

1. Service Overview

We offer the UCaaS Connect Service to connect your UCaaS vendor of choice (such as Zoom Phone or Microsoft Teams) to the PSTN via high availability Session Border Controllers (“SBCs”) and our next generation voice network.

Additional information is included in your Order Form and Statement of Work.

2. Service Features

This section describes the features of the UCaaS Connect Service.

2.1 Resilient SIP Trunking

The UCaaS Connect Service provides inbound and outbound telephony connectivity to and from the PSTN using one or more SIP Trunks in compliance with IETF RFC 3261 (<https://www.ietf.org/rfc/rfc3261.txt>).

We will provide a resilient SIP Trunk configuration, whereby your UCaaS vendor of choice is connected using two (2) SIP Trunks of equal capacity to high availability SBC clusters located in two (2) of our geographically diverse PoPs.

We will configure Call Admission Control to safeguard capacity in our network and to ensure you do not exceed your contracted number of SIP Channels.

Inbound traffic from the PSTN can be presented to multiple Gateways (endpoints) either in Active-Standby or using Round Robin. Conversely, we accept traffic destined towards the PSTN from you in either Active-Standby mode or using Round Robin with a resilient SIP Trunk build.

The SIP Trunk will be connected via the public internet using Transport Layer Security (“TLS”) and Secure Real-Time traffic Transport Protocol (“SRTP”), which encrypts the SIP Signalling and the Voice Packets. Where applicable, we will provide connection to your UCaaS vendor of choice (Zoom Phone or Microsoft Teams) via the public Internet at multiple public peering locations, using TLS and SRTP for security.

2.2 Voice Encoding

We will configure the SIP Trunks to use one (1) of the codecs below for voice media encoding:

Codec	Companding	Compression	Packetisation Time
G.711	A-law (preferred)	None	20ms
G.711	μ-law	None	20ms
G.729	N/A	ACELP	20ms



We support DTMF codes according to RFC2833 and fax according to ITU-T T.38.

2.3 Fraudulent Traffic

In the event that potentially fraudulent traffic is detected by our network, or if we have reason to believe that your Service is being used fraudulently, we will attempt to contact you and give you instructions on how to remedy. We reserve the right to block all traffic, acting reasonably, where our attempts of contacting you are unsuccessful for reasons outside our control, or if you fail to comply with our reasonable instructions after being notified by us,

Please note that this Service is not intended to offer a fraudulent traffic prevention system and we cannot guarantee that we will identify all potentially fraudulent traffic. We will invoice you for all calls fully initiated from your telephony equipment or on the SIP Trunk, whether it is fraudulent or otherwise.

2.4 PSTN Numbering

We will allocate new UK telephone numbers or, upon request, we will reasonably endeavour to port your existing UK telephone numbers to the UCaaS Connect Service.

If you select the option of having new PSTN numbers, we will provide you with new number ranges as described in your Order Form, within most UK geographic number localities and/or within the non-geographic ranges 03, 08 and 09.

If you require us to port your existing PSTN numbers, we will take reasonable endeavours to migrate your existing number(s) ranges to your UCaaS Connect Service through porting, whether UK geographic numbers (01 and 02) or UK non-geographic numbers (03, 08 and 09). The lead time to complete porting and the options for any out of hours migration depends upon the provider you currently use and on the size of the number range to be ported.

2.5 Call Rate Limits

The maximum call rate that the Service will support depends on the number of voice channels ordered as set out below.

SIP Channels	Calls per Second (CPS) Limit
50	3
100	4
200	5
300	6
400	7
600	9
800	11
1000 or above	12



The number of SIP channels will be specified in your Order Form or, if it differs from our standard offering, in the SoW.

2.6 Call Features

The Service includes the following features:

- (a) **Number Presentation** - this feature enables you to replace the outgoing Calling Line Identity (“CLI”) alternative number that you specify. Number presentation is only available where the far-end carrier supports the feature.
- (b) **Calling Line Identity Restriction** – this feature enables you to restrict the presentation of the CLI so that the called party would not see it. Calling Line Identity Restriction is only available where the far-end carrier supports the feature.
- (c) **Calling Line Identity Presentation** – this feature allows the called party to receive and display the calling party’s identity before answering the call. The called party will only receive this information if the caller has not restricted the sending of their number and where far-end carriers support the feature.

Please note that this feature may be subject to changes where implemented by your relevant UCaaS vendor or due to any change in any applicable laws or regulations.

- (d) **International Calls** – this feature will be provided in compliance with any applicable laws and regulations.

3. Service Implementation

After order acceptance, we will implement the Service as follows:

Service Implementation	Us	You
If required, we will hold a kick-off call or meeting to validate the DDI blocks/porting and, where applicable, to agree network set-up with you.	•	
We will communicate your projected Ready for Service Date.	•	
We will validate timescales with suppliers for WAN Services (see Managed WAN Service Description for further details), if required.	•	
We will set up and configure your UCaaS Connect Service.	•	
We will activate the UCaaS Connect Service and, where applicable, deliver and install converters.	•	
You will configure the UCaaS vendor tenants (depending on your selected provider) and test the UCaaS Connect Service.		•
We will confirm the Ready for Service Date and provide you with our Handover Pack.	•	
You will cut over from the existing service to the UCaaS Connect Service.		•

All implementation work will be carried out during Business Hours. We will invoice additional Fees for any work undertaken out of hours. We reserve the right to charge additional Fees for



any change in your requirements occurring after the implementation of the Service and outside the scope of the contract (as described in the MSA).

3.1 Ready for Service

The Ready for Service Date is the date when we (acting reasonably and properly) notify you that the Service is ready for service. This date will be the latter of the following:

- (a) configuration of the resilient SIP Trunk on our network;
- (b) installation of connectivity to your site (where applicable); or
- (c) delivery of CPE (e.g. router) to you for installation on your site (where applicable).

This date may be specified to occur at a later date, if mutually agreed to be so. If you consider that the Service is not ready for service on the date notified, you must notify us within two (2) weeks of our notification, after which the Ready for Service date will be deemed to have occurred regardless of issues or defects of which you may later become aware and notify us about (which will then be dealt with as faults or service issues but will not change the Ready for Service Date).

4. Billing

The Service will be billed as Set-Up Fees, Recurring Fees and Usage Fees as described in the Billing Guide.

The Usage Fees will be charged monthly in arrears based on the Rate Card where you have not purchased a Call Package or have exceeded your allowance.

4.1 Rate Cards and Call Packages

As a standard, we provide the UCaaS Connect SIP Trunk on the basis of a Rate Card or Call Package. All traffic received on the UCaaS Connect SIP Trunk will be charged accordingly. Your choice will be defined in your Order Form or, where it differs from our standard offering, in your SoW.

Where you have selected the Call Package model and your traffic exceeds the contracted allowance included in your bundle, we will charge you for the excess traffic in accordance with the standard Rate Card that we will provide to you following order acceptance. We reserve the right to update the Rate Card upon no less than four (4) weeks' prior written notice.

The Rate Card applies to outbound traffic and inbound traffic to non-geographic numbers. We will charge you for calls based on the Rate Card on a price per minute and/or price per call basis. Prices are set for daytime, evening and weekend times.

We offer Call Packages for calls to UK geographic destinations (numbers starting with 01 and 02), UK national non-geographic (numbers starting with 03) and to the 4 major mobile providers (EE, O2, Three and Vodafone). Calls not covered in your Call Package or in excess of your allowance will be charged based on our Rate Card. Your selection will be indicated in your Order Form and/or SoW.



5. Service Operations

Please refer to our Operations Manual for further information on incident management, requests for change and information requests.

6. Dependencies

We will provide the UCaaS Connect Service subject to the following dependencies:

6.1 Client Obligations

- (a) If not already available, you must procure the necessary licensing for your UCaaS vendor of choice (this can be part of an existing licence or purchased separately from us or from a third party). We will include details of any licensing that you have purchased from us in your Order Form and/or SoW;
- (b) You will designate a project lead and technical contacts with the appropriate level of expertise to support the successful implementation and operation of the Service;
- (c) You will provide us with all of the information needed to complete the configuration of the Service;
- (d) You will manage any of your own third parties needed during Service Implementation or Service Operations;
- (e) During the installation of the Service, it is your responsibility to show our installation engineer (or our third-party engineer) to the installation point;
- (f) To ensure the smoothest possible porting process for any existing telephone numbers that you would like to transfer to your Service, you will provide us with a Letter of Authority containing accurate information within five (5) days of your order;
- (g) For all Calling Line Identifiers ported or provided on the Service, you will provide us with name of company and suffix (plc, Ltd, etc.) so that we may submit this information to the Emergency Services;
- (h) You will provide comms room space in your site(s) for the CPE (if required);
- (i) You will provide IP addressing for delivery of the UCaaS Connect Service;
- (j) You will ensure that your UCaaS vendor choice's PBX/Gateway is configured and ready for the integration of the SIP Trunks before the cut-over date, including appropriate differentiated service code point marking for QoS; and
- (k) The use of the Service must be in line with OFCOM regulations and best practices. We reserve the right to disconnect the Service if we believe these regulations and best practices are not being followed.



6.2 Service Dependencies

- (a) Number presentation and CLIR features are only available where supported by the far-end carrier;
- (b) The CLIP feature is only available where supported by the far-end carrier and the caller has not restricted the sending of their number;
- (c) Your UCaaS vendor of choice's PBX that you require us to connect to the Service must present a valid CLI as follows:
 - (i) the format of the CLI must follow the E.164 standard;
 - (ii) in the event that a valid CLI is attributed/owned by you in the UK 01, 02, 03 or 08 number range, this must be presented as a P-Asserted-Identity following RFC 3325 and the ISDN network number must be used;
- (d) Traffic to the European Economic Area may be blocked by us or by our underlying carriers where a P-Asserted-Identity is not a valid number from a European Economic Area country; and
- (e) This document describes how we will support sites in the UK. For sites outside the UK, we will provide a separate SoW to describe the solution and our services.

7. Definitions and Acronyms

7.1 Definitions

In this document "we" or "us" refers to the Supplier, and "you" refers to the Client.

The terms listed have the following meanings:

Term	Meaning
Active-Standby	Method of routing calls to multiple endpoints where one endpoint is prioritised over the other.
Balun	Device converting a balanced line to unbalanced and vice versa.
Call Admission Control	Mechanism used to monitor the capacity in our network.
Call Package	The specific bundle of minutes that we will provide you as part of this Service.
Endpoint	SIP enabled network device such as a phone system, gateway or session border controller.
IP-Enabled	A device that supports internet protocol.
ISDN ↔ SIP Converter	A device that converts ISDN to SIP.
Managed WAN	Managed WAN is our L3VPN managed service.
P-Asserted-Identity	Privacy Asserted Identity - Ref: IETF RFC 3325.
PBX/Gateway	Private branch exchange (phone system) or system that supports the SIP protocol.



Term	Meaning
PoP	Point of presence where network infrastructure is located.
Rate Card	Standard call rates price list, as amended from time to time. It is a separate document that defines the charge per destination calculated based on the number of seconds of usage. The charge is rounded up to the nearest penny
RFC2833	IETF standard for dual tone multi-frequency digits.
RJ45 G.703 Interfaces	Specific interface type commonly used with phone systems.
Round Robin	Method of routing calls to multiple endpoints whereby calls are evenly distributed.
Session Border Controllers	An SBC which is a SIP based, back-to-back user agent used to terminate SIP trunks.
SIP Channel	Channel providing the capability for a single two-way communication over a SIP trunk. It is the maximum number of concurrent voice calls that can transit over the SIP Trunk
SIP Trunk	Logical trunk enabling a SIP end point or phone system to send and receive calls over an IP network.
Statement of Work	A document which defines project-specific or client-specific activities, deliverables and/or timelines for providing services to that client.

7.2 Acronyms

Acronym	Meaning
ACELP	Algebraic Code-Excited Linear Prediction
CLI	Calling Line Identity
CLIP	Calling Line Identity Presentation
CLIR	Calling Line Identity Restriction
CPE	Customer-Provided Equipment
DDI	Direct Dial-In
DTMF	Dual Tone Multi-Frequency
ISDN	Integrated Services Digital Network
L3VPN	Layer 3 Virtual Private Networks
LAN	Local Area Network
NGN	Next Generation Network
OFCOM	Office of Communications
Off-Net SBCs	Off-Net Session Border Controllers
PBX	Private Branch Exchange
PSTN	Public Switched Telephony Network
PoP	Point of Presence
Q.931	ITU standard ISDN Connection Control Signalling Protocol



Acronym	Meaning
QoS	Quality of Service
SBC	Session Border Controller
SIP	Session Initiation Protocol
SoW	Statement of Work
SRTP	Secure Real-Time traffic Transport Protocol
TLS	Transport Layer Security



8. Operational Targets

Type 1	P1	P2	P3	P4
Response	30 mins	30 mins	1 hour	Next business day
Fix	4 hours	6 hours	8 hours	3 business days
Hours of Support	24x7	09:00 - 17:30, Business Days	09:00 - 17:30, Business Days	09:00 - 17:30, Business Days
Description	- Complete loss of service of the SIP Trunk; - All incoming and outgoing calls failing.	- Issue with specific destinations; - Loss of service of either SIP Trunk; - Performance issues or failures on 50% of calls.	Service Available with non-service affecting issue.	- Service Requests; - Non-Service affecting work and reports; - A required change or configuration alteration to a service.

The target implementation time is five (5) Business Days, exclusive of any time reasonably beyond the control of the Supplier.

The target delivery time for Porting is highly dependent on the complexity of the migration and on third parties' delivery time. The implementation target is typically between ten (10) and forty (40) Business Days from Order Acceptance.

9. Service Levels and Service Credits

The Service will be delivered at the target level set out below for the percentage level described, against which service credits will be paid (as set out in the Billing Guide).

Service	Measurement	Period	Target	Service Level	Service Credit
UCaaS Connect	Availability - the UCaaS Connect Service is available from either SIP Trunk. The availability of the Service is maintained whilst there is no active P1 Incident.	Calendar Month	100%	99.89% - 99.35% 99.35% - 98.85% Less than 98.85%	5% of monthly value of Recurring Fees 10% of monthly value of Recurring Fees 15% of monthly value of Recurring Fees