

Google Voice

G-Cloud 15 – Service Definition

Google is transforming how enterprises work. Google Voice provides an easy to use phone solution that works on any device, billed through the Google Workspace Admin console, compatible with Google Workspace apps.

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Google Voice

Stay connected, organised, and on task with an easy-to-use phone solution that fits organisations of any size.

Google Voice Features By Plan

Users and locations	Starter USD \$10 per user / per month*	Standard USD \$20 per user / per month*	Premier USD \$30 per user / per month*
Number of users	Up to 10	Unlimited	Unlimited
Domestic locations	Up to 10	Unlimited	Unlimited
International locations	✗	✗	Unlimited

*Pricing for registered Education and Non-profit organisations is available, please contact Netpremacy Public Sector sales for more details.

Features			
Unlimited calling to U.S.	✓	✓	✓
Unlimited text messages*	✓	✓	✓
Forward calls to linked numbers	✓	✓	✓
Voicemail transcripts	✓	✓	✓
Do not disturb based on Calendar working hours	✓	✓	✓
Identify incoming Google Meet calls	✓	✓	✓
Mobile apps: Android and iOS	✓	✓	✓
Web application	✓	✓	✓
Technical support	24/7	24/7	24/7

Service Level Agreement (SLA)	✓	✓	✓
Use and activity reporting	✓	✓	✓
Auto attendants		✓	✓
Desk phone compatibility		✓	✓
eDiscovery for calls, text messages, and voicemail (coming soon)		✓	✓
Export Voice activity to BigQuery			✓
Data regions (coming soon)			✓

*In available markets

Keep in Touch everywhere

Voice makes work calls less work. Make and receive phone calls using a work number on any device, anywhere. Start communicating more effectively.

Simple

Voice makes work calls less work. Make and receive phone calls using a work number on any device, anywhere. Start communicating more effectively.

Smart

Google's powerful AI filters spam calls, transcribes voicemail automatically, and lets you configure your PBX. Integrations with Hangouts Meet and Calendar keep the focus on what's important.

Scalable

Voice can be deployed instantly — and globally — from anywhere, with less administrative work.

Works with Voice

Focus on what's important while staying connected on deskphones, smartphones, and the web.

GSuite Apps

- Receive valuable meeting context from Google Meet
- Manage work-life balance with Google Calendar

Compatible Hardware

- Trusted by organisations of any size, Polycom® devices provide reliable solutions for business communication.

Get more done with Voice and Google Workspace

- Easy for users

Built for Google Workspace, Voice has a familiar look and user-friendly feel that fits seamlessly into their workflow.

- Easier for IT

Make it simple for your IT team to stay on top of everything with Voice, an integral part of the Google Workspace family

- Smart for Business

Stop spending time managing multiple vendor contracts and streamline your operations with Google Workspace and Voice.

Service Definition Details

Business continuity and disaster recovery

The Google Chrome Enterprise services offer synchronous replication of customer data and hence user activities within the various components of the suite are simultaneously preserved in multiple secure data centres and on multiple servers within each data centre. If one data centre is unable to serve a customer request, the system is designed to instantly fall back to another data centre that can serve the customer account with no interruption to the service. Backup, restore and

disaster recovery of customer data are therefore inherent features of the proprietary architecture underpinning Google's services. There is no planned downtime of the service/s.

Onboarding and offboarding support

On boarding services are covered by the relevant Netpremacy Cloud Service offerings and are priced according to the published SFIA Rate Tables according to customer requirements (see separate service listings for details of services offered). Customer data extraction and off boarding assistance and advice where required is provided free of charge and is typically available in an open industry standard format but custom data extraction services via product APIs and additional data transformation may be subject to scope and requirements definition.

Implementation plans

Implementation plans are covered by the relevant Netpremacy Cloud Service offerings and are priced according to the published SFIA Rate Tables according to specific customer requirements (see separate service listings for details of services offered).

Pricing

A pricing overview, including volume discounts or data extraction costs -
See pricing document attached to the service

Service constraints

Service constraints like maintenance windows or the level of customisation allowed. No planned downtime or maintenance windows are applicable to the Google Cloud services. Configuration and customisation is typically achieved by product settings offered through an admin console or interface, any bespoke customisations are available via rich API set and specific development services subject to scope and requirements. Deprecation of features and functions if applicable are published by the author typically 6 months in advance.

Service levels like performance, availability and support hours All Google products are provided with a 99.9% uptime guarantee, see individual terms of service for specific details. Netpremacy offers an optional Premium Technical Support Service during the hours of 8:30am to 5:30pm - for enhanced support services and the related pricing, please see separate options listed under Cloud Services. Cloud Software products include 24 x 7 vendor support in the licence price by email, chat and phone.

Compensation if service levels are not met

The financial recompense model for our Google Workspace services is provided by way of service credits and is determined by Google. Please see the relevant Netpremacy Google Workspace Terms and Conditions provided as part of the individual service listing response.

The ordering and invoicing process

Please contact Netpremacy for individual service order enquiries and for an initial quotation. Each Cloud Software product offered by Netpremacy has specific Terms of Service which are provided in the Service Listing and are referenced in the service Order Form which also gives the service term commitment and total order cost. Invoicing for Cloud Software is raised on order and payable in advance by 30 day terms. Cloud Hosting is invoiced at the end of each month in arrears and is payable within 30 days of invoice. Netpremacy Professional Services engagements are subject to customer requirements and will require direct engagement with our services team for an initial assessment and recommendations. Each individual project is documented in a Statement of Work and includes a detailed breakdown of the tasks involved and commercials are calculated in accordance with the SFIA Rate Table provided in our service listings. The final SOW is signed by both parties and includes an estimated or confirmed fixed price cost for the project. Services are invoiced either monthly in arrears for Time and Materials billing or based on agreed milestone payments for fixed price billing.

Terminating a contract

See Terms & Conditions.

The individual termination provisions and notice periods required for each Netpremacy Cloud product and/or service are subject to the individual Terms of Service provided as part of the individual service listing response.

After sales support

The after sales support for each product is detailed in the individual product listing. Optional Premium Reseller Support is available from Netpremacy (see service listing) but is not mandatory.

Technical requirements

All Netpremacy Cloud services are accessed via a standard (supported version) internet browser, e.g. Google Chrome.

Contact Information

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