Customer Portal means the portal provided to customers to access the Service to self manage their environment to for example, conduct Moves Adds and changes to users and their profiles and usage reporting.

Return Merchandise Authorization (RMA) means a numbered authorization provided by Colt to permit the return of Equipment that is faulty during the warranty period. The Customer can use the RMA number to inquire on the progress of a return. Colt´s RMA process is defined in section 10 of this Service Description.

Equipment means the SIP Phones and accessories as detailed in the Service Order.

Working Days: Monday to Friday excluding local public or statutory bank holidays in the country where the services is provided.

Business Hours: 9.00 AM to 5.30 PM local time.

24x7 means continuous availability 24 hours a day, 7 days a week, and 365 days a year.

Profile means a configured communication profile in the Service that has a geographical number and features as described in section 6 of this Service Description.

Usage on the invoice refers to voice minutes traffic.

3 Functional capabilities

Colt Cloud Communications is a one-stop-shop Service comprising the following key functional components:

- Core Telephony platform, which is the resilient server and application infrastructure. The Core Telephony platform is a multi-customer environment where the telephony services are provisioned to manage voice and messaging capabilities. The core platform contains service features and software that is licenced to Customer for use in accordance with the terms of this Schedule.
- The Cisco WebEx service forming part of the Service, provides users with a collaboration service enhancement to the calling capability by the addition of Messaging; Teams; and Meetings via a desktop and mobile application. Cisco WebEx service are subject to Customer accepting Cisco general terms governing access and use of Cisco Webex, found at Cisco General Terms - https://www.cisco.com/c/dam/en_us/about/doing_business/legal/Cisco_General_Terms.pdf
- Session Initiation Protocol ("SIP") trunk which is provided by Colt as a shared connection in primary and secondary configuration across two data centres. SIP Trunk provides the ability to transport both inbound and outbound PSTN services to each Customer configured environment.
- Datacentre whereby the Service is installed and managed within a Colt facility; and
- a Customer portal, which is a self-service portal that is fully integrated with the core platform and interacts with the Colt back-office systems in order to provide interaction between the Customer's designated administrator and Colt's systems.

The call data records stored in the Customer portal as part of the Services are retained within the server infrastructure and are accessible online for the period specified in the table below.

Storage Location	Retention

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Online	6 months

- User features are detailed in Section 6 of this document

4 Connectivity options

The Customer can connect its office (IP network) to the Cloud Communications service using any of these access methods:

- a dedicated IP-based connection based on IP VPN technology delivered by Colt
- public Internet access connection.

Colt Cloud Communications – dedicated connection

Where the Customer wishes to have a dedicated connection, Colt can provide the Customer with a dedicated IP connection between Customer's network (LAN\WAN) and Colt's Cloud Communication service. The connection is subject to a separate Order. The IP connection is for VoIP traffic only. The standard connection will be from one site/office of the Customer to Colt network. It is assumed that the Customer will segregate and redirect the traffic from all of its sites to the same connection. A redundant connectivity is available, in which two (2) connections will be available from two (2) Customer sites to Colt sites. The transport method will be based on COLT IP VPN.

As part of the Service, Colt will recommend a connectivity bandwidth that will be suitable to the Customer needs and which will be agreed in the Service Order for the connectivity service. During the Contract term, a change in the connectivity bandwidth may be required due to the change of Customer needs (increase in number of profiles, change in usage patterns etc.). In such an event Colt will propose the Customer an upgrade to the exiting connectivity. Such an upgrade may require a new Service Order.

Colt Cloud Communications – Internet connection

The Customer can also connect to Colt's Cloud Communication service via the public Internet. This is not a dedicated connection, hence it allows the Customer to connect the Service as long as the Customer has public internet access. Public internet access from the Customer site is not included in the Service, and it can be contracted to Colt as a separate service Order.

