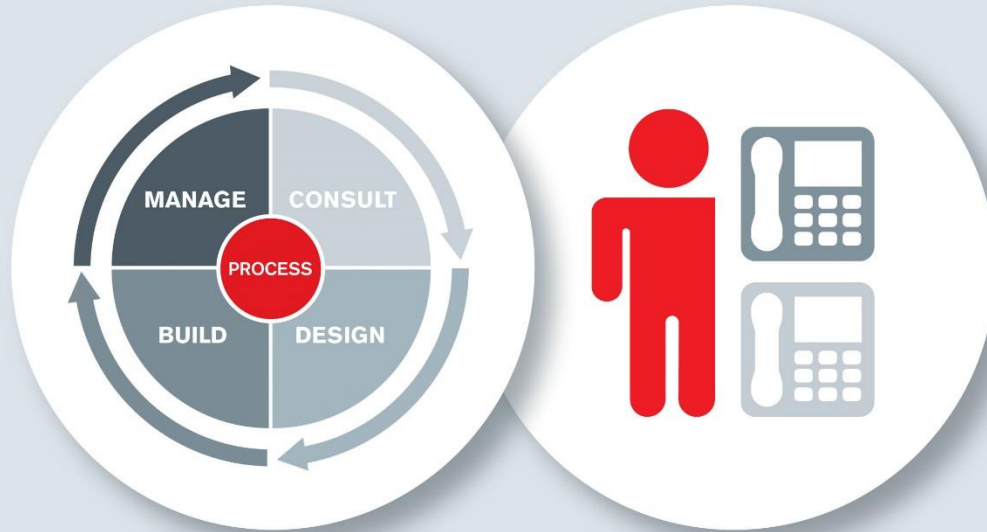


Claranet Service Description



Teams Voice

Claranet Teams Voice combines a leading enterprise voice solution with Microsoft Teams, allowing you to manage both your internal and external conversations through the same client, wherever you are and on any device. Your service is monitored and managed by Claranet, and supported 24x7x365.

Version 1.3

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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 Teams Voice service. If you are purchasing Office365 services via Claranet, please also see the Claranet Office 365 Service Description, which will also form part of this service.

It is important to be aware that both the Microsoft Teams platform and the Hosted Voice service are fully hosted platforms provided by 3rd parties and will evolve over time. Please ensure you have the most recent version of this document, and refer to documentation provided by Microsoft, as features and capabilities will be added and removed during the lifetime of the product.

Service overview

Teams Voice from Claranet provides a highly resilient telephony solution, integrated into Microsoft Teams. This is achieved by linking Microsoft Teams to the Claranet Hosted Voice platform and the global telephony network beyond. It utilises SIP trunks and Claranet-hosted Session Border Controller (SBC) to achieve this in combination with Microsoft's Direct Routing technology for Teams. 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 for Teams users or as part of a hybrid deployment of Claranet Hosted Voice – whereby some users will get their calls via Teams, while others can use standard IP Phones and/or soft phones.

This service is designed to connect to Microsoft Office365 Teams users only (it does not support Skype or Skype for Business) and removes the need for a Calling Plan license from Microsoft to allow users to receive and make external calls.

The Teams Voice service can be deployed to customers with or without Claranet MPLS network services, but for customers deploying in a hybrid model with standard Hosted Voice users we would recommend Claranet MPLS as that allows voice traffic to be protected for those users.

The Service does not include Teams itself, which is a platform supplied by Microsoft and is purchased as part of the Office365 service.

Teams Voice is not offered as a fully managed service and Claranet are not required to manage all changes to your service, as you will have access to do that, but we will manage and maintain the SBC platform that acts to link between Hosted Voice and Teams. We can also optionally manage your Office365 service as a whole, including the Teams users configuration.

Claranet will help you match your needs to the capabilities of the Hosted Voice service as a whole, and Teams Voice as an element of that, and will propose a license and endpoint matrix 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 simple-to-use configuration portals 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 – for Teams Voice users, which will provide information about their inbound and outbound call activity (note this will not report on calls between Teams users).

