

Claranet UK

Hosted Voice BT - Service Description

Version 1.1

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1. Version Control

Version	Author	Date	Purpose
0.1	Alex Dunlop	16 January 2023	Handset update
1.1	Jack Phillips	22 March 2024	Voice and UC update

2. Introduction

This Service Description describes the service Claranet provides and details the Customer's responsibilities in relation to this Service. The Service Description forms part of the Agreement between the Parties and should be read in conjunction with the terms of the Customer Experience for Managed Services Document ("**CXMS**") and the Claranet Master Services Agreement ("**MSA**") set out at www.claranet.co.uk/legal or as otherwise agreed by the Parties and the Parties agree to be bound by such terms. Unless otherwise specified, all terms used within this document are in accordance with the terms to be found in the CXMS and the MSA.

Claranet provides the following services as part of its Hosted Voice Service. The Service components of the Service are set out below.

3. Scope of Service Description

The Customer agrees that any services, activities, and deliverables not expressly set out within this Service Description shall be out of scope for the Service. Any components which are described as optional or additional in this Service Description will be chargeable at additional cost and will need to be purchased by the Customer and an Order Form or Statement of Works will need to be signed by the Customer.

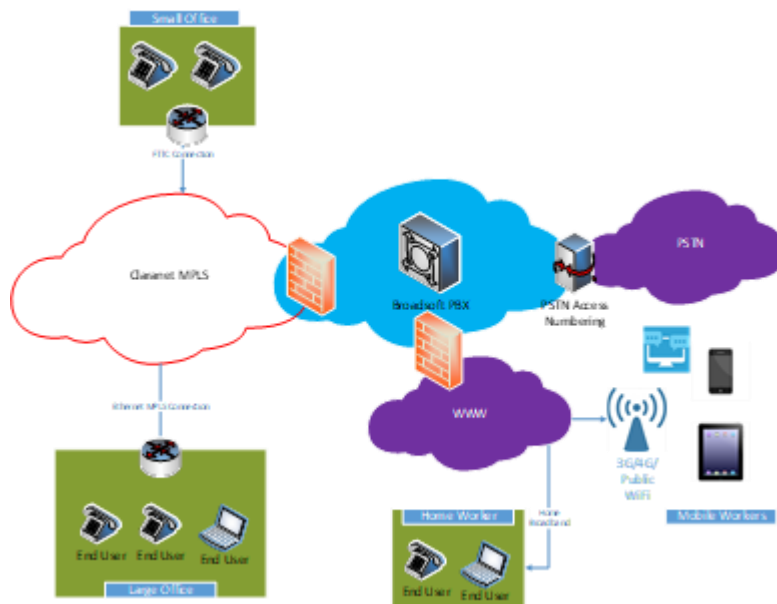
Notwithstanding the foregoing, in the event Claranet completes additional services, activities and/or deliverables upon the request or at the direction of the Customer, Customer shall be responsible for the payment of all Fees and expenses associated therewith, whether an Order Form or Change Request has been executed.

4. Service Overview

Hosted Voice from Claranet provides a highly configurable enterprise voice and Unified Communications platform that can be deployed within your organisation to handle all inbound, internal and outbound voice telephony.

This service is designed to replace traditional IP-PBX and remove the need for dedicated voice connectivity and moves the call handling to a central multi-tenanted cloud platform. The platform is hosted within our voice partner's network and our end users can connect via Claranet MPLS connectivity or via public fixed and mobile broadband. You can make voice and video calls (depending on license and endpoint device) and access a range of features to manage your voice calls at an end user and company administrator level.

Hosted Voice 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 and endpoint 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 almost all aspects of your solution, as well as see near-real-time call statistics.



Claranet will enable access to an integrated Call Analytics platform – Tollring. 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 Voice service, including what is required in each of the Consult | Design | Build | Manage stages.

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

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.