5 Network Readiness

It is the Customer's responsibility to prepare and configure its office's Local Area Network (LAN) and Wide Area Network (WAN) to prioritise voice over data in order to preserve the quality of Customer's voice and multimedia calls. As an additional Professional Service option, Colt can provide a VoIP Readiness Test audit service to confirm the suitability of the Customer's LAN/WAN, as "VoIP Ready" to migrate to Cloud Communications service.

6 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.

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.

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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.
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.

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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.
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.

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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. The Customer is responsible for obtaining licences for Microsoft Teams.
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.
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

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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.

Webex App

Webex provides several packages with different features.

"**Softphone" Package**

Provides a softphone only client with calling capability, but no messaging capabilities. Users with this package type can join Webex meetings but cannot start meetings on their own. When other users (softphone or non-softphone) search the directory for a softphone user, the search results provide no option to send a message.

Softphone users can share their screen while in a call.

"Basic" Package

Includes Calling and Messaging features. It includes 25-person “space” meetings with the ability to initiate a "Meet" session with participants in a "space". There’s no dial-in into this meeting and all users must be Webex users in the same space.

Basic package does NOT include Personal Meeting Room (PMR).

"Standard" Package

This package includes everything in the Basic package plus up to 100 participant “space” meetings and Personal Meeting Room (PMR) meetings.

Screen sharing within a PMR meeting is a role initially held only by the host of the meeting, but the host may pass the ‘presenter role’ to any meeting participant they choose, and only the host may re-take the presenter role without the current host passing it to them.

"**Premium" Package**

This package includes everything in the Standard package plus up to 300 participants in a Space meeting and up to 1000 participants in a Personal Meeting Room (PMR).

Screen sharing within a PMR meeting is supported for any meeting attendee.

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

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.

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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.

7 Optional capabilities

The following optional capabilities can be added to the Service by opting in to any of them in the Service Order, which will include the extra charge applicable to them. Equipment, and enhanced audioconferencing capabilities are detailed in the Service Order.

For the remaining capabilities, Colt will provide a separate quotation after reviewing the Customer's specific requirements.

Customer Premise Equipment (CPE)	Provided as an asset sale, and paid as a one off purchase
Call recording	The call recording Service is a cloud-based, call capture, storage, analytics and retrieval solution comprising of the following key components: • a recording license, to enable user numbers to be recorded; • Call recording platform; and • administration portal, providing access to recordings and user configuration. The Customer is responsible for ensuring that use of the Call Recording feature is compliant with all applicable law and regulation including but not limited to any notifications to callers that the call is being recorded and the storage and use of recorded Calls.
Enhanced Analytics	Enhanced reporting capability providing real time information for Business Insights and Call Centres including but not limited to call queue information, missed calls, answer time etc delivered through an online portal

8 Equipment

The Customer shall only interconnect with the Cloud Communications service using Colt approved endpoints as set out in section 10.

As part of the Cloud Communications service the Customer may purchase Equipment from the list described in the Service Order or Customer Portal.

Equipment is delivered to the Customer's address as agreed between the Customer and Colt. It is pre-configured according to the information collected from the Customer. The Customer can connect the Equipment to the Customer's LAN and activate the Service for its users by a simple remote guidance provided by Colt. The Customer is responsible for distributing the Equipment across its offices/sites respectively.

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Equipment is delivered with standard manufacturer warranty and accompanied with an RMA process as detailed in section 9 of this document.

The Customer is advised to purchase additional spare parts to support a fast device replacement in case of a Hardware breakdown. Colt will recommend the Customer on spare parts quantities, though, having spare parts and quantities is a Customer responsibility.

Equipment is provided as an asset sale as described in section 6. No maintenance or support is provided by Colt for SIP devices and/or accessories outside of the manufacturer warranty.

Colt and Customer agree that title to the Colt provided Equipment shall pass to Customer upon Colt's receipt of payment in full and cleared funds of the charges in respect of each Equipment. The Customer acknowledges that Colt is not the manufacturer of such Equipment. Accordingly, and save in relation to the passing of title, the parties agree the risk and title in such Equipment shall transfer to Customer with full title guarantee. Title shall not pass in any other equipment, hardware or software provided by Colt under this Agreement, unless otherwise agreed in writing between the Parties. Colt shall pass on to Customer the benefit of all respective manufacturers' warranties in relation to the Equipment as is legally and contractually permissible for Colt to pass on, resell or assign to Customer. Except as set forth in this Agreement, Colt makes no representation, undertaking, warranty, condition, or any other commitment in relation to the Equipment.

9 Hardware warranty and RMA process

1.1. The Equipment is covered by the manufacturer 1 year warranty against any material flaws or manufacturing defects.

1.2. The warranty period shall come into effect at the date of delivery of the Equipment at the RMA delivery address. The warranty on repaired and/or replacement parts shall lapse on the expiry date of the original Equipment warranty, but it shall never be less than three (3) months.

1.3. The Customer shall report any defect to Colt as soon as it is noted. Colt shall endeavour to repair and/or replace under warranty Equipment or parts as soon as possible the target date is three (3) months. Colt shall have sole discretion as to the repairs to be undertaken to ensure that the Equipment again operates according to the manufacturer Equipment description included in the Equipment package.

1.4. Colt may choose to refund defective Equipment in lieu of replacing it.

1.5. Shipment for returned goods under warranty, must be paid by the Customer and shipped to Colt, clearly marked with the RMA number, and be joined with a complete description of the nature of the defect. Colt will deliver on its own expenses a functional Equipment to the Customer.

1.6. The warranty does not cover:

- damage of any kind whatsoever the cause before the date of the Service Order Confirmation.
- damage, faults and defects attributable to the Customer, accidental damage, improper usage or poor maintenance, failure to comply with the instructions given in the user manual, lightning, humidity, temperature conditions outside accepted range, power surges or any force majeure whatsoever;
- the repair or replacement of loose parts (cords, wires, outlets, antennas, etc.); the replacement of accessory elements that require regular replacement (batteries, paper, ink, etc.) and the supply of cleaning products.

1.7. The warranty shall not apply if:

- the Customer or a person not designated by Colt, changes or repairs the Equipment;
- the Equipment serial numbers and/or the brand names are removed or changed;
- the Customer returns Equipment without having obtained a Return Merchandise Authorization (RMA number) from Colt;
- returned products are not marked with the RMA number and not joined by a complete description of the nature of the defect
- returned items are damaged beyond normal wear and tear usage;
- the Customer does not ship back all materials including, boxes, wires, and manuals.
- it is established that a failure or the continuation of a failure can be attributed to a third party (neither Colt, nor a Colt supplier).

10 Approved Endpoints

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The following handsets and analogue gateways have been integrated into the Cloud Communications platform and as such are approved for connection. Handsets and gateways not listed are not compatible.

Poly VVX 101 (Obsolete)	A one-line SIP phone for a home office or shared/common areas delivering enterprise grade sound quality. The VVX101 provides a single 10/100 Ethernet port.
Poly VVX 150 (Obsolete)	Two-line, IP phone that delivers reliable performance and an enterprise grade sound quality. It is ideal for home offices or shared/common areas.
Poly VVX 201 (Obsolete)	A two-line SIP phone designed for small businesses and medium-sized organizations delivering HD Voice technology and a wide range of business telephony features. The VVX201 provides 2 x 10/100 Ethernet ports.
Poly VVX 250	A four-line, IP phone that delivers reliable performance and an enterprise grade sound quality. It is ideal for knowledge workers, and cubicle workers.
Poly VVX 300 (Obsolete)	Entry-level business media phones ideal for workers handling a low to moderate volume of calls. The VVX 300 provides 2 x 10/100 Ethernet ports.
Poly VVX 310 (Obsolete)	Entry-level business media phones ideal for workers handling a low to moderate volume of calls. The VVX310 provides 2 x 10/100/1000 Ethernet ports.
Poly VVX 311 (Obsolete)	Entry-level business media phones ideal for workers handling a low to moderate volume of calls. The VVX311 provides 2 x 10/100/1000 Ethernet ports.
Poly VVX 350	A six-line, colour, mid-range, IP phone designed for small to medium size businesses.
Poly VVX 400 (Obsolete)	Mid-range business media phone for office workers and call attendants. The VVX 400 provides 2 x 10/100 Ethernet ports.
Poly VVX 410 (Obsolete)	Mid-range business media phone for office workers and call attendants. The VVX410 provides 2 x 10/100/1000 Ethernet ports.
Poly VVX 411 (Obsolete)	Mid-range business media phone for office workers and call attendants. The VVX411 provides 2 x 10/100/1000 Ethernet ports.
Poly VVX 450	A twelve-line, colour, performance IP phone for businesses of all sizes.
Poly VVX 500 (Obsolete)	A performance business media phone that delivers best-in-class desktop productivity and unified communications for busy professionals.
Poly VVX 501 (Obsolete)	A performance business media phone that delivers best-in-class desktop productivity and unified communications for busy professionals.
Poly VVX 600 (Obsolete)	A premium business media phone delivering best-in-class desktop productivity for busy corporate executives and managers.
Poly VVX 601 (Obsolete)	A premium business media phone delivering best-in-class desktop productivity for busy corporate executives and managers.
Poly Rove	Rove B2 DECT base station with associated handset(s)
Poly SoundStation IP5000 (Obsolete)	Conference Phone
Poly SoundStation IP7000 (Obsolete)	Conference Phone
Poly Trio 8300	Conference Phone
Poly Trio 8500 (Obsolete)	Conference Phone
Poly Trio 8800	Conference Phone
Cisco WebEx Desktop and Mobile Client	Providing Calls, Messaging, Teams, Meetings and Video services on PC or mobile devices. Supported in Windows, OS-X, iOS and Android operating systems.
Panasonic KX-TGP600UK (Obsolete)	DECT Base station and handset.
AudioCodes MediaPack 112 Analog VoIP Gateway, 2 FXS	2 port analogue gateway.

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AudioCodes MediaPack 114 Analog VoIP Gateway, 4 FXS	4 port analogue gateway.
AudioCodes MediaPack 118 Analog VoIP Gateway, 8 FXS	8 port analogue gateway.
AudioCodes MediaPack 124 Analog VoIP Gateway, 24 FXS	24 port analogue gateway.
AudioCodes MediaPack 1288 Analog VoIP Gateway, 24 FXS	288 port analogue gateway.
Poly Edge E100	2-line SIP-compatible IP desk phone with a 2.8-inch colour display, Power over Ethernet (PoE), dual-port Gigabit Ethernet, and USB-C connectivity, designed for entry-level or common area use
Poly Edge E220	4-line SIP-compatible IP desk phone featuring a 2.8-inch colour display, integrated Bluetooth 5.0, dual-port Gigabit Ethernet with PoE, noise-reduction technologies (NoiseBlockAI/Acoustic Fence), and Antimicrobial Microban protection.
Poly Edge E350	32-line SIP desktop IP phone featuring a 3.5-inch colour display, integrated Wi-Fi and Bluetooth 5.0, NoiseBlockAI background noise reduction, and a USB-C port.
Poly Edge E450	SIP-compatible, Power over Ethernet (PoE) desktop IP phone featuring integrated Wi-Fi, Bluetooth 5.0, 14 line keys spread across two colour displays, and background noise reduction technology

11 Service management Portal for Moves, Adds and Changes

Nominated Customer Representative has access to the self-serve online Portal, by which Customer can perform moves adds and changes, as well as access to call and inventory reports. The Portal is based on a dedicated secured access for each customer to Colt's Cloud Communications Service over the public Internet.

Alternatively, the Customer may request Colt to activate a managed service option (charged in addition to the monthly fee) whereby all move and change activities will be performed by Colt on behalf of the Customer. In case the Customer is only interested in a one-time Move, Add or Change request (and not in contracting the managed service), a Statement of Work (SoW) and a per-request payment option can be provided.

12 Remote and on-site support

Remote support is included in Colt Cloud Communications Service monthly charges.

Remote support:

Before the Service start date, remote support covers guided instructions on how to connect the Equipment to the Service, basic Service operation walk through and Service user guides.

It also includes a 'train the trainer' remote session providing Customer's personnel with the skill sets and knowledge to train the Customer's end users on how to use the Service.

After the Service start date, Customer may contact Colt Service Desk for queries and support.

On-site service support:

On-site service support requires contracting additional specific Professional Services.

It may cover face to face training, Equipment guide and installation.

13 Support Level

24x7 1st line support Help Desk

Ticket resolution by Colt UC experts (2nd and 3rd line) during Business Hours on Working Days.

Further information about support guidelines and processes is detailed in the Service Level Agreement document.

14 Emergency Services

Customer understands, acknowledges, and affirmatively consents to the following:

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- All DDI numbers provided by Colt are marked as “VoIP” with the Service address as the location in the emergency services register. Emergency calls from a location other than Customer’s Service address may not be directed correctly to a local emergency service provider. If Service is utilised from a location other than the Service Address and the location specified by Customer as part of the registration or address update process described above has not been completed, calls will not be routed to the correct local emergency service provider. The provider to whom any such emergency calls are routed will be unable to transfer the call to a local emergency service provider in the area from which Customer is calling.
- A power or broadband service outage, or a Service outage due to suspension of Customer’s Service in accordance with the terms of the Agreement may result in the unavailability of Colt Services, including the dialling of emergency services (e.g. 999, 112). Should there be a suspension or an interruption in the power supply, Colt Services, will not function until power is restored. A power failure or disruption may require Customer to reset or reconfigure equipment after a broadband or power outage .In addition, calls made using the limited emergency response service may be subject to network congestion and/or reduced routing speed.
- Because of the limitations of the Services described above, Customer should have an alternative means of accessing emergency services available. Customer shall indemnify and hold Colt, and its personnel, harmless against all suits, liabilities, damages, penalties and the like, relating to or arising from, injuries, death, and/or property damage from caused by (i) Customer’s failure to have an alternative means of accessing emergency services, and (ii) improper routing of emergency services calls that originate from Customer’s premises or over Customer’s facilities.

15 Customer Responsibilities

Customer’s network environment shall comply with Colt’s Customer Network Requirements Document including but not limited to:

- 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 Cloud Communications service.
- configuration of firewalls to ensure that the voice packets can effectively traverse the network.
  Customer will
- provide fixed and mobile devices to facilitate the installation of software based end user access to the Service e.g. Webex, and shall be responsible for
  - 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 Service (e.g. fixed and mobile clients).
- Install and maintain all cabling required to connect any hardware necessary to access the Service and provide the environmental conditions necessary for the proper installation, operation and security of any end points connected to the Service. Environmental requirements must conform to those specified in the endpoint manufacturer’s specification.
- Notify Colt of all incidents by way of the Colt Service Desk, using email, telephone, or the Customer portal. In addition, Customer will provide a single point of contact, available 24x7, to Colt’s service teams.
- Use any features and software provided to Customer as part of the Service in accordance with all applicable law and regulation. Customer shall not
  - transfer, assign, or sub licence any such software or features to any other person, organization or entity;
  - attempt to create any derivative version thereof; or
  - de-compile, decrypt, reverse engineer, disassemble or otherwise reduce the same to human-readable form.

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Disclaimer

Colt's proposal is not intended to create a binding contractual commitment. A signed Colt agreement is required to make pricing/services effective. This document may not be altered or edited to create an agreement. If you wish to purchase services on a term arrangement, please contact your Colt Account Manager.

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End of Document

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