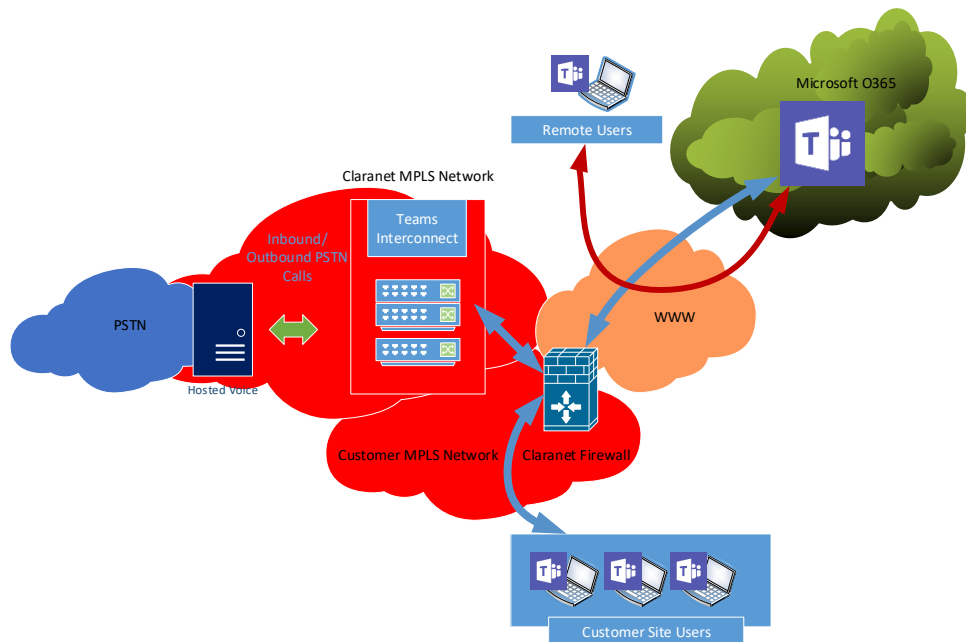
Claranet support will be available to help you with queries and issues but we will **not** be operating a fully Managed Service.

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 this Service Description.

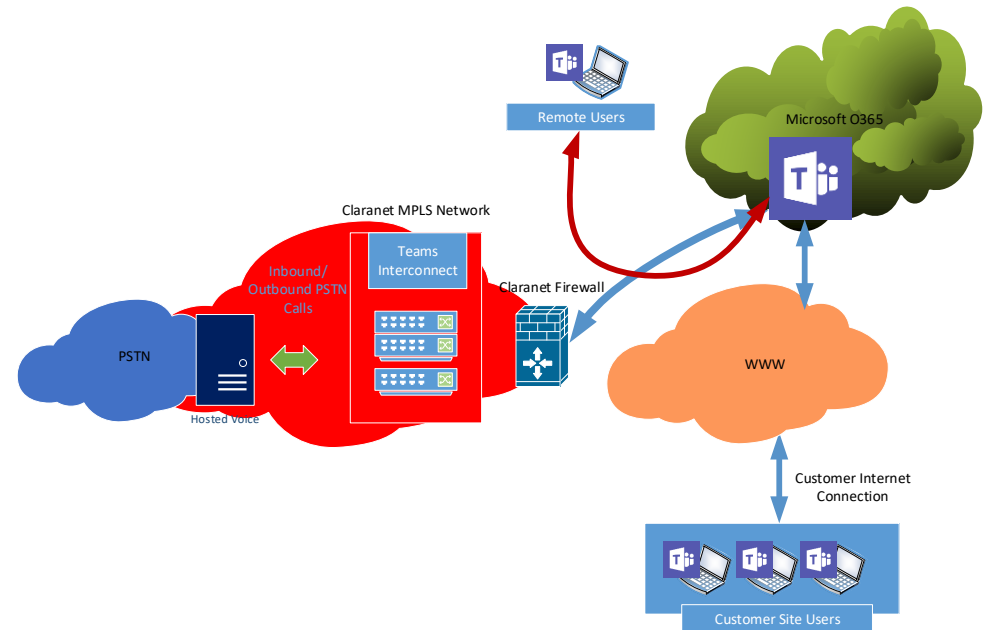
The end user client (Teams) is provided by Microsoft via Office365. For Teams Voice customers we recommend that Claranet provide and manage the Office365 service to the customer.

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

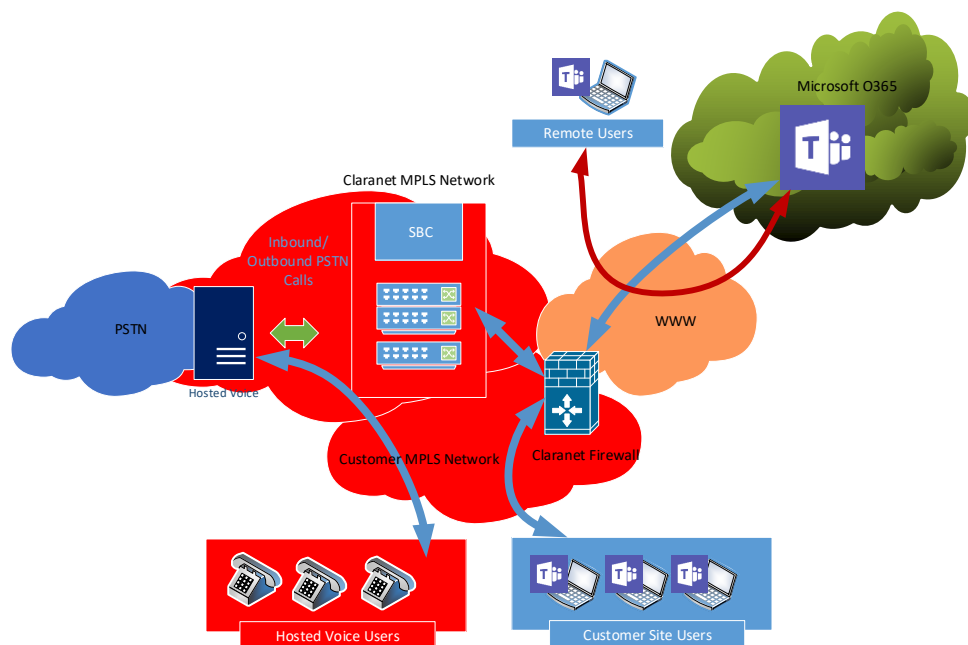
Teams Voice – MPLS Deployment



Teams Voice – Internet Only Deployment



Teams Voice – Hybrid Deployment



In all cases the Session Border Controller (SBC) platform is configured as a geographically redundant virtual pair with automatic trunk failover between the BT platform and the SBCs, maximising uptime and reliability.

IP Voice Traffic from Teams Voice

Teams Voice users will utilise the Teams desktop and mobile apps to make and receive calls. These applications do not mark their packets and instead encapsulate their voice traffic as HTTPS, and utilise a proprietary voice codec called SILK for on-net calls.

Further, the Office 365/Teams core platform is only available via the public internet and cannot be connected privately via MPLS. All Teams Voice calls therefore are over the public internet from the customer site to the Claranet SBC. From the SBC onwards to the Hosted Voice platform they will be within Claranet's MPLS network.

On-net calls between Teams users will pass signalling to the Teams platform but all media will pass from client to client locally or via the public internet if local routes are not available.

SBC Concurrent Call Licenses

The SBC platform is scaled based on the volume of concurrent external calls (inbound and outbound) that a customer generates, which can be estimated by looking at the total number of Teams users and assuming a 1:10 ratio between external calls and users. So, a 100 Teams user deployment would normally generate 10 concurrent calls. Concurrent call licenses are purchased in packs of 10 and should always be rounded up to the nearest 10 to provide some headroom. Licenses are purchased as one-off setup costs, so the volume of concurrent call licenses cannot be reduced, only increased.

Hosted Voice Site-Level Features

Your Teams Voice users will be registered for voice calls at a Site within the Hosted Voice platform and will be able to be included in Site-level call handling features provided by the Hosted Voice platform.

Hosted Voice users will be set up in their own sites, but all call features such as Hunt Groups will work for users across all sites, so a Teams user can be in a Hunt Group with Hosted Voice users.

Please see appendix for a more detailed site feature list.

Additional information on these features can be found in the Hosted Voice 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 Hosted Voice 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.

Hosted Voice User Licenses

Claranet offers a range of Hosted Voice user licenses that Teams Users can be equipped with on top of their Teams license 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. We would recommend this for Teams users in most cases.

SIP Trunking Functional License

This additional cost 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 additional cost 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 additional cost 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, delivered from the Hosted Voice platform. 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 Voice number. Please note this will bypass your PBX.

Number management

The Hosted Voice 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 (via a porting process).

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 Voice 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.

Please note this will only work for calls Inbound and Outbound from the Teams user to the voice network, it will not record calls made between Teams users directly.

Please see the Hosted Voice Service Description for more detail.

Tollring Call Analytics

Good Call Analytics information is critical to many organisations, and in order to meet this requirement the Hosted Voice 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.

Please note this will only work for calls Inbound and Outbound from the Teams user to the voice network, it will not report on calls made between Teams users directly (even if those Teams users are in a remote organisation).

Please see the Hosted Voice Service Description for more detail on this service option.

Microsoft Teams Client & Users

End users of this service will utilise their Office365 Teams client to take and make calls. This application is provided by Microsoft as part of Office365 and cannot be bought as a standalone service. It is only available as an online service from Office365, there is no on-premise version and cannot be connected to privately. Its development is wholly managed by Microsoft and the feature set and development roadmap is managed by them.

Users must be equipped with a Phone System license, which is available as an add-on for E1 and E3 Suite Licenses and included in the E5 Suite license, and also available in some other Licenses. Customers should confirm with their Office365 license provider that they have the correct licenses. It will not work with Teams or Skype for Business in any other combination.

Teams users will currently need to use the full Desktop Client, Mobile App or Web Browser client, or a Teams IP handset.

Please check carefully that your local network and user's devices are able to utilise the Teams client as otherwise the service will not work or will have performance issues. Claranet are not responsible for any performance issues relating to end user equipment, local network equipment, non-Claranet internet access providers or equipment.

Teams is a powerful application with many features beyond voice, including chat, channels, team collaboration, video calling and conferencing, web share etc. Please see Microsoft's own documentation for more detail.

Claranet are a Microsoft cloud solution provider (CSP) and can provide Office365 licenses and help with migration, adoption and management of Office365 in your business.

Enabling Teams Voice for Teams users requires a technical understanding of PowerShell and Office365 back-end configuration. Claranet can provide this as part of our management and migration service but cannot support customers who wish to combine Teams Voice with an Office 365 tenant provided or licenced by a 3rd party.

Teams Voice User Features Summary

User Feature	Description
Voicemail	Dedicated voicemail box with visual voicemail and audio transcription.
Simultaneous Ring	Ability to have the platform simultaneously ring another number, e.g. mobile phone number.
Call Hold	Put a call on hold.
Call Transfer	Transfer a call to another user or an external number, both as a blind transfer and a consultative transfer.
Launch audio call from chat	Launch an audio call to another Teams user from a chat.
Conferencing and web meeting	A range of web meeting and conferencing facilities, this requires the add-on Audio Conferencing license.

Handsets and CPE

Teams has a limited range of CPE that it can interact with – it can work with room systems and some handsets but cannot work with things like Analogue Telephone Adapters (ATAs) or Fax machines. The benefit of having the Hosted Voice platform also available is that these can be serviced via that platform without going via Teams.

Claranet can supply the following models of handsets run a 'Teams Native' client that works the same as the desktop client using a touchscreen on the phone. Standard SIP phones will not work with the Teams platform.

AudioCodes C450

<https://www.audiocodes.com/solutions-products/products/ip-phones/c450hd-ip-phone>

Yealink T5xA range

https://www.yealink.com/products_100.html

Please note that if you choose to purchase Teams Handsets via another supplier, Claranet will not be able to provide support for those handsets and you will be responsible for sourcing any replacements or additional equipment or licenses that they require.

Headsets

Microsoft recommend a range of headsets for use with Teams. These can be found here:

<https://products.office.com/en-us/microsoft-teams/across-devices/devices>

If you wish to utilise other headsets or speakerphone devices please test before purchase and deployment, as neither Claranet nor Microsoft will reimburse you if they don't work.

Hybrid Deployments

Teams Voice is designed to be delivered as a part of a Hosted Voice deployment. This is because there are telephony users and uses that do not fit with the Teams user experience (e.g. ATA devices, DECT devices, non-desk-based users or other users who don't need or use Teams). Customers can therefore mix Teams and non-Teams users within their Hosted Voice tenant. However, there are some restrictions:

- A user can either be a Teams Voice user OR a Hosted Voice user, they cannot have their number pointing to both.

- Users can have separate services, with Hosted Voice for calling and Teams for internal communications, but will need different numbers and multiple licenses to achieve this.
- On-net calls between Teams Voice users and Hosted Voice users will be free and will be captured in Call Recording and Call Analytics on the Hosted Voice platform.
- On-net calls between Teams users (even ones outside your O365 Tenant) only will NOT be captured in recording or Analytics, as the call signalling, and media will not traverse the Hosted Voice platform.

Call Usage Bundles

Where Claranet agrees an inclusive call minutes bundle to be applied to the customer's Teams users, the bundle will ONLY encompass the following destination area codes:

- UK Local/National (01/02)
- UK LoCall (03)
- UK Mobile fm1 (02)
- UK Mobile fm3 (T Mobile)
- UK Mobile fm4 (Orange)
- UK Mobile fm5 (Vodafone)
- UK Mobile fm6 (H3G)

Any calls to destinations or codes outside of this range will be identified as 'out-of-bundle' and billed in arrears at the pence per minute rates stated on the tariff.

Teams Voice Features

Teams has some voice call handling features of it's own that can be utilised by customers from within the Teams Admin Centre in their Office365 dashboard.

These features, which include Call Queue and Auto Attendant features are designed by Microsoft and are not supported by Claranet. Links to more information can be found here: <https://docs.microsoft.com/en-us/microsoftteams/cloud-voice-landing-page>.

We have identified in our testing that utilising the Teams Call Queue and Teams Auto Attendant features introduces a delay to the establishment of Call Audio to an end user who picks up a call that has come through these features. There is also a noticeable delay in the use of Hold and Resume of an audio call. These delays are as follows

Feature	Delay	Experienced By
Call Hold/Resume	3 seconds	All users.
Call Queue	3-5 seconds	Users picking up calls from a Call Queue.
Auto Attendant	3-5 seconds	Users picking up calls that have been through the Auto Attendant.
Call Queue + Auto Attendant	5-8 seconds	Users picking up calls that have routed through both the Auto Attendant and Call Queue

The user may also experience a slightly longer delay if the incoming call is from a mobile.

These delays are part of the design of Teams as a voice platform, and while utilising the Auto Attendant and Hunt Group features from the Hosted Voice platform will mitigate these, as Teams is a hosted platform, short audio delays should be expected.

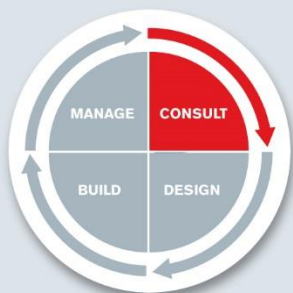
Microsoft are currently working on fixing this issue, and have enabled a new Conference Mode on the Call Queue, which eliminates the delay for the Call Queue caller if the Teams users meet the following requirements:

Agents added to the call queue need to use one of the following clients:

- The latest version of the Microsoft Teams desktop client, Android app, or iOS app
- Microsoft Teams phone version 1449/1.0.94.2020051601 or later
- Agents' Teams accounts need to be set to Teams-only mode

More information on this can be found here: <https://docs.microsoft.com/en-us/microsoftteams/create-a-phone-system-call-queue>

With Conference Mode enabled the original Caller and Teams user are conferenced into the original session by a Microsoft call control server, this reduces the delay experienced and results in a seamless call connection.



Consult & Design

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

Implementing and transitioning to a new voice service including Teams Voice can be complex and customers should plan carefully and understand their requirements fully.

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 are specified, and a practical roll-out plan discussed.

Typically, it may require the utilisation of a Solution Architect and our Unified Communications Specialist to review and make recommendations on these elements. 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.

Unified communication specialist

As part of your standard service, Claranet provides a communication 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.

Claranet will undertake a basic element of scoping and discussion/design to help you identify the right solution for your business, based on years of experience with IP Voice deployments. If detailed research is needed with your teams to capture requirements, or if the design is complex or excessively bespoke, then chargeable professional services may be needed to provide the right design.

Teams Voice 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

Teams Voice consumes IP bandwidth for each concurrent call that users make. It is therefore critical that your locations are provisioned with sufficient bandwidth for the number of users in the site.

Teams voice cannot be marked at a packet level and is encapsulated as HTTP traffic that needs to access the Internet. Teams Voice cannot be run in a private network environment and is designed to be accessible via the public internet only.

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

Concurrent Call- Range	Sync Bandwidth Required	Minimum Connection	Recommended Connection
0-9	1Mbps	Dedicated ADSL2+ with Elevated Traffic	FTTC or EFM
10-35	3.5Mbps	FTTC @ 20Mbps	EFM or Fibre Ethernet @ 10Mbps with Q-in-Q
35+	3.5Mbps+	EFM @ 10Mbps	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 IP voice 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 Teams Voice service order and should be completed and enabled before the Teams Voice 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 3-6 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 Voice site-based 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.

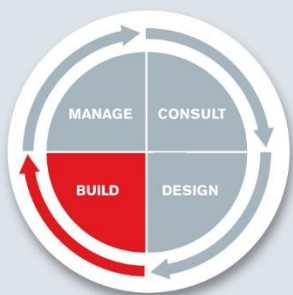
You should also assess your site, LAN and end user equipment for suitability to run Teams.

Please use Microsoft's own tool here:

<https://myadvisor.fasttrack.microsoft.com/CloudVoice/NetworkPlanner>

This tool also includes the network and firewall rules you will require.

If you are deploying in a hybrid solution with Hosted Voice users and Teams Voice users, then the Hosted Voice service has its own firewall rules, please see the Hosted Voice Service Description and accompanying LAN and Firewall guide for more information.



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 Teams Voice service and the passing of administration responsibility to you.



What Claranet will do

Order completion: Complete your setup on the Hosted Voice platform and the Teams Voice service 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 Voice. This is a chargeable service.

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.

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

The Site Address is required to provide to the Emergency Services Database, and it is the customer's responsibility to provide that correct address data.

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 Voice with Teams Voice 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 handsets and other CPE will be your responsibility to deploy unless additional site deployment services have been purchased.

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. Please note that any delays or additional work or costs to Claranet caused by this not being done will be chargeable to you.

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)

Project Management

Teams Voice is a complex initial deployment involving careful planning and configuration of several elements to deliver a working service. Project Management will therefore be specified and assessed based on scale and length of project, and will be included in your commercial packages. We will not proceed with a Teams Voice deployment without Project Management.



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

Claranet can provide a number of additional services to help with ensuring a successful deployment. There will generally be a minimum level of training we recommend for any

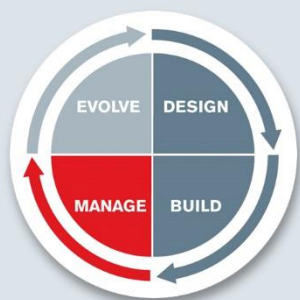
given deployment, and effective support and service delivery will be dependent on that happening.

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

In order to make the transition to Hosted Voice with Teams Voice as easy as possible, Claranet can offer site-based 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 Teams Voice 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.

Claranet Managed SBC: Claranet will manage and monitor the SBC and its hosting environment.

Access to the Claranet Hosted Voice Business Portal



What Claranet will do

User login details: Send an automated email with the login details for the Claranet Hosted Voice 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 Hosted Voice 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 Voice with Teams Voice 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.



What Claranet will do

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 licenses, 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.

In-Life Changes

Customers will have two main routes to managing in life changes to their service configuration.

Business Portal

Customer Administrators will be set up with access to the Business Portal. This controls the inbound and outbound telephony aspects of the service, including the ability to create Hunt Groups, Auto Attendants, and to control the outbound number presentation of the users in the Teams Voice Users site.

Microsoft O365Dashboard & PowerShell

This portal will allow customer administrators to assign numbers to Teams Voice users and configure their Direct Routing features. It will also allow administrators to see call quality reports and other statistics on their user's behaviour.

We will also optionally enable access to the Tollring Call Analytics suite. If purchased, this will provide statistics on all inbound and outbound calls to Teams Voice users, but will not report on on-net calls.

Capacity and User Changes

Teams Voice gives customers several tools for managing user capacity and making changes to users. 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.

Office365 Dashboard

The Office365 Dashboard allows for the management of users within the Office365 tenant, creating new ones and deleting old ones, and allocating the numbers derived from the Business Portal.

Claranet offer an Office365 Managed Administration service for customers who do not wish to manage this themselves. If the customer is managing them themselves this limits

Claranet's ability to support the Teams Voice service as we will not have access to the Dashboard.

Teams Voice users require a phone number, taken from the numbers available on the Business Portal. Users cannot have more than 1 number assigned to them and one number cannot belong to multiple users. If you need a number that rings multiple users, a Call Handling feature such as a Hunt Group must be used.

Business Portal

Within the Business Portal all the SIP Trunk users and Hosted Voice users can be managed. All Teams Voice users are created as SIP Trunk Users based on the assigned phone number, but Hosted Voice users can be configured also within the same platform. Please see the Hosted Voice Service Description for information. Additional Hosted Voice users will need to be ordered and charged for as part of the Hosted Voice service.

Within the Business Portal a maximum number of users per site will be configured along with a maximum number of concurrent calls. Increasing either of these will require an additional order and additional charges.

Concurrent Calls

The Claranet Teams Voice interconnect is built based on a committed volume of concurrent inbound and outbound calls (on-net calls between Teams users are not counted here). This is controlled by both the Hosted Voice platform, where a specific number of SIP Channels will be configured, and also on the Interconnect controller, where a corresponding number of Concurrent Call licenses will be provisioned. The number of concurrent call licenses cannot be decreased, only increased.

Key Points regarding User Management

- **Care with user deletion** – when a user is deleted from a site in the Business Portal, 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.

- **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.

Management of the SBC

The AudioCodes SBC that bridges the Hosted Voice platform and the Teams environment is managed solely by Claranet and cannot be accessed by the customer or by Microsoft.

Claranet will monitor each SBC for any alarms or indication of poor voice quality via MOS scoring and call success rates, assisting with any troubleshooting.

Help and support

Service Desk support



What Claranet will do

Support times and Service Desk: Provide support 24x7x365 once the Hosted Voice 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.

Service Notifications: We will notify you of any planned outages to the platform(s) for upgrades or engineering work. Typically, these will happen out of hours (e.g. overnight or over a weekend) unless emergency work is required.

Office365 Dashboard

Where Claranet is not providing Managed Administration of the customer's Office 365 and Teams services, customers should initially consult their Office365 call quality dashboard when looking at issues of call quality of call drops. This will allow the customer to ascertain whether the user's equipment (e.g. handset, headset, PC or mobile device) was the cause of the issue before contacting Claranet. Claranet Support will ask you to provide screengrabs of the calls from the Office365 dashboard to prove that the cause of the issue is within Claranet's responsibility area.

Support Demarcation

Where Claranet are providing Managed Administration of the customer's Office365 service, the Office365 Service Description governs our support of Office365. Teams Voice does not change that Service Description.

Where Claranet are not providing Managed Administration of the customer's Office365 service, the Claranet Teams Voice service support demarcation is the SBC held in Claranet's network that joins the Hosted Voice and Teams environment.

In all cases the Microsoft Teams platform is managed by Microsoft alone and user's experiences are governed by Microsoft's service design and delivery.



Appendices

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

Features

Site Based Hosted Voice Features

Feature Name	Brief Description	Access Level
Business Portal Access	Customer Administrators have access to the Business Portal to control user and site features in real-time.	Customer Administrator
Auto Attendants	An automated menu of options for a caller to choose from to direct their call, with custom audio.	Customer Administrator
Call Capacity Management	An ability to manage the volume of calls to the site, to avoid overloading bandwidth.	Customer Administrator
Call Director Portal	An ability to enable end users to redirect their calls from the cloud platform.	Customer Administrator
Call Logging	Basic call logging of the last 30 days of calls in and out of the Hosted Voice platform. Please note it will not show internal calls that are handled by your PBX or Teams.	Customer Administrator
Calling Plans	Ability to restrict at the cloud platform level what numbers users can and cannot dial e.g. 070 private numbers.	Customer Administrator

Company Contacts	A directory of all the numbers held against the site on the cloud platform.	Customer Administrator
Device Management	Visibility of the PBXs connected to the trunk.	Customer Administrator
Group Calling Line ID inc. Presentation Number	An ability to change the outbound presentation number of a user.	Customer Administrator
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.	Customer Administrator
Holiday Schedule	Used in relation to Auto Attendants to change messages or call direction options during public holidays.	Customer Administrator
Site Intercept	An ability to block all calls in and out of a site, directing callers to a custom audio message.	Customer Administrator
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.	Customer Administrator

Voicemail	A cloud-based voicemail service for users if required.	Customer Administrator
Voice Portal	The means by which users can access their cloud voicemail and change their greetings etc.	Customer Administrator
Trunk Group	Management of the trunk overflow or resiliency options.	Customer Administrator
Trunk Group Plus	Enhanced options for trunk management.	Customer Administrator
New and Ported Geographic Numbers	Ability to provision new and port existing geographic numbers into the Hosted SIP platform.	Claranet Project Office Team
New and Ported Non-Geographic Numbers	Ability to provision new and port existing 03xx non-geographic numbers into the Hosted SIP platform.	Claranet Project Office Team

Teams Voice User Features

User Feature	Description
Voicemail	Dedicated voicemail box with visual voicemail and audio transcription.
Simultaneous Ring	Ability to have the platform simultaneously ring another number, e.g. mobile phone number.
Call Hold	Put a call on hold.
Call Transfer	Transfer a call to another user
Launch audio call from chat	Launch an audio call to another Teams user from a chat.

User Feature	Description
Conferencing and web meeting	A range of web meeting and conferencing facilities, this requires the add-on Audio Conferencing license.

For more information on Hosted Voice features please see the Hosted Voice SD and additional documentation.

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.
Teams Voice Platform Setup	Charges for service establishment, expansion, and up-front concurrent call licenses.	One off costs for service establishment or expansion.
Teams Voice Platform Charge	Recurring costs for provision of the service, inclusive of licenses, hosting. Etc.	Charged monthly in advance based on scale.
Call Recording Storage	Storage on the Call Recording platform for your calls.	Per GB per month in arrears.

Some elements of the Teams Voice service are provided by 3rd party suppliers, and have variable costs to Claranet. Where there is a significant upward or downward change in 3rd party costs within the life of the customer contract, Claranet retains the right to adjust our recurring pricing to the customer to ensure that the service is still being provided at an economic level. In all cases a minimum notification period of 30 days will be given, as well as a detailed explanation of the change and the reason for it.

Invoicing



What Claranet will do

Teams Voice Platform Charge: 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.

Please note you may receive a separate invoice, specific to Teams Voice, depending on your current customer relationship with Claranet

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 Voice, 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 Voice	Supported
Scenario 2	A BT telephone number, previously exported to another Communication Provider's network, is to be ported to Hosted Voice	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 Voice	Supported
Scenario 4	Another Communication Provider's telephone number, already imported to the BT PSTN, is to be ported to Hosted Voice	Supported
Scenario 5	Another Communication Provider's User telephone number, currently on a different Communication Provider's network, is to be ported to Hosted Voice	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

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 Voice 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 Voice 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 Voice 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 Voice platform and handled from there

Call recording

Call recording features

All calls that pass through the Hosted Voice 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 recording platform allows customers to be PCI DSS compliant as part of their compliance policy. 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
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

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 Voice 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. This is inclusive of the Hosted Voice platform and the Claranet-managed Session Border Controllers only.

Please note that this only covers outages to the Teams Voice capability and is not applicable if the failure is with the Teams platform itself.

Service credit calculations

Claranet Teams Voice as the underlying voice platform 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% of monthly channel fees
98.50% – 97.00%	30% of monthly channel fees
97.00% – 95.00%	50% of monthly channel fees
Less than 95.00%	50% of monthly channel fees

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.
- Outage to Teams Voice service caused by failure of Microsoft's service are excluded. Separate SLAs apply, please see your Office365 Service Description.

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 the following email address customerfeedback@uk.clara.net.
- 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.

Office365 and Teams Availability and Compliance

Claranet do not offer service credits for outages to the Microsoft Office365 service or the Teams core infrastructure.

You can learn more about Office365 and Teams compliance here:

<https://www.microsoft.com/en-us/trust-center/product-overview>

Office365 has its own SLA which can be found here. <https://docs.microsoft.com/en-us/office365/servicedescriptions/office-365-platform-service-description/service-health-and-continuity>

Leaving the Teams Voice service

At the end of your contract, the Teams Voice service can be exited 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 Voice 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