5. Service Features

The Service supports the following features:

5.1. Standard Features

The following features are supported as standard:

Feature	Description
Site Licenses	<i>Claranet provides a range of options within the Hosted Voice service. Every location at which you have an IP desk phone, 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.</i>
User Licenses	<i>Claranet offers a range of user licenses that are designed to suit different individual's roles and needs within a business' organization. There are also a number of bolt ons that bring additional functionality to those users.</i> <i>Fixed User Standalone: This is a Fixed User License that does not include any additional UC features or any bundled call minutes. It has all the standard Fixed User features.</i> <i>Mobile Users Standalone: This is a Mobile User License that includes both the smartphone and Hot Desking Guest capabilities and a Webex Basic Licence. It also does not include any bundled call minutes.</i> <i>Functional Users Standalone: This is a low-feature license designed for conference room phones, lobby phones or analogue devices (e.g. faxes, hardened phones) that are not associated with an individual user but are shared within the business. They provide basic call in and out capability and basic call handling features.</i>

5.2. Additional/Optional Features

The following features can be purchased on top of the standard Service and will be subject to additional charges:

Feature	Description
Busy Lamp Field	<i>This enables users to become receptionists when using a hardware (sidecar) console that can be attached to an IP phone. The BLF license enables this hardware to monitor other user's status through a series of illuminated lights on the sidecar, and to quickly dial those individuals to allow swift transfer of calls.</i>
Fax Messaging	<i>This feature allows users to receive a fax and email it to the message store along with their other messages (voicemails). A notification is sent for fax messaging, that is separate from voice messaging. From the telephony user interface, fax messages are treated like voice messages.</i> <i>A user can listen to the header or envelope and delete the message. In addition, WHC Unified Messaging allows fax messages to be sent as an attachment to a user or group email address, from which they can be viewed, printed, or forwarded to another user. An additional DDI number should be provisioned for users to have as their Fax Messaging number.</i>
Go Integrator DB CRM connect	<i>This license enables users to download a plugin to their PC desktop that allows them to integrate call control into their CRM system.</i>

Go Integrator DB Lite	<i>This license enables users to download a client to their PC desktop to allow them to control their desk phone 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 and requires a desk phone to connect to.</i>
Reception console	<i>This license is available in two formats as it is intended for use by reception positions. The Small Business license allows a user to download an application to their PC that allows them to monitor up to 30 user's on/off-hook status and use a simple graphical user interface to transfer incoming calls. The Enterprise version allows monitoring of and call transfers up to 250 users. These can be deployed in several configurations – for example you could have one receptionist covering multiple sites, or individual sites can have their own receptionist console. It should also be noted that not all users need to be monitored so a site with 60 people on it could have up to 30 being monitored and the rest unmonitored. As with other PC desktop applications, Claranet cannot support the end user PC desktop itself.</i>
Cisco Webex Licenses	<i>Cisco Webex has 4 licenses packages:</i> • <i>Softphone – Users can make, and answer calls on any device with Cisco Webex softphone.</i> • <i>Basic - Users can use all the softphone functions described above as well as instant messaging and presence (IM&P) features including direct and group messaging, Spaces, message persistence, screen sharing, files sharing, host 3-way Space meetings, guest meeting support, and more.</i> • <i>Standard - Users can use all the functions described above (softphone and messaging), as well as highly secure video conferencing that allows you to host up to a 25-person voice and video conference, engage in multi-party chat, and desktop or application sharing. Invite guests to participate in a video conference through a web guest meeting experience. Finally, users can enjoy a personal meeting room, dedicated only to them with their own conference bridge.</i> • <i>Premium – For when a user needs enhanced meetings features such as meeting recording, remote desktop control, presenter controls, and recording transcription services, they can be upgraded to the Premium package. Users will have all the features that come with the standard package plus the enhanced meetings features for up to a 1,000-person meeting.</i>
Voice Portal	<i>The Voice Portal provides an Interactive Voice Response (IVR) application that can be called by End Users of the Site from any phone, to manage some of their features and voice mailbox, or to change their voicemail passcode. The Group or Company administrator can also use the Voice Portal to record new greetings for a Site's Auto Attendants.</i> <i>The Voice Portal also provides a convenient way for you to manage some of the features from any phone.</i>
Call director	<i>The Call Director user feature allows you to define one or more phone number locations e.g. a Mobile Phone (also referred as Call Director locations in this document) that can be used as extensions to the user's account. These numbers are all alerted for inbound calls, similar to the Simultaneous Ring/Remote Office feature.</i> <i>There is also the Call Director portal, which is a Site level Feature.</i>
Call Centre Agent	<i>This license gives a user access to a Call Centre web application that allows them to see and control calls that are coming into any Call Queues they are assigned to.</i> <i>A user with the Agent app will have the ability to:</i> • <i>See all the call queues they are assigned to along with the following statistics:</i> – <i># of queued calls</i> – <i>How many agents are logged into the queue</i> – <i>Estimated wait time</i> – <i>Longest wait time</i> • <i>Change their call queue and presence state</i> • <i>View Supervisors within the queues including the ability to request a Supervisor joins a call</i> • <i>View all of their Directories and users within those directories covering, Company, Group and Personal Directory</i>

	• Make calls directly from the app, by controlling their existing phone device, including Cisco Webex Desktop • View call history • Message other users, providing they have the same app, or are using Cisco Webex.
Call Centre Supervisor	This license gives a user access to a Call Centre Supervisor web application, that allows them to manage agents and calls across any Call Queues where they are set as supervisor. A user with the Supervisor app will have the ability to do the following: • See all call queues belonging to a Company, including: – # of queued calls. – How many agents are logged into the queue – Estimated wait time – Longest wait time • View all their agent's status and change/override these if necessary • View other Supervisors within the call queues • View all of their Directories and users within those directories covering, Company, Group and Personal Directory • Make calls directly from the app, by controlling their existing phone device, including Cisco Webex Desktop • View call history • Message other users, providing they have the same app, or are using Cisco Webex.
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 handling processes are compliant.
IP Phones, Headsets and Accessories	Claranet offer a range of approved devices to connect to the Hosted Voice service. These include Polycom and Yealink IP Desk phones and conference room phones, ATA devices to connect analogue devices such as fax machines or door entry systems, and Jabra headsets for use with Cisco Webex desktop applications. Please see our separate Headset Guide for details on the range of headsets available and guidance on how to deploy them to your organization.
Tollring Call Analytics	Good Call Analytics information is critical to many organizations, and 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 several 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 Voice customers as standard. It provides customer supervisors with several pre-selected template reports and dashboards. Data is updated every 15 minutes. Report: This level of reporting is an additional cost option to add customizable 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.
Administrator Training	One of the most critical elements of the Hosted Voice service is the capability for you to manage your own configuration once in-life. The Business Portal is the window on the platform and allows your administrators to make real-time changes to call handling across your organization. In order to make the transition to Hosted Voice as easy as possible, Claranet offer two levels of 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 organization who will be responsible for the day-to-day administration of the service for you. On-Site Training – this is a day's time with a specialist trainer and can be used either as a roving trainer or to run classroom sessions on site. Further details are available on request.

<i>Number Porting (Single Line)</i>	<i>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.</i>
	<i>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:</i>
	<i>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.</i>
<i>Number Port (Multi-Line)</i>	<i>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.</i>
	<i>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.</i>
	<i>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 then please allow an extra 80 days for service establishment to be setup.</i>

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.

As above please note these are minimum lead times.

Installation Type	Minimum lead time (Working Days)
Multi Line	20
Single DDI	10
Complex	25

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.

Scoping	Claranet	Customer
Ports Submitted with incorrect details: There are several 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.		✓
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. 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.	✓	
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 3 rd party inbound platform → platform translates 08x number to geographic 01/02 number → call is directed to the Hosted Voice platform and handled from there		✓

If you require a non-profit only number, you must ensure your organisation is listed amongst the organisations here:

[Telecoms numbering - Ofcom](#)

6. Scoping and Quotation

Claranet will work with the Customer to establish the scope of the Service and provide an indicative quotation and proposal, thereafter and where relevant, Claranet will create a schedule of scope or a Statement of Work.

Scoping	Claranet	Customer
Specialist Consulting: Provide a range of specialist expertise in a variety of areas. This includes a detailed focus on your business in order to ascertain the scoping requirement or where you are unsure as to the direction your business should take in the ever-changing IT environment.	✓	
Handset Deployment: The exact sequence of events for this can be discussed as part of your project, however typically our partner's engineers attend site to build, put-out, program and connect the new handsets on the desks prior to the cut-over of the system to the new platform, i.e. the site is still running on the old handsets but the new handsets are also located on the desks. However on certain sites this will not be possible and the site will need to be transitioned within one change window, depending upon the size, layout and connectivity of each site. The pricing for this service is provided as an engineer day rate; typically this covers 30 users in a single site; Claranet can of course provide multiple engineers to ensure a large site is transitioned in a single day, this will require quoting for the day rate multiplied by the number of engineers required. Out-of-hours (e.g. weekend or evening) rollouts are also available at additional cost.	✓	
Administrator and end user training: One of the most critical elements of the Hosted Voice service is the capability for you to manage your own configuration once in-life. The Business Portal is the window on the platform and allows your administrators to make real-time changes to call handling across your organization. In order to make the transition to Hosted Voice as easy as possible, Claranet offer two levels of 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 organization who will be responsible for the day-to-day administration of the service for you. On-Site Training – this is a day's time with a specialist trainer and can be used either as a roving trainer or to run classroom sessions on site. Further details are available on request.	✓	

7. Onboarding

Onboarding will commence once the Customer has signed the Order Form, including any relevant documentation such as an SOW/Schedule of Scope and this Service Description. During this phase, the Customer will collaborate with Claranet to gather essential information and cooperate with Claranet to onboard the Service. Further details can be found in the CXMS Service Description.

Failure by the Customer to engage and support Claranet during onboarding, may result in additional professional Services Fees and delays to any project. In addition, in the event the Customer has delayed the onboarding, Claranet may, at its sole discretion, activate the rights at Section 12.

7.1. Pre-Requisites

Before Claranet can process an order, the Customer is required to complete the following pre-requisite activities to ensure that the Services can be delivered. If such pre-requisite activities are not met by the Customer, then this may have consequential adverse impact on the delivery of Services and may prevent Claranet from delivering on its obligation and/or require changes in a Change Request Form to remediate any impact.

We will require the customer to complete a Data capture Form, this will be all company, site and user details. Once we have this information, we can complete the ordering and provisioning of the handsets. We will also require the customer to specify which site features are required and how they are to be configured. If these details are not provided then Claranet will not set up any available features. Claranet will not make any network changes unless this is a Claranet managed network.

Pre-requisite Activity	Impact
The customer will complete the data capture form including all mandatory fields.	Incomplete data capture form will delay the provisioning process as we cannot complete the order process and configuration until this is done.
The Customer will provide access to the licensing and technical information managed by the Customer that is required for the delivery of the Service by Claranet.	Failure to provide access could cause device errors and failure to deliver the full service.
The Customer will attend all the project planning and workshop(s) sessions to establish the scope of Service that it requires.	Failure to attend project planning workshops lead to Claranet failing to deliver the required service.
The Customer will provide all information requested in the format specified by Claranet within five (5) working days to enable Claranet to deliver the Service.	Delay in providing all required information will delay the entire delivery of the project

8. Project Delivery

Some Claranet projects are small, simple and very straightforward and the management of these is part of the normal operation carried out by your Account Manager, the Solution Architect and Project Co-ordinator who are already 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.

8.1. Managed Service

Hosted Voice 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 and endpoint 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 almost all aspects of your solution, as well as see near-real-time call statistics. Claranet will enable access to an integrated Call Analytics platform – Tollring. Claranet support will be available to help you with queries and issues but we will not be operating a fully Managed Service.

8.2. Roles and Responsibilities

The Customer, or any appointed third parties, acknowledge and agree to perform their responsibilities as Claranet's delivery, implementation and performance of the Service is dependent upon the timely and effective completion of the Customer's roles and responsibilities and/or as per Claranet's reasonable instructions. If the responsibilities as set out below are not met, and any Service Levels set out herein are impacted, Service Credits will not apply as a result:

Responsibility	Description
Provide a suitable primary contact for the length of the Service	To ensure smooth delivery of the Service, the Customer must provide Claranet with a primary contact with the relevant knowledge and experience to provide all necessary assistance to Claranet pursuant to this Service Description and/or the SOW.
Access to key staff and stakeholders.	The Customer must provide key staff and stakeholders, both internal and external (where relevant), are available for engineer visits, meetings and/or workshops.
Provide a safe and suitable working environment	Where Claranet employees are required to attend Customer and/or third-party premises, the Customer must ensure that Claranet employees are provided with a safe and suitable working environment.
Statement of Works (SOW)	The SOW sets out the terms and conditions that apply to the delivery of the Services, and provides a more detailed description of the Service.
Provide information required by Claranet	The Customer shall provide any information requested in the format specified by Claranet within five (5) working days, unless agreed otherwise in writing.
Responding to project requests by Claranet	The Customer shall respond to any project-related request made by Claranet within five (5) working days. Unless agreed otherwise in writing.
Provide access, support and personnel	The Customer will provide the necessary access, support and relevant personnel to successfully complete the delivery of the Project.
Reasonable and timely cooperation	Unless agreed otherwise within the SOW, the Customer will provide reasonable and timely cooperation and follow instructions within five (5) working days, as required by Claranet.

Managing Customer-managed stakeholders	The Customer will be responsible for all communications to all key or relevant Customer-managed stakeholders regarding the Service for the duration of the project, including but not limited to any technical change and/or approval required by Claranet.
Notifications regarding maintenance	The Customer will inform Claranet of any scheduled maintenance or emergency maintenance within reasonable notice that will affect the Service's performance is scanning, verifying, and identifying vulnerabilities within the Customer's Assets.
Changes to information	The Customer will ensure that technical details are kept up-to-date by submitting a Change Form to Claranet to confirm or update their relevant details.
End user testing	Work with Claranet engineers remotely so that you can test the end user experience of the service, including handsets, softphones, reception applications etc.
Customization Options	You will provide any customer-specific audio such as hold music, auto-attendant audio or call queue recordings in the correct format.
Users 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.
Management of installation Process	Manage the installation process including the activities mentioned above and in your configuration requirements within the DCF.
Sign Off	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

8.3. Project Plan

The installation process for a VoIP (Voice over Internet Protocol) system can vary widely depending on the complexity of the business's requirements, existing infrastructure, and the specific VoIP solution chosen. Here's a high-level overview of the typical steps involved in installing a VoIP system:

VoIP System Configuration:

IP Phones Configuration: Set up the IP phones with the correct server settings, extensions, and user profiles.

Software Installation: If using softphones or mobile apps, install the necessary software on computers, tablets, or smartphones.

Testing: Conduct thorough testing of the system, including internal, local, long-distance, and international calls. Ensure features like call transfer, hold, conferencing, voicemail, and any integrations are functioning correctly.

Number Porting and Go-Live:

Number Porting: Port any numbers across to our platform on an agreed date in line with Ofcom regulations.

Go-Live: Once testing is successful and staff are equipped, switch over to the new VoIP system as the primary mode of communication.

8.4. Physical Installation

Responsibility	Claranet	Customer
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 hunt group numbers, and hunt group members. • All auto-attendants including audio upload. • All call queues including audio upload, wallboard URL and login details. • Configuring site Call Director Portal, Voice Portal and Configurable Extension Dialing. • Site call capacity		
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 Alternate Numbers (e.g. outbound presentation of Customer main number). • Setting any holiday schedules or other time-based call handling rules. • Restricting end user features as required. • Any other features identified as 'Company' responsibility in the feature matrix in Section 2.1. • Configuring their CRM service (if required) to work with the CRM Connect feature. • Ensuring all users have been issued all user guides		

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- Ensuring “yourwhc.co.uk” is a whitelisted email domain for users to receive their login details
 - Site call capacity
-

Configuration by End Users: Be responsible for setting up the personal applications and feature settings for each user, including the following:

- Downloading Cisco Webex client to their desktop PCs.
 - Downloading Cisco Webex Smartphone and Tablet Apps as required. ✓
 - Downloading Reception Console, CRM Connect or Toolbar applications as required.
 - Uploading any personal contact files.
-

8.5. Service Level Agreements and 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 Voice 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:

Monthly availability	Service Credit
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 Voice Fixed Users.

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 Fixed User License = £8.00 per user.

15% of Standard Monthly Price of Fixed User License = £1.20 per user.

Total Service Credit Payable:

50 x £1.20 = £60.00

Exclusions

Non-user 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.

Priority SLAs Table:

Priority SLAs	P1	P2	P3	P4	P5
Target Resolution Time	1 Hour	2 hours	1 Day	2 Days	N/A
Response Times	15 minutes (status updates - 30 minutes)	1 hour (Status updates - 2 hours)	2 hours	4 Hours	1 Business Day
Response Time Service Credit	TBC	TBC	TBC	TBC	TBC

Note: A breach of an SLA does not constitute a breach of the Agreement.

8.6. Service Priority Levels

Category	P1	P2	P3	P4	P5
1 – Critical (Total service is unavailable)	✓				
2 – Major (Partial service, an element of the total service has Failed)		✓			
3 – Minor (Impaired service, no element has totally failed but there is a quality issue)			✓		
4 – Request (The service is unaffected. Request for product related technical advice or configuration change)				✓	
5 – Question (General information and feature questions related to the Service)					✓

8.7. Response Times

Category	P1	P2	P3	P4	P5
Definition	Total service is unavailable	Partial service, an element of the total service has failed	Impaired service, no element has totally failed but there is a quality issue	The service is unaffected. Request for product related technical advice or configuration change	General information and feature questions related to the Service
Acknowledgement	15 minutes (status updates - 30 minutes)	1 hour (Status updates - 2 hours)	2 hours	4 Hours	1 Business Day

8.8. Service Level Credits Claim Process

In the event that a Customer claims that Claranet did not meet its Service Level Agreement, Claranet will verify and if verified, shall raise a credit note to the Customer's account that shall be applied to the next invoice in their billing cycle. Service Credits will be based on the applicable percentage of the monthly Fee. The maximum amount of Service Credit a Customer can receive in each calendar month relating to this Agreement is limited to 50% of the Monthly Fee for the affected Service. Such Service Credits are pre-agreed liquidated damages and, unless stated otherwise in the Agreement, such Service Credits will constitute the Customer's sole and exclusive remedy with respect to the breach of SLAs.

8.9. Exceptions

Claranet excludes responsibility for meeting any Service levels to the extent that meeting the Service levels is affected by the following exceptions hereunder and Service Credits will, therefore, not be paid if the outage occurs from such exceptions:

- if the Customer is in default under the Agreement.
- in the event that the Service is unavailable due to any component, event or situation not wholly within the control of Claranet, including but not limited to a failure of a component that Claranet is not responsible, electrical power sources, networking equipment, computer hardware, computer software or website content provided or managed by the Customer.
- in respect of any non-availability which results during any periods of scheduled maintenance or emergency maintenance.
- in the event that the Service is disrupted or unavailable due to viruses, unauthorised users or hackers.
- in the event that the Service is unavailable due to changes initiated by the Customer, whether implemented by the Customer or by Claranet on its behalf.
- in the event that the Service is unavailable as a result of the Customer exceeding system capacity.
- in the event that the Service is unavailable due to the Customer's failure to adhere to Claranet's implementation, support processes and procedures.
- in the event that the Service is unavailable due to the acts or omissions of the Customer and its employees, agents, contractors or otherwise.
- in the event that the Service is unavailable due to a force majeure event.
- in the event that the Service is unavailable due to any violations of Claranet's Acceptable Use Policy.

- in the event that the Service is unavailable due to the Customer's negligence or wilful misconduct of the Customer or others authorised by the Customer, to use the Services provided by Claranet; and
- in the event that the Service is unavailable due to any failures that cannot be corrected because the Customer are inaccessible or because Claranet personnel are unable to access the Customer's relevant sites.

8.10. Maintenance & Patching

Unless stated otherwise in this Service Description or the Statement of Work, maintenance and patching is not included as part of the Service. The Customer understands and agrees that Claranet shall have no liability, whether in contract or in tort, arising out of or relating to the Agreement or these Services for any direct, indirect, special, incidental or consequential losses, damages, costs or expenses whether arising directly or indirectly (including negligence) because the Customer accepts the risk and liability for the Service and managing such vulnerabilities.

Where patching and/or maintenance is included within the Service, it will be managed across a monthly patch cycle or based on reasonable notice provided by Claranet. If the patching and/or maintenance is identified as critical, patches will be applied as soon as reasonably possible.

In the event the Customer has not replied to Claranet regarding the implementation of a patch or maintenance or if a request is made to reverse an implemented patch/update due to any reasons raised by Claranet or the Customer, within 14 days of notification from Claranet, Claranet may (1) commence the patching and/or maintenance without further notice to the Customer, or (2) Claranet will be under no further obligation to provide further vulnerability management specifically related to that patch and will not have any liability for potential exposure should a threat subsequently exploit that vulnerability, in the case of either (1) or (2) the Customer understands and agrees that Claranet shall have no liability, whether in contract or in tort, arising out of or relating to the Agreement or these Services for any direct, indirect, special, incidental or consequential losses, damages, costs or expenses whether arising directly or indirectly (including negligence) from such actions.

However, Claranet reserves the right to patch or perform maintenance itself or via a third party for the Services, including managed equipment, whether proactively or after the event, to address vulnerabilities without explicit authorisation in exceptional circumstances (a significant risk to the customer, Claranet or any other Claranet customers), for example if a critical vulnerability has been announced by a third party that poses a significant risk to the Services.

The **Hosted Voice** Service will require the following maintenance and patching activities to ensure the that the Service is performing fit for its intended purpose. For those that Claranet are responsible for, Claranet will endeavour to provide reasonable notice to the Customer.

Activity	Claranet	Customer
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.	✓	
Problems occurring during planned maintenance: Invoke its Major Incident process should a problem occur during the planned maintenance window.	✓	

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.

✓

Patching: Apply all critical patch updates on an as required basis. Where non-critical patches are released, Claranet can apply these at your request.

✓

8.11. Hardware Life Cycle Management

Claranet will continue to provide support once a handset has become end of life, they will also replace any damaged hardware as long as this is still under warranty with the supplier and supported. Once a device has become end of life and is faulty then the customer can raise a new order with Claranet for a new handset.

9. Related Fees

9.1. Usage Based Services Invoicing

This section provides how usage-based Services will be billed by Claranet. The prices provided below are subject to change to reflect costs incurred by Claranet from third parties or suppliers.

Usage/Consumption	Charges
Call Usage: Charges for outbound off-net calls	Pence Per Minute, Charged Monthly
Call Recording Storage: We will take an average of the call recording storage used over all sites in the month and bill you at a per GB rate.	Per GB , Charged Monthly
Licenses and Bolt ons: Invoice you in advance for a monthly amount in line with your formal orders to Claranet.	Per User license, Charged Monthly

Claranet reserves the right to automatically invoice and the Customer shall pay for any usage/consumption of Services by the Customer that are either out of the scope of the Service or above any agreed minimum commitment as set out in an Order Form.

The Customer will permit Claranet, or persons designated by Claranet, at Claranet's cost, to monitor and review the Customer's usage and/or consumption at any time, to ensure compliance by the Customer with the scope of the Service, any overusage or the agreed minimum commitment under any applicable Agreement. Any such review shall be conducted during regular business hours and in such a manner to not unduly interfere with the normal business activities of the Customer. If the review reveals any overusage and/or underpayment of amounts owed to Claranet, the Customer shall, within five (5) business days of a receipt of an invoice, pay any shortfall. If such underpayment is more than [5%] for the reviewed period, the Customer will further pay, or reimburse Claranet for the cost of the review, including professional fees.

10. Delays and Cancellation Terms

10.1.1. Professional Services must be used within 6 months from the date of Customer's signature of the Order Form and at expiry of this period, Claranet may invoice the full remaining Professional Services

Fees and the Customer will pay those Fees in accordance with the Agreement. Thereafter, the Customer will have a further 6 months to use those remaining Professional Services, after which they will expire on such date if unused. Unless agreed otherwise, Professional Services are non-refundable.

10.1.2. The Customer agrees and acknowledges that Claranet will estimate the time required to complete the Services and that additional days of Professional Services may be required to complete the Services. Claranet shall notify the Customer where it determines in good faith additional days are required to complete the Services and such additional days may then be authorised by the Customer in accordance with Change Request Form at Schedule 1 or an additional Order Form.

10.1.3. Notwithstanding Clause 12.2.1, if the project is delayed or put on hold by the Customer (expressly or impliedly) after the date of signature for a cumulative period of:

- 1 (one) month, the project status will be reviewed for viability;
- 2 (two) months, the project status and viability will be reviewed, the project will be marked as “at-risk”; and
- 3 (three) months, Claranet reserves the right to cancel the project and invoice the Customer for the greater of (a) any Services delivered up to the point of such cancellation, or (b) the amount payable pursuant to Clause 4.2 of the MSA.

10.1.4. If the Customer postpones or cancels a booking (e.g. a workshop, meeting or a call) at short notice, then the following will be charged by Claranet, depending on the amount of notice given:

Notice for Postponement or Cancellation	Postponement or Cancellation Fee
Greater than 10 working days	0% of the Fees associated to the booking
Less than 10 working days but greater than 5 working days	50% of the Fees associated to the booking
Less than 5 working days	75s% of the Fees associated to the booking

HOLDING NOTE: [Exceptions: Matt to reference Force Majeure]

An example would be:

If a workshop that has been scheduled and has resources allocated to it (2 x Engineers + 1 x Solution Architect), that is cancelled or postponed within 24 hours of the scheduled event. In that case, the charge shall be the sum of the day rate for each resource divided by the hours in a day (7.5 hours) multiplied by the length of the meeting in hours.

If the planned workshop was scheduled for ½ a day (3.75 hours) cancelled less than 24 hours before, with the following resources:

- 2 x Engineers @ £1,000
- 1 x Solutions Architect @ £1,250
- Cancellation/Postponement Charge: $(2 \times £1000 + 1 \times £1250) = £3,250 / 7.5 \text{ Hours (Hours in a day)} = 433.33 \times 3.75 \text{ Hrs} = £1,625.00$

10.1.5. If the Customer seeks to cancel a Service/s before the expiry of the Initial Term or Renewal Term, Claranet will automatically invoice and the Customer shall pay for cancellation charges equivalent to the total Fees that would otