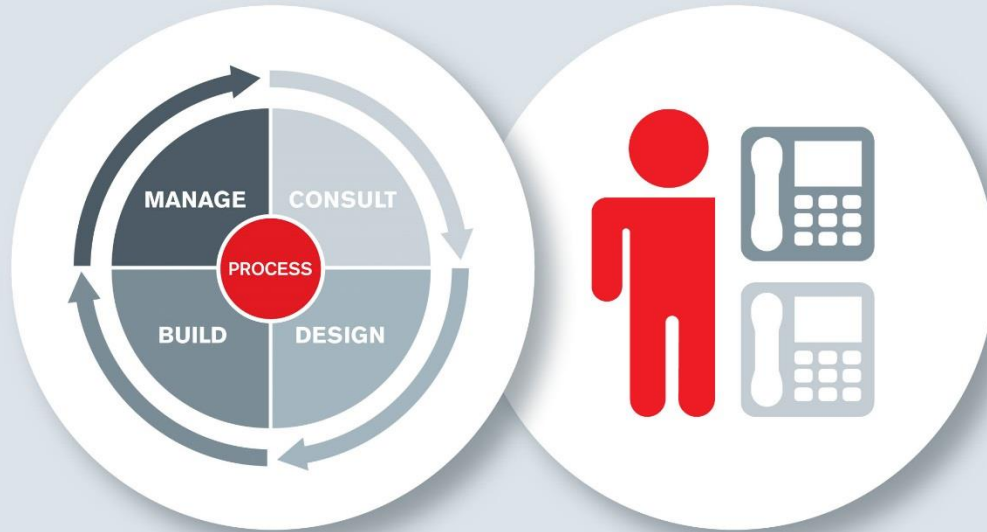


Claranet Service Description



Hosted SIP Trunking

Claranet provides a cloud-hosted self-managed SIP Trunking service. Claranet will provide your PBX with access to the PSTN network via a SIP Trunk for all your inbound and outbound calls, as well as a range of applications, and access to an administration portal. Your service is monitored and managed by our partner, BT Wholesale, and supported 24x7x365.

Version 1.1

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The Service Description

This Service Description describes the service Claranet provides and details your responsibilities in relation to this Service. The Service Description forms part of the Agreement between the Parties and all terms used within this document are in accordance with the terms to be found in the Master Services Agreement.

This Service Description is specific to the Hosted SIP Trunking service.

It is important to be aware that the Hosted SIP service is a fully hosted platform provided by our partner and will evolve over time. Please ensure you have the most recent version of this document as features and capabilities will be added and removed during the lifetime of the product.

Service overview

Hosted SIP Trunking from Claranet provides a highly resilient SIP trunk for on-premise PBXs to connect to the PSTN over Claranet's MPLS network. With options for network-based call control and other features delivered from the cloud, it can be deployed within your organisation to handle all inbound and outbound voice telephony.

This service is designed to connect to traditional IP-PBXs and media gateways and remove the need for dedicated voice connectivity.

The SIP Trunking platform is hosted within our voice partner's network and your IP-PBX platforms are connected to it via Claranet MPLS connectivity and shared interconnects. You are able to access a range of optional features from the cloud-based platform to manage your voice calls at a company administrator level. It is best to visualise the Hosted SIP platform as providing an overlay PBX on top of your on-premise PBX, rather than a 'dumb' telephony connectivity service.

Hosted SIP Trunking is not offered as a fully managed service and Claranet are not required to manage all changes to your service. Claranet will help you match your needs to

the capabilities of the service and will propose a license design that meets those requirements. Claranet will also deploy the service with you to an agreed initial configuration. Once this is done, day-to-day change management responsibility will pass to you, and you will be given access to a simple-to-use configuration portal that will allow you to change many aspects of your solution.

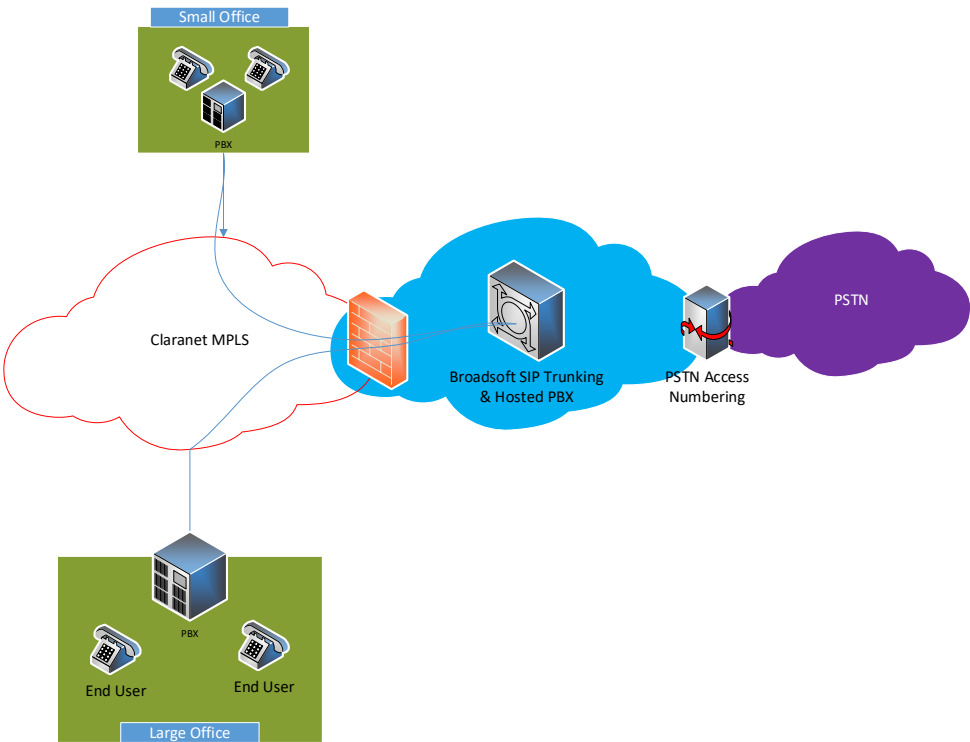
Claranet can optionally enable access to an integrated Call Analytics platform – Tollring iCall Suite

Claranet support will be available to help you with queries and issues but we will **not** be operating a fully Managed Service.

Claranet's voice partner in this service is British Telecom (BT), who provide and manage the core call handling platform (based on Cisco Broadsoft technology) and other aspects of the service including number management and call break-in/out. Some of the terms of our agreements with BT for this service are necessarily passed down to you and these are detailed within the Service Description.

This document will take you through the various options available and will outline the roles and responsibilities in the delivery of the Hosted SIP service, including what is required in each of the **Consult** | **Design** | **Build** | **Manage** stages.

How Hosted SIP works



Channel Licenses

Claranet offers a range of SIP Trunk Channel licenses that are designed to suit different needs within a business’ organisation.

SIP Trunk Channel – Basic

This license is required to allow a single concurrent call.

SIP Trunk Channel – Premium

This license is required if trunk failover is required. Please see appendix on trunk failover options for more details.

This option is required if you wish to have resilient trunks over resilient connectivity to your PBX sites.

Office site license

Every location at which you have a trunk delivered, will require a site license. These licenses allow Claranet to capture your site locations for the purposes of emergency call handling and these must be accurate.

Office Site licenses are required to provide the trunk and number ranges an address to be associated with. Customers are contractually obligated to ensure they provide accurate address information for Office Site licenses.

The license includes as standard a number of features that are available for configuration on the Business Portal. These are:

Feature Name	Brief Description
Auto Attendants	An automated menu of options for a caller to choose from to direct their call, with custom audio.
Call Capacity Management	An ability to manage the volume of calls to the site, to avoid overloading bandwidth.
Call Director Portal	An ability to enable end users to redirect their calls from the cloud platform.
Call Logging	Basic call logging of the last 30 days of calls in and out of the trunking platform. Please note it will not show internal calls that are handled by your PBX.

Calling Plans	Ability to restrict at the cloud platform level what numbers users can and cannot dial e.g. 070 private numbers.
Company Contacts	A directory of all the numbers held against the site on the cloud platform.
Device Management	Visibility of the PBXs connected to the trunk.
Group Calling Line ID inc. Presentation Number	An ability to change the outbound presentation number of a user.
Group Contacts	A custom directory which can hold up to 1000 additional numbers, which would be available to users who have the Office UC desktop add-on.
Holiday Schedule	Used in relation to Auto Attendants to change messages or call direction options during public holidays.
Site Intercept	An ability to block all calls in and out of a site, directing callers to a custom audio message.
Time Schedules	Used in relation to Auto Attendants, to change messages and call direction options at different times or days e.g. out of hours.
Voicemail	A cloud-based voicemail service for users if required.
Voice Portal	The means by which users can access their cloud voicemail and change their greetings etc.
Trunk Group	Management of the trunk overflow or resiliency options.

Trunk Group Plus	Enhanced options for trunk management.
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Additional information on these features can be found in the Site Features Guide which is available separately.

Site bolt ons

A number of optional licenses are available to enable additional functionality at the site level. These licenses are:

Additional Auto attendants

One is included in the Site License; additional Auto Attendants can also be configured. This enables a business to have an automated receptionist answer calls and providing a personalised message to callers with a number of options.

Call Centre ACD Queue

This enables a business to have access to a basic Call Centre ACD service that allows incoming calls to be received by a single phone number and distributed among a group of users, or agents. Full details of the functionality supported can be found in Appendix: Options

Voice Recording

This enables a cloud-based voice recording capability which will store inbound and outbound calls to a number for a defined period. Storage options include 30 days, 180 days or 7 years.

Call Analytics

This enables a cloud-based Call Analytics platform that is integrated into the SIP Trunking service, collecting statistics and providing reports and dashboards. Reporting is available at 3 levels, please see section below on Tollring Call Analytics for more details.

User Licenses

Claranet offers a range of user licenses that are designed to suit different needs within a business' organisation. There are also a number of optional bolt-ons that bring additional functionality to those users.

SIP Trunking User License

This license is the most basic available and allows for a number to be assigned to a site and to pass call traffic between the customer IP-PBX and the telephone network.

SIP Trunking Functional License

This license adds some additional features to the basic license, such as being able to log in to the Business Portal as a user and see their own call logs.

SIP Trunking Fixed User

This license adds more user-level features such as cloud-based call forwarding rules for busy or no-answer states, and simultaneous ringing from the cloud of other endpoints such as mobile numbers.

SIP Trunking Mobile User

This license adds the ability for the user to download a mobile app (Office UC) which will deliver their inbound calls to their mobile over WIFI or mobile data to the app. Please note this will bypass the PBX and calls handled that way will not pass through the on-site PBX.

User license bolt ons

There are a range of additional licenses available that add capability to individual users, also available on a per-user-per-month basis. The availability matrix is can be found in Appendix: Options:

Go Integrator DB CRM connect

This license enables users to download a plugin to their PC desktop that allows them to integrate call control into their CRM system. Details of the functionality can be found in Appendix: Options.

Go Integrator DB Lite

This license enables users to download a client to their PC desktop to allow them to initiate calls from their PC desktop. It also connects to common desktop email and contacts platforms such as Outlook and IBM Notes to allow users to dial from those applications. Please note it is not a softphone client.

Office UC Desktop

This is a PC or MAC desktop softphone application that will allow the user to make and take calls that have come into their Hosted SIP number. Please note this will bypass your PBX.

Number management

The Hosted SIP service requires that all user licenses have a public telephone number, and some site features such as Auto Attendants and Call Queues also require a separate number in order to function. The service includes the ability to request new numbers and to import existing numbers.

The service supports UK Geographic numbers, and UK non-geographic numbers beginning with 03xx. Please see Appendix: Number Management for more information.

Call recording

The Hosted SIP service also offers Call Recording, using a cloud-hosted application provided by our platform partner, BT Wholesale. The platform is PCI DSS compliant in terms of storage, though using it does not guarantee end-to-end PCI or FSA compliance and you should work with your own compliance officers to ensure that all call handling and data handing processes are compliant. Please see additional document on this subject.

Tollring Call Analytics

Good Call Analytics information is critical to many organisations, and in order to meet this requirement the Hosted SIP service is provided with an integrated Call Analytics suite from Tollring. The reporting is applied to all users within a customer.

This is a separate portal that accesses information from the core call handling platform and presents it in a number of different formats and reports for consumption by Customer Administrators and their stakeholders. In all cases data is retained within the platform for 12 months.

There are three different levels of Call Analytics available:

Insight: This is the base level and is provided to all Hosted SIP customers as standard. It provides customer supervisors with a number of pre-selected template reports and dashboards. Data is updated every 15 minutes.

Report: This level of reporting is an additional cost option to add customisable reporting options and report scheduling capability. Data is updated in near real-time.

Report Premier: This highest level of reporting is additional cost options for customers with Call Centre Agents to create custom wallboards and real-time reporting on key call handling metrics.

A high-level breakdown of features can be seen below.

Features	iCS Insight	iCS Report	iCS Report Premier
Accessible via web browser across mobile device	✓	✓	✓
Data refresh rate	15 mins	Real-time	Live
Detailed call activity; call activity by subscriber, by area and by duration	✓	✓	✓
Reports by DDI	✓	✓	✓
Reports by DDI / hunt group		✓	✓
Call traffic reports	✓	✓	✓
Customer reports (by CLI)	✓	✓	✓
Incoming call analytics (measuring call volumes, targets and Grade of Service)	✓	✓	✓
Configurable dashboards and report filters	Pre-defined	✓	✓
Wallboard with customisable widgets	Pre-defined	✓	✓
Unreturned missed call reports	✓	✓	✓
Report scheduling and widget alarms		✓	✓
Call ringtime, duration and missed calls by DDI / hunt group		✓	✓
Staff level modelling			✓
Live call waiting in business by DDI			✓
Live waiting time for calls by DDI			✓
Availability (showing subscriber on call, free etc.)			✓
Live calls waiting and waiting time by DDI / hunt group			✓

Redcare

Redcare is a security service provided by BT Retail that involves BT Retail monitoring a phone line installed on a site and connected to an approved alarm system.



What you will do

Retention of PSTN line: Retain your PSTN line for any monitoring with the Redcare service as it is not possible to migrate Redcare services to Hosted SIP (or any other IP based voice service).

Supported PBX Equipment

The Hosted SIP service allows customers to connect a variety of different PBX and gateway models to the trunk.

This list is maintained by our partner BT Wholesale and includes Cisco, Mitel, Avaya and others. Please ask for the updated list to confirm your equipment is approved. This also includes the software or firmware level of your equipment

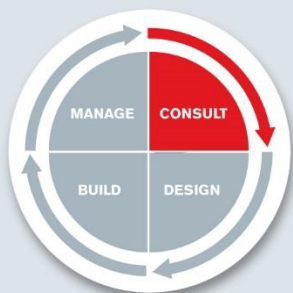
In order to connect your PBX to the Hosted SIP service you may need to

- Upgrade your PBX hardware or equipment.
- Upgrade your PBX firmware or software level to a new version.
- Introduce a new hardware element such as a gateway or ESBC device to sit between the SIP Trunk and the PBX.

The BT platform will not allow trunks to connect to non-approved equipment or with software below the required firmware level, and Claranet are not able to conduct testing and approval on a customer's behalf.

During the delivery process we will provide information to you that will allow you to configure your PBX or gateway to connect to the Hosted SIP Trunk.

Claranet do not supply or manage customer PBX or gateway equipment and have no expertise in specific PBX or gateway devices or technology. We will not be able to help you configure or troubleshoot your PBX or gateway configuration and you should work with your PBX supplier or maintainer to ensure your equipment meets the requirements of the platform and conduct all testing.



Consult & Design

Pre-Sales steps to help us understand and meet your requirements.

Implementing and transitioning to a new voice service has some complex elements, though obviously the majority of the end user experience is driven from the PBX that is connected to the Hosted SIP service.

However, where new connectivity and resilience options are required, a design phase is required to ensure not only that IP network connectivity is correctly scaled and configured to provide voice services, but also to ensure that the right combination of licenses, channels and add-ons is specified and a practical roll-out plan discussed.

Typically, it may require the utilisation of a Solution Architect and our Communications Sales Specialist to review and make recommendations on these elements, and the output of this process is a proposal document and could also involve a Statement of Works (SoW). This forms part of your agreement and will provide the technical specifications for your solution.



What Claranet will do

Solution Design (network): Review your Claranet network and advise on the use of 3rd party networks (e.g. home broadband, mobile data).

Solution Design (voice): Work with you to understand the requirements of your users and your business to ensure that the service meets those needs and to specify the licenses and devices required for your service, and their distribution throughout your estate.



What you will do

Data Gathering: You will ensure that you have a clear understanding of the number of sites, users, number ranges etc. included in your current voice solution.

Requirements Gathering: You will work with the various departments and lines of business within your organization to gather requirements for the new voice service.

Communication sales specialist

As part of your standard service, Claranet provides a communication sales specialist who has detailed knowledge of the service and its use and will support your Account Manager and Solutions Architect with specific technical aspects of your proposal. Part of their role is also to help ensure that the proposed technical solution will fit your business and achieve the outcomes you are looking for.

Hosted SIP service design guidance

This section covers guidance for Solution Architects and Customers on how the solution should be designed and what aspects should be considered and made explicit in the Statement of Works.

Site WAN Connectivity Guidelines

Hosted SIP consumes IP bandwidth for each concurrent call that users make. It is therefore critical that your PBX locations are provisioned with sufficient bandwidth for the number of users in the site. Quality of Service configurations should also be deployed to ensure that the voice calls are not negatively affected by restricted or congested bandwidth at your site.

The Hosted SIP platform will default to the best audio codec for each call, and supports G711, G722 and G729 codecs. Your PBX will define all on-net call Codecs. Outbound calls to external destinations from any device will use either G.711 or G.729.

Please refer to the Quality of Service and Elevated Traffic guidelines in the Networks portfolio for detailed guidance on setting up MPLS networks for Hosted SIP.

Claranet has agreed the following guide, based on the number of users in a site and the likely number of concurrent calls:

Fixed users on site	Maximum Estimated concurrent calls	Minimum bandwidth required	Minimum connection	Recommended connection
1-10	3	330Kbps	ADSL2+ @ >10mb	ADSL2+ Annexe M + Elevated Traffic
10-20	6	660Kbps	ADSL2+ Annexe M + Elevated Traffic	FTTC DSL + Elevated Traffic
20-50	15	1.6Mbps	FTTC DSL + Elevated Traffic	Ethernet @ 6mps + QoS

50-100	30	3.3Mbps	FTTC DSL+ Elevated Traffic	Ethernet @ 6mps + QoS
100-150	50	6Mbps	Ethernet @ 10mbps + QoS	Ethernet @ > 10mbps + QoS

The figures above assume maximum throughput on all connections and no contending applications, and represent a 'best case' position. You should work with Claranet Solution Architects to ensure that the whole picture in terms of bandwidth consumption by all applications is understood and the Hosted SIP is incorporated into your network requirements.



What Claranet will do

Over-provision: Recommend a slight over-provision to cope with mobile users who may be visiting the site temporarily, for multi-party calls that users might have, and to provide headroom for peak times. Claranet does not recommend under provisioning or use of alternative audio codecs to fit more users or concurrent calls into a site – the degradation in call quality will result in failed calls and trouble tickets that cannot be resolved.

Any orders for new or upgraded site connectivity should be submitted separately ahead of the Hosted SIP service order and should be completed and enabled before the Hosted SIP service is deployed.

Consideration should also be given at this stage as to whether additional capacity is going to be needed in the immediate future (i.e. within 3 months of the planned rollout) as bandwidth increases may also need to be planned in.

Number requirements

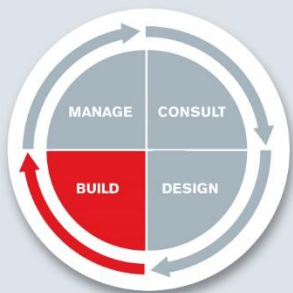
It is critical to get an accurate gauge of the volume of numbers that you require and it is a good idea to over-provision numbers at the point of the original order so that contiguous numbers can be provided for new users as you grow.

Several of the Hosted SIP features require additional phone numbers which should be identified early and included in your initial order:

- Voicemail requires a number per site and additional numbers for hunt group voicemail accounts
- Call Director requires an additional number per user.
- Auto Attendants require an additional number per instance.
- Call Queues require an additional number per queue instance.

Site VoIP assessments

Claranet recommend that all sites are assessed by your preferred LAN partner, and that any remedial action required is completed before rollout of the service.



Build

Once your service has been ordered, our Service Delivery team take over to complete the delivery process working alongside your internal teams.

The Build section covers deployment of the Hosted SIP service and the passing of administration responsibility to you.



What Claranet will do

Order completion: Complete your setup on the Hosted SIP platform and the provisioning of the licenses, numbers and bolt-on's for your service once your signed order is received.

Project Management: Depending on the scale of the project Claranet may assign a Project Manager to work with you to implement the service and manage your transition to Hosted SIP.

Site Services: If you have selected site services such as training, we will co-ordinate these with you and your on-site teams.

Configuration data capture

This is the second phase of your solution design and captures detailed information about all of your users and their specific requirements.

This information is recorded in the Data Capture Form or DCF, and includes:

- Site address details.
- Number porting details – individual numbers and ranges.
- New number requirements.
- Per-site license requirements.

- Site services requirements e.g. training.
- Individual user names, email addresses and assigned numbers.
- Details of the PBX devices which are to be connected to the Hosted SIP Service.

The Data Capture form is available from your Project Manager/Project Co-ordinator.

Installation



What Claranet will do

Network Delivery and Configuration: If there are any upgrades or changes to your Claranet connectivity required to implement the Hosted SIP service, these will be carried out before the Hosted SIP service is deployed, and may require additional orders from you for these changes.

Managed Installation: Claranet will provision licenses, request number porting, and build your site and user structure in line with the Data Capture Form information.

Testing and Handover: Claranet engineers will work with you to test the service and recommend additional services if required.



What you will do

Hardware Deployment: All PBX and Gateway devices will be your responsibility to install and manage.

LAN and Local Network Firewalls: It will be your responsibility to configure any local network switches or firewalls in accordance with guidelines we may supply.

End-User Testing: Any end user testing will require your engagement.

Customisation Options: You will provide any customer-specific audio such as auto-attendant audio or call queue recordings in the correct format.

User Communication: Communicate with your users to ensure they know what is happening and what their responsibilities are (e.g. setting new passwords, downloading applications to their machines). You will ensure that all email communication with your users is not deleted or "junked" by accident.

Site Signoff: We will confirm when we believe the service has been deployed successfully and you will have the opportunity to request any early-life changes at that point.



What Claranet will do

Management of the installation process: Manage the installation process including the activities mentioned above and in your configuration requirements within the DCF

Logon details: Claranet will send an email containing the logon details for the Business Portal to the user's recorded email address as each one is set up, where they can see their user level settings and download any applications.



What Claranet will do

Customer configuration: Implement your initial configuration as detailed in the DCF. This will include the following aspects:

- All individual end user accounts, portal logins, associated devices and numbers.
- All Customer administrator account logins.
- All voicemail accounts (apart from end user audio files).
- All auto-attendants including audio upload.
- All call queues including audio upload.
- Site call capacity.



What you will do

Configuration by Administrators: Your administrators will be responsible for setting up the following aspects once you have access to the Business Portal:

- Call forwarding rules for site numbers (e.g. overflow from Hunt Groups, Call Forward Not Reachable).
 - Uploading any custom directories.
 - Setting any holiday schedules or other time-based call handling rules.
 - Configuring their CRM service (if required) to work with the CRM Connect feature.
 - Ensuring all users have been issued all user guides
 - Ensuring "yourwhc.co.uk" is a whitelisted email domain for users to receive their login details.
-

Configuration by End Users: Be responsible for setting up the personal applications and feature settings for each user, such as setting up their personal call handling options – call forwarding, personal voicemail, simultaneous or sequential ringing, speed dials etc. (please see feature matrix)

Specialist engineering

It may be that your particular setup requires additional specialist engineering work. This will be quoted individually and could include specialist change requests, work on piloting projects or prototyping.



What Claranet will do

Specialist engineering: Provide a quotation for specialist engineering work based on a day rate.

Project Management

Some Claranet projects are small, simple and very straightforward and the management of these is part of the normal operation carried out by a Project Co-ordinator, the cost of which is built into the cost of delivering your standard service. Other Claranet projects are much more complex and require more comprehensive project management to bring together the many elements that are needed. Claranet is conscious of the fact that the introduction of a Claranet Project Manager is a chargeable event but will suggest this when we believe it is justifiable and necessary. In addition, it may be that only a short time needs to be spent by a Claranet Project Manager in overseeing and authorising the Claranet project e.g. at the start of the project, where the project is then managed by a Project Co-ordinator, helping to keep your costs to a minimum.



What Claranet will do

Project Management: Allocate a Claranet Project Manager who is PRINCE2 qualified who will ensure that the project is initiated, implemented, carried out and closed according to PRINCE2 methodology and will be responsible for the overall control and management of the Claranet project. Full details of this can be found in the Project Management Service Description and from your Account Manager.

Testing and acceptance

Testing

The engineer configuring your service will ensure that any testing process is as transparent as possible. If actions are identified as part of this process they will be included in your delivery plan and managed to closure by your Project Owner.



What Claranet will do

Testing: Test the network environment to ensure that it performs in terms of connectivity in accordance with the Service Levels.

Acceptance procedure and Handover

Once the service is setup and connected, the ongoing management is under the process of the In-Life Management process managed by our Service Operations Team. You will be provided with a Handover Document, which contains details of how to make the most of the support facilities and who to contact in case of a query or fault.

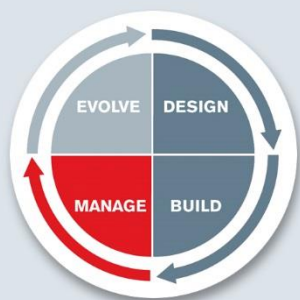
Administrator and end user training

The Business Portal is the window on the SIP platform and allows your administrators to make real-time changes to call handling across your organisation.

In order to make the transition to Hosted SIP as easy as possible, Claranet can offer training, delivered by a specialist partner, for administrators and end users.

Webinar – this is a two-hour interactive online course aimed at IT or Communication team administrators within your organisation who will be responsible for the day-to-day administration of the service for you.

Further details are available on request.



Manage

Your business is managed by our Service Operations team who provide a pro-active, ITIL aligned, service. The Manage stage of the process covers the In-Life Management including reporting and monitoring.

In-Life Management

Once the Hosted SIP service is established and working, in-life management responsibility is passed to the customer. Your administrators access the management portal as required to make changes to their service day-to-day.



What Claranet will do

Company administrator accounts: Create a new company administrator account, providing your company IT team with access to the platform in order to manage users, sites, and features such as Auto Attendants. Administrators will also have access to call logging tools.

Access to the Claranet Hosted SIP Business Portal



What Claranet will do

User login details: Send an automated email with the login details for the Claranet Hosted SIP Business Portal.

Company administration login details: Send details of the company administration login which provides a different view and additional options when logging in.

Planned changes, emergency maintenance and patching

Claranet will contact you with regard to any planned maintenance as soon as we are made aware of it by our partner, BT Wholesale.



What Claranet will do

Notice: Provide at least seven working days' notice of any planned maintenance work or supplier planned engineering works (PEW) wherever possible.

Notification: Notify the nominated contacts you have provided, and this is through two primary channels, the online portal and email notification. An email is sent to the nominated contact and details are announced through the online portal. The notification will contain the date and time of the maintenance, the reason, the service affected and the likely impact to you.

Emergency maintenance: Provide as much notice as possible and we will seek to ensure minimal disruption. Wherever possible, changes will be made at periods of low service utilization. It may be necessary to make changes to the configuration of your firewall, including traffic routing rules, **without** prior notification to ensure the continued operation and security of the managed firewall.



What you will do

Contact list: You will be responsible for providing and maintaining the contact details including the levels of authorisation that any individuals may have. Claranet will only provide any reporting information and change requests, to those personnel in accordance with this information.

Business portal

As part of the delivery of your solution Claranet will create a number of Company Administrators within the Customer organisation. These individuals will have access to the Business Portal at

<https://hostedvoice2.uk.clara.net/businessportal/login.jsp>

Administrator access allows your Company Administrator to view and configure much of their service in real time. The Administrator can access the configuration for all or a selection of sites and users and change many aspects.

The Business Portal also includes basic call logging for all users and sites, at near-real time (15-minute delay) reporting information on the calls received and made within the organisation. This is separate to the Tollring Call Analytics and may measure metrics differently. We recommend using the Tollring application for consistency of output.

The Administrator can also configure site and user level features.

The Site and User Feature Guides give detailed information on how to manage and configure different settings.

Changes managed by you

A key advantage of a service such as Hosted SIP is that it puts day-to-day change management control into your hands and the users of the service, speeding up response times for business critical changes. We strongly recommend that you have at least one Webinar Training session with our specialist partner as part of the installation process, so you can start managing your own service.

Advice: Customers may contact Claranet Support for guidance on how to perform specific changes. We may recommend further training with our partner if this would be of benefit to you. Claranet reserve the right to charge for any professional services deemed excessive.

Change of the company administrator: Make the change of the company administrator. This is a chargeable event.



What you will do

User Management: You will make changes to user's settings or configurations as permitted by the Business Portal.

Hardware Management: You will be responsible for deploying any new or replacement IP phones or accessories to your end users, and the installation of softphone clients on users machines, and any changes to those machines needed for correct operation



What Claranet will do

User guides: Provide your administrators with user guides and the option of training on how to manage their user and site settings.

Changes to configuration: Claranet will not make any changes to your configuration unless requested to do so by you, and we may raise a professional service charge to recover our costs if Claranet is required to correct catastrophic changes caused by you.



What you will do

New Orders: Raise a new order for commercially affecting changes such as new user licences, new numbers and new sites.

Configuration settings: The nature of the Business Portal means that you will not be readily able to make damaging changes to your service, but it is not possible to 'backup' a configuration within the portal, so your administrators are recommended to make a note of the working configuration settings before changing them. Please make note of the section below about removing users, especially relating to those with call recordings.



What Claranet will do

Adding and removing users

Claranet will enable Customer Administrators to add and remove users from their sites, within limitations. The purpose of this functionality is to allow the customer to manage changes in their user-base that do not impact the commercial contract between you and Claranet, for example if a person leaves and is replaced.

You will have one user license for every live number on the platform. The specific 'SIP Trunking User License' type are 0 cost, so you can have a license for all numbers if required, or a subset. Other user license types such as 'Fixed' and 'Mobile' do have costs so please consider carefully how to structure your user license requirements. See section above on User Licenses for the differences between each type.

There is no cost to enable this functionality but there are number of restrictions that customers should be aware of when using it.

- **Maximum Users Per Site** – when we enable this functionality we will put a limit on the customer's sites that reflects the number of user licenses that have been ordered for that site. The customer will not be able to increase the number of users on their site beyond that number. If for example your office increases in size, you should raise a new order to increase the maximum number of user licenses allowed at that site. Similarly, if you wish to reduce the maximum number of users per site you should submit a cancellation request.
- **Care with user deletion** – when a user is deleted from a site, all their settings and configurations are removed and cannot be recovered. This is particularly key with users who have Call Recording. A deleted user will lose all their recorded calls, so customer administrators should archive a user's recorded calls away from the platform before deleting the user from the Business Portal. Please see Call Recording User guide for instructions on archiving calls.
- **Key details are un-editable** – in cases of e.g. a name change of a user, it may be sufficient to change their contact email address and leave their name unchanged. If you require to change a user from e.g. Jane Smith to Jane Jones and have that change reflected in the Corporate Directory etc., it is necessary to delete the old user and re-

add the user with the correct details. This is because the user name fields are key data points in the underlying database and cannot be changed.

- **All Company Admins enabled** – once enabled, the functionality is enabled for all Company Administrators within the customer configuration. Changes such as user creation etc. will show in the activity dashboard on the Company dashboard on the Business Portal.
- **No Roll-Back** – it is not possible for Claranet or our suppliers to 'roll-back' any changes made by your administrators. If you are uncomfortable with your administrators being able to add or remove users, it may be best to request Claranet to disable this functionality or to reduce the number of administrators.

Chargeable changes

Some in-life changes are chargeable and may require a new formal order into Claranet to provision new licenses, or additional professional services etc.



What Claranet will do

User Licenses: Claranet will provision new site and user licenses and bolt ons on receipt of a new order from you. Claranet will also provision new numbers or arrange porting on the same basis.

Service availability

The end-to-end Hosted SIP service is made up of several elements with different availability targets.

As a result, it is not practical to provide an end-to-end service availability target or Service Credit as the elements between the end user and the core platform can vary dramatically.

Your site connectivity (and associated SLA) plays a key part of the availability of this service. We would recommend key sites which require the highest levels of availability have appropriate levels of network resilience or services with appropriate SLAs.

We will notify you via Service Notifications of any planned outages to the platform for upgrades or repairs. Typically, these happen out of hours (overnight or over a weekend)

Help and support

Service Desk support



What Claranet will do

Support times and Service Desk: Provide support 24x7x365 once the Hosted SIP Service has been handed over to you. Full details of how you can make the most of this service will be provided in your Handover Document.

Raising tickets: Changes to your service configuration can be made through the Claranet Online ticket request and details of this can be found in the Appendix: Help and Support

Escalation: In the event that an escalation is required, Claranet provides a clear escalation process to allow you to contact the appropriate person within the company. Details of this can be found in the Appendix: Help and Support.



Appendices

Here you will find further information regarding the technical specifications of the service as well as standard procedures and agreements.

Billing structure

Product element	Description	Charging model
Call Usage	Charges for outbound off-net calls.	Pence Per Minute, Charged Monthly.
Geographic and Non-Geographic numbers	Telephone numbers (01/02/03) which can be assigned to users, hunt groups, call queues etc.	One-off costs for new or ported numbers.
Implementation Services	Project Management, Professional services and Training	One-off costs for services.
Site Licenses & Add-ons.	Licenses for Office sites, includes additional features and functionality options.	Per Site Per Month costs.
Channels	Charges for SIP channels, basic or Premium.	Per Channel Per month.
User Licenses & Add-ons	Licenses for users.	Per User Per Month Costs.
Call Recording Storage	Storage on the Call Recording platform for your calls.	Per GB per month in arrears.

Invoicing



What Claranet will do

Licences and Bolt-Ons: Invoice you in advance for a monthly amount in line with your formal orders to Claranet.

Call usage: Invoice you in arrears each month for the call usage you have accrued in the month. Any bundled minutes will be included in the billing calculation. Unused minutes will NOT be carried over to the next month.

Call Recording: For 30 day call recording, a user license will be charged. For 180 day and 7 year call recording, we will bill in arrears for Call Recording Storage based on our supplier's data of how much storage you are consuming.

Number management

New numbers



What Claranet will do

Provision of geographic numbers: Provision new geographic numbers for your organisations in blocks of up to 100 numbers, from any area code in the UK. You will need more numbers than users as numbers are also used to create voicemail boxes, hunt groups etc. Claranet cannot confirm the exact number ranges allocated in advance of an order, but will confirm them with you immediately before the order for the range is placed.

Reservation of a number range: Reserve a number range for 12 hours from the point of a request being made and that reservation cannot be extended. If you are unable to confirm acceptance of the allocated ranges within the 12 hours, then new ranges will be allocated and can be accepted or refused. Claranet are not able to request additional

numbers that are directly contiguous with an older allocated range. Claranet are able to request numbers from any valid UK code area. Please note that new London numbers begin with 0203. The 0207 and 0208 prefixes are no longer available for new numbers

Provision of 03xx numbers: Claranet can provision and import 03xx numbers into the service, subject to limitations from OFCOM on the availability of certain number ranges that are reserved for non-profit organisations. Please contact your Account Manager for more information.

All numbers must be associated with a site for compliance with Emergency Services regulations. BT will use these details to activate the numbers and ensure the Emergency Services database is provided with accurate information in the event of an emergency.

Numbers from ranges that are already assigned to your site are available immediately and have no lead time for provision. They are configured via the Business Portal.

Number porting

Claranet are able to import Geographic numbers, either as a Single Line or as a Multi-Line Import. Numbers cannot be allocated to a user until the port has completed.

Number porting is a process regulated by OFCOM to facilitate the porting of numbers between providers. However, there is no central register of numbers - numbers may be ported repeatedly and the porting history is held in multiple look-up tables across the different providers and is not centrally managed. As a result, number porting can be both time consuming and prone to errors that Claranet cannot control or predict.

It is recommended therefore that Customers seeking to implement a service or site quickly use new numbers in the first instance and then port existing numbers as required at a later date.

Single line

Single Line Porting typically caters for an individual line that terminates onto a socket where one number is provided, i.e. a PSTN line. Where a single line number terminates onto a Feature line service, for the purpose of porting, this is usually classed as a Multi-Line order.

Please note this is a minimum lead time and the losing provider may take up to 22 days from the point they accept the porting order.

Installation type	Minimum lead time (working days)
Single line	4

Multi-line

Multi-Line Porting caters for PBX groups or single lines that terminate on equipment, i.e. ISDN or 11+ single lines at a single address. There are three types of DDI porting requests that come under Multi-Line requests:

- Multi-Line (30 Lines or Less) – is where main billing numbers and associated numbers terminate on ML equipment, i.e. PBX. In this scenario the numbers have not been built as a DDI range.
- Multi Line Simple DDI (31 Lines or greater) – is where an entire block of numbers is to be ported over. This includes the main billing number and associated DDI's.
- Multi-Line Complex DDI – as per Simple DDI but block is to be broken up, with some lines being ported, some being ceased and some remaining on a TDM service such as ISDN.

Please note these are minimum lead times from the point when the losing provider accepts the port request.

Installation type	Minimum lead time (working days)
Multi line	10
Simple DDI	20
Complex	25

The above lead-times are based on BT having a porting agreement in place with the provider who is losing the number (the LCP). If this is not in place, we will work with BT to attempt to get a porting agreement in place, but it is not guaranteed and is likely to take at least 80 days.

Operators with whom BT have a porting agreement:

Operator	
Affiniti Integrated Solutions	Magrathea Telecommunications
Aggregated Telecom Ltd	NPlusone Ltd
Cable & Wireless plc / Vodafone	Opal telecom Ltd
Cable and Wireless plc	Primus Telecom Ltd
Colloquium Ltd	Smallworld Media Comms Ltd
COLT	Spitfire Network Services Ltd
Communications Network Service	Teamphone.com Ltd
Easynet Group plc	Telewest Ltd
Energis	Telstra Europe Ltd
Eurobell	TG Support Ltd
Gamma Telecommunications Ltd	Thus plc
Global Crossing UK Telecoms	Verizon UK Ltd
Global One	Virgin Media Ltd
Hull (KC Communications)	VTL (UK) Ltd
Inclarity Ltd	Wavecrest UK Ltd
Intechnology Ltd	Wightcable 2005 Ltd
Jedillon Grant Ltd	

Please note if you ask for a number to be ported from another Communication Provider to Hosted SIP, the existing telephone line for that number will cease (if there is one) as a

result of the number being ported away from the service. Please ensure that any DSL services are moved before a porting request is made.

Please also note that porting a number away from a Communication Provider will not cease an existing contract with that Provider and cancellation charges may be payable. Customers are recommended to formally cancel their service with other Providers to ensure they are not liable for continuing costs.

Number porting scenarios - Import

There are a number of porting scenarios that Claranet use to import numbers, which can make a difference to the porting timescale.

Scenario	Description	Supported
Scenario 1	A BT telephone number (BT is the Range Holder) that is to be ported from the BT Public Switched Telephone Network (PSTN) or VoIP network to Hosted SIP	Supported
Scenario 2	A BT telephone number, previously exported to another Communication Provider's network, is to be ported to Hosted SIP	Supported
Scenario 3	Another Communication Provider's telephone number (other CP is the Range Holder), currently on their network, is to be ported to Hosted SIP	Supported
Scenario 4	Another Communication Provider's telephone number, already imported to the BT PSTN, is to be ported to Hosted SIP	Supported
Scenario 5	Another Communication Provider's User telephone number, currently on a different Communication Provider's network, is to be ported to Hosted SIP	Supported
Scenario 6	A range of numbers in a block that belong to 2 or more different range holders or Current Network Operator, referred to as a Mixed Range Holder Port	Supported

Scenario 7	Porting of Communication Provider's own number ranges hosted on BT's core platform to another BT Wholesale Centrex or IPX Communications Provider	Supported
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Number porting process - Import

Porting orders will be accepted or rejected within 3 working days and it is not uncommon for ports to be rejected several times before being accepted and a port date issued. The most common reject reasons are due to:

- Single Line request placed but the line turns out to be a MultiLine request.
- Incorrect installation address.
- Additional numbers on the line that you are not aware of.
- Additional product on the line, e.g. Redcare.



What Claranet will do

Ports submitted with incorrect information: There are a number of checks Claranet will seek to carry out via the OFCOM and BT porting guidance tools to try and avoid these issues but as mentioned above the process is not 100% predictable. Any ports that are submitted with incorrect information will incur a rejection charge.

Cancellation and changes to a port date: Cancel or make changes to a port up to midday, 2 working days before the port date. This incurs a one-off charge.

Number porting emergency restore - Import



What Claranet will do

Faults: Attempt to restore the port through liaison with Openreach and the LCP in the event of a fault occurring during the porting process. Emergency restoration requests can be submitted up to **13.00 (1pm)** following the day of the port. However, it is not mandatory for the LCP to restore ports and there is no agreed lead-time for this process. A restoration order can take many days and may result in a loss of service for a period of time. Claranet will use reasonable endeavors to ensure a restore happens but cannot guarantee full co-operation from the LCP. Other restrictions and limitations may apply on a case by case basis. If additional services, broadband, were on this line then we cannot guarantee that these will be reinstated.

Number porting - Export

Number Export is the reverse of the import process whereby the customer wants to export the number to another Communication Provider service, referred to as the Gaining CP (GCP). This process will be invoked if the Customer is leaving Hosted SIP for an alternative voice service, and Claranet/BT will be the Losing Communication Provider in this process.

BT is listed as the range holder for numbers used on Hosted SIP and all such port requests will come into BT as they are responsible for applying a routing prefix (Porting Prefix) to the numbers that are moving.

When an export request is made, the GCP will submit a request into BT Openreach which will then be passed to the BT support team to validate. Once BT accept the port they will advise Claranet of the pending export. You should also submit a cancellation notice to Claranet for the number, so we can process a billing cease within the terms of your contract with us.

Claranet provide a separate more detailed guide to number porting – please request this from your Account Manager.

Non-Geographic numbers

Non-Geographic numbers are those that have a code that does not correspond to a part of the UK. Typically, these numbers begin with 08.

The Hosted SIP service does not currently support 08 Non-Geographic numbers on its core platform and we cannot request or port them into the service. Claranet can optionally supply an Inbound service where 08 numbers can be provided, please ask your Account Manager for more details.



What you will do

Non-geographic numbers: You can source non-geographic numbers via specialist Inbound suppliers and have the non-geographic number directed to a geographic number that is on the platform. The sequence would be:

Caller Dials 08x number → call is directed to 3rd party inbound platform → platform translates 08x number to geographic 01/02 number → call is directed to the Hosted SIP platform and handled from there

Call recording

Call recording features

All calls that pass through the Hosted SIP platform can be recorded if the user is set up to be recorded in the Call Recording portal.

Your users and administrators can manage their recordings and set the criteria for all calls that are recorded, and invoke call recording on demand if required.

The call recorder provides PCI DSS compliance. PCI DSS requirement 3.2 stipulates that card validation codes and values must not be stored other than for transaction authorisation. The call recorder therefore provides the facility to pause and restart recordings using DTMF codes entered by the agent during the call. When credit card data is about to be given the agent keys a code into their handset. The recording pauses. When the credit card details have been completed the agent re-enters the code to restart recording.

Storage also meets PCI DSS and other regulatory standards. All recorded calls are encrypted and marked with a digital fingerprint. The encryption algorithm used is AES-256 (Rijndael). Encryption is applied at call termination prior to writing the call to online storage. The digital fingerprint uses a MD5 signature applied prior to encryption. The signature is used to verify the integrity of a call presented for playback. Tampering can therefore be identified and the use of MD5 is considered appropriate for allowing recordings to be used as legally admissible evidence.

Call recording licenses and storage

Call Recording requires an additional user license, which allows for a users' DDI to be configured into the Call Recording portal. This license comes with storage that lasts for 30

days and is subject to a fair usage policy – so after one month or when the fair usage policy is exceeded, the oldest calls will be automatically deleted from the store.

PCI/FSA Compliance can require longer storage than 30 days and this is facilitated by the purchase of extra storage, which is offered in additional Gigabytes of storage that are held for 180 days (6 months).

You can download up to 100 calls at a time from the call recording store to your own storage facility, please note this is a manual process and cannot be automated.

30-day call recording fair usage policy

The 30-day Call Recording Fair Usage Policy states that each Call Recording User will have the ability to record up to 600 minutes (100mb) for the 30 days. This can be consumed quickly. The usage policy is operated by BT Wholesale and is automated. Claranet have no ability to intervene to stop calls over the fair usage threshold being deleted.

 What Claranet will do

180-day facility: Recommend using the 180-day facility if you have a lot of users who are going to be call recorded, even if their legal status does not require it. This does not have a fair usage policy and can be expanded to ensure calls are not deleted.

Deletion of call files: Send an email to your administrator for the call recording, warning them that the files will be deleted. Emails will be sent every Wednesday confirming that calls that are old or over the usage threshold will be deleted, and the deletion will happen the following Saturday at midnight.

180-day call recording

If you have current Call Recording requirements, you should audit your current storage usage and specify a GB requirement accordingly. For the purposes of estimation, the following guide can be used:

Recorded users scale	Estimated number of recorded minutes	Estimated storage required
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Small – 50 users or below	70,000 per month	35GB
Medium – 50-150 users	135,000 per month	70GB
Large – 150-250	350,000 per month	180GB

7 Year Call Recording

It is possible to retain Call Recordings for 7 years where customers are required to do so by the regulations that govern their operation. In this case the platform will retain the calls for the full 7 years. We will charge you for a volume of reserved GB of storage each month



What you will do

Archiving: You may use your own archiving if you wish and avoid the 180 days or 7-year storage per GB charge, but you must manage your own extraction of your call recordings within the 30-day window afforded by the core user license

SIP Trunk Failover – Enterprise Trunks

Enterprise Trunks is a Company level feature that enables a Company Admin to link together multiple Trunks that have been created across one or more sites within a Company and set up resilient call patterns.

This section describes how to configure the Enterprise Trunks feature for a Company and how to set up the desired call distribution.

Enterprise Trunks Prerequisites:

- At least 2 Trunks need to be configured within the Company.
- Premium Channels

The options available for trunk failover are:

- **Load Balancing:** round-robin policy based on the ordered list of Trunks configured within the Enterprise Trunk. A Trunk is considered unavailable if it has reach capacity or is unreachable. It does not otherwise take into consideration the number of existing calls in progress.
- **Overflow:** primary/secondary based policy where calls are always delivered to the first Trunk in the list then moves down the list in sequential order. A Trunk is considered unavailable if it has reached capacity or is unreachable.
- **Most Idle:** inbound call routing policy based on the Trunk that has the fewest active calls. This policy spreads the load evenly across each of the Trunks configured within the Enterprise Trunk. Where there is a tie between multiple Trunks, the platform will pick the Trunk higher in the list.
- **Least Idle:** inbound call routing policy based on the Trunk that has the most active calls. Where there is a tie between multiple Trunks, the platform will pick the Trunk higher in the list.

Please see Company Features guide document for guidance on how to configure and set this up.

BT pass through terms

These terms are passed through to you from our Platform Partner:

- The Customer acknowledges that use of VoIP, like other network-based services, carries certain security risks to the systems and networks of customers, BT and third parties including, but not limited to: misuse; unauthorized access; alterations; theft; fraud; destruction; corruption; and attacks (Occurrences). The Customer will, at their own expense, take security measures including but not limited to use of firewalls, passwords, access restrictions, encryption, policies, and physical access restrictions to protect from Occurrences all VoIP traffic, equipment, software, data and systems located on customer's premises or otherwise in customer's control and used in connection with VoIP, whether owned by the Customer, BT, or BT's subcontractors.

The Customer is responsible for all security measures, even if the Customer or End Customers use a third party or BT to configure and implement them provided that in the case of BT, BT has correctly implemented the instructions given by the Customer.

- **WEEE REGULATIONS**

The Customer will:

- be responsible under Regulation 9 of the Waste Electrical and Electronic Equipment Regulations 2006 (“the WEEE Regulations”) for the costs of collection, treatment, recovery, recycling and environmentally sound disposal of any equipment supplied under the Agreement that has become waste electrical and electronic equipment (“WEEE”). BT, Claranet and the Customer acknowledge that for the purposes of Regulation 9 this clause is an agreement stipulating other financing arrangements for the collection, treatment, recovery, recycling and environmentally sound disposal of WEEE; and
- be responsible for any information recording or reporting obligations imposed by the WEEE Regulations; and
- indemnify BT against any claims or legal proceedings that are brought or threatened against BT by a third party which would not have been caused or made had the Customer fulfilled its express or implied obligations under this clause or in connection with the WEEE Regulations. BT will notify Claranet of any such claims or proceedings and Claranet will keep the Customer informed as to the progress of such claims or proceedings.

Emergency Call Access

- The Customer will provide and update its End Customer and User records as appropriate, maintaining data accuracy by timely provision to Claranet who will update, via the Ordering Portal, of the following records:
- a telephone number that may be used to call the User;
- the Users name and installation address (including the post code) for each User; and
- for Users with nomadic applications that use more than one network termination point or equivalent, the address where the number is normally used.

1. CLI PRESENTATION SERVICE SPECIFIC TERMS

- 1.1 In this Schedule a reference to a paragraph, unless stated otherwise, is to a paragraph of this Schedule.
- 1.2 Unless expressly stated otherwise below, words and expressions have the meaning given in Schedule 1 (Definitions) of the BT Agreement.

2. CLI PRESENTATION SERVICE DESCRIPTION

- 2.1 The Service allows End Customers to authorise BT to carry voice traffic with a geographic Presentation Number (excluding 070 PRS numbers) for all Outgoing Calls that is different from the End Customer’s underlying CLI or endpoint(s).
- 2.2 The CLI Presentation service (“CLI Presentation”) is an optional feature of the Service that allows End Customers to authorise BT to carry voice traffic with a non-geographic or geographic Presentation Number (excluding PRS numbers, international numbers and 070 personal numbering services) for all Outgoing Calls that is different from the End Customer’s underlying CLI or endpoint(s). This service option is available regardless of whether that underlying CLI is resident on the Service platform. There is no requirement for the underlying CLI to subsequently be purchased on or ported to the Service platform.
- 2.3 As part of the CLI Presentation service option, the Customer will be able to control which Presentation Numbers are presented by using the tools in the Configuration Portal. The Customer may change Presentation Numbers at any time and in real time. BT will not control or administer this service option and the Customer agrees that BT will not be liable in any way or at any time for any loss, cost, claim or proceeding that arises out of or in connection with the provision of this service option.

3. USE OF THE CLI PRESENTATION SERVICE

- 3.1 In using the CLI Presentation service the customer confirms that:
 - (a) they have given consent in writing to Claranet to allow Claranet and BT to present out a number that is different to that of the End Customer’s underlying CLI;

- (b) they have given consent in writing to the Customer to allow Claranet to change the Presentation Number on the Configuration Portal as and when requested;
- (c) the Presentation Number is owned by the End Customer and that neither the Customer nor the End Customer need any other permissions to present that Presentation Number; and
- (d) where the Presentation Number may be owned elsewhere, the Customer and the End Customer have permission to use this number.

3.2 The Customer will let Claranet know if there are changes to the use or ownership of the Presentation Number (including any changes to any necessary consents). If the Customer is no longer permitted to use the Presentation Number, it will immediately remove the Presentation Number from the Configuration Portal and stop using it. If BT considers, in its sole discretion, a change to be detrimental or becomes aware of an issue arising as a result of the change, BT may ask Claranet to remove the Presentation Number from the Configuration Portal and Claranet will do so within 24 hours of the request from BT.

4. SUSPENSION OF THE CLI PRESENTATION SERVICE

- 4.1 BT may, without prior notice to the Customer, at any time suspend or cease the provision of the CLI Presentation service option or any part of it to comply with a direction from Ofcom or any competent authority.
- 4.2 If the Customer breaches any of the provisions of clause 3, above, BT may, without prior notice to the Customer, suspend or cease the provision of the CLI Presentation service option or any part of it.

5. INDEMNITY

- 5.1 The Customer will indemnify Claranet against all loss, damages, reasonable costs and expenses arising or incurred by Claranet in respect of any actions, claims or legal proceedings which are brought or threatened against Claranet by a third

party as a result of the CLI Presentation service. The indemnity given in this clause will not be subject to any other limitations elsewhere in the contract terms.

BT are able:

- to interrupt the Service for operational reasons (including planned maintenance) where it is reasonable for BT to do so or because of an Emergency. BT agrees to restore the interrupted Service as quickly as reasonably possible and, BT will give Claranet as much notice as possible, unless due to an Emergency it is impracticable to do so
- to take action to protect the Service if a Customer or end user is using the Service in a manner that is damaging to the Service. This may involve BT taking actions to block or restrict end user equipment from accessing the Service. BT will inform Claranet of any action taken pursuant to this Paragraph as soon as reasonably practicable.

The Hosted SIP service is not designed to be a carrier interconnect and the BT Wholesale platform for this Service will not support diallers of any description. If use of a dialler is detected, the customer's account will be immediately suspended for breach of contract.

The Customer acknowledges and agrees that only IP Phones, and IAD's/ATA's, PBXs and Media Gateways on the Authorised Equipment list, will be used with the Service.

The customer acknowledges that BT's recommendation is that at least one PSTN line is retained for emergency call backup at each site.

The Customer must take all reasonable steps to ensure that the Service is not used:

- to make Nuisance Calls;
- to send, knowingly receive, upload, download, use or re-use material which is offensive, indecent, defamatory, obscene or menacing;
- in a way that does not comply with the terms of any legislation or any licence applicable to the Customer, End Customer or User;

- in a manner that is in any way unlawful, fraudulent or in bad faith or, to the knowledge of the Customer, has any unlawful, fraudulent or bad faith purpose or effect;
- in a manner that in BT's reasonable opinion could materially affect the quality of any telecommunications service, including the Service, provided by BT;
- In a matter that that could reasonably be believed to have a detrimental effect on BTs brand or reputation.

Service credits

The purpose of the Service Credit model is to offer you assurance that events that impact your ability to make & take calls (a critical business requirement) are treated with priority, and that Claranet continues to take action until the service is restored.

The complex nature of the IP supply chain between your endpoint and the core platform means that we cannot offer an end-to-end service credit agreement, but instead offer a Core Platform service credit model.

Service credit calculations

Claranet Hosted SIP has a Core Platform availability KPI of 99.95%.

Based on 730 hours or 43,800 minutes in each calendar month, this means that the Core Platform should be available for:

729.63 hours or 43,778.1 minutes in each calendar month.

Availability of 99.95% indicates a total of 21.9 minutes of Core Platform outage in each calendar month before a Service Credit is payable.

The scale of credit payment would be:

Availability in a month	Service credit percentage
99.95% – 98.50%	15%

98.50% – 97.00%	30%
97.00% – 95.00%	50%
Less than 95.00%	50%

Outages are measured from the point that Claranet responds to a ticket that you submit either via Claranet Online or via telephone to the Claranet Service Desk and to the point where Claranet advise that your service has been restored.

Example

A Core Platform outage lasting 120 minutes for 50 Hosted SIP Trunk Channels.

120 minutes – 21.9 minutes = 98.1 minutes of Service Credit applicable outage or 99.77%

Availability bracket 99.95%-98.50% = Service Credit 15%

Standard Monthly Price of Hosted SIP Channel = £5.00 per channel.

15% of Standard Monthly Price of Fixed User License = £0.75 per channel.

Total Service Credit Payable:

50 x £0.75 = £37.50

Exclusions

- Non-channel licenses (e.g. site licenses, bolt on licenses) are not subject to Service Credits.
- Usage costs are not subject to Service Credits.

Additionally, Claranet will have no liability for Service Credits due to or as a result of any of the following reasons:

- Non-availability of Claranet connectivity services (including any associated CPE such as EDDs and routers) – only the service agreement for the connectivity service shall apply.
- Non-availability of non-Claranet connectivity including CPE – you should pursue your ISP for financial recompense.
- Non-availability of internet access or Claranet connectivity due to cyber-attack.
- Issues related to Number Porting, Number Migration or New DDI provisioning other than where Claranet is at fault.
- Any planned or emergency maintenance of the Core Platform, whether notification has been issued or not.
- The failure of any CPE that you are responsible for managing that impacts the service e.g. local network equipment, network firewalls etc.
- Your failure to follow and comply with any training or reasonable instructions given by Claranet regarding the service.
- The use of the service for a purpose for which it was not designed or specified for.
- Any Force Majeure Event.
- Suspension of service in accordance with the terms of the contract (e.g. for fraudulent use).
- Your default or delay, or any negligent, wilful or reckless act, fault or omission by you, or any of your representatives, employees, agents or sub-contractors.
- Access issues and delays along the route of the Services across Claranet or other core IP network, or at your sites e.g. problems with the LAN.

Service credit request process

- You must apply in writing to your Account and/or Service Manager for Service Credits.
- You must apply within 30 days of the claimed outage.
- You must present evidence (ticket numbers and timings) to show the period of time that you are claiming as an outage.
- Claranet should review this evidence in light of the exclusions above to see if the claim is valid.

- Assuming the claim is valid, Service Credit should be applied at the next available billing run.

Leaving the Hosted SIP service

The Hosted SIP service can be exited reasonably easily either in part or in whole as you require.

Removing individual users

Individual user number licenses and bolt on licenses can be deleted from the system by yourself or via a service request to Claranet. Numbers will revert to the Site pool and will not be lost. Please note that user license billing will continue to be in line with the minimum commitment level detailed above unless otherwise agreed.

Removing individual sites

Removing a site is a Claranet level activity to deprovision the site. Please note that any user numbers associated with that site will also be deprovisioned so if users are to be transferred to other sites within the system this should be done before the site is deprovisioned. Numbers will remain allocated to the customer tenant and can be reallocated to another site.

Exiting the service

If you wish to leave the service at the end of your contract you are able to do so by completing the following actions:

- Porting your telephone numbers out of the service. The gaining provider may charge for this activity.
- Cancelling all users and sites via a Cancellation notification to Claranet.
- Cancelling the service before numbers have been ported out will result in those numbers being returned to the BT general pool and may be lost permanently.

- Removing any voice VLANs or VRFs from your network equipment that point to the IP addresses of the Claranet Hosted SIP service.

Help and support

Change control process

Claranet's Change Management team are responsible for requests relating to any product and service configuration changes you wish to make. The team specialise in configuration and follow strict processes, ensuring that the changes are authorised. The Change Management team are also responsible for Claranet's Change Advisory Board (CAB), which discusses and approves changes raised internally. To make a change request, see the section below on "Raising a support ticket".

Raising a support ticket and a Request For Change (RFC)

Claranet provides two ways for your approved contacts to raise, track and update standard support tickets; through Claranet Online and by telephone. For security and audit reasons, you are required to make all requests for change through the customer portal and only portal users with the correct privileges can request a change. You will only see your services listed so please select the service relating to the request for change. In the event that the customer portal is unavailable, please contact Claranet by telephone, where an emergency procedure will be in place to log change requests on your behalf. Request for changes will not be accepted through this number at any other time.



What Claranet will do

Through Claranet Online: Support tickets raised through Claranet Online are assigned to the appropriate support team based on the service you need the support for. You will only see your services listed so please select the service relating to the incident or to the service request. The response time will start from as soon as your ticket has been submitted.

By telephone: It is not always convenient to raise support tickets through the portal and therefore you may choose to use the telephone instead. When choosing to raise a support ticket using the telephone you must provide proof of identity following Claranet's standard security procedure. The response time will start from as soon as your telephone call has ended.

Escalating a ticket

In the event that you need to escalate a ticket, Claranet is ready and available to help you quickly bring your issue to closure. Within each level of the escalation path the person you speak with is responsible for evaluating your situation, facilitating the resolution plan and acting as your sponsor. The benefits of the escalation procedure are:

- ITIL accredited staff owning your escalation
- A focus on service recovery
- Improved communication
- Consistent process

An escalation may be initiated when, after working through our standard support processes and with our teams, you are not satisfied with the level or timeliness of the service you have received. Additionally, an escalation should be initiated when there is tangible impact to your production environment, or there is high risk to your business operations.



What Claranet will do

Escalation Manager: Assign an Escalation Manager who will deal with your escalation and collaborate with you to develop a communication plan. A technical plan of action may be needed to ensure resolution of a technical issue. Your Escalation Manager works as your advocate internally and will become a virtual member of your own problem resolution team. Should you feel dissatisfied with the escalation process, please contact your Account Manager directly.

Service Delivery – target response times

Priority	Service Level Response	Description
1 – Critical	Within 1 hour	Total service is unavailable
2 – Major	Within 2 hours	Partial service, an element of the total service has failed
3 – Minor	Within 4 hours	Impaired service, no element has totally failed but there is a quality issue
4 – Request	Within 1 Business Day	The service is unaffected. Request for product related technical advice or configuration change
5 – Question	Within 2 Business Days	General information and feature questions related to the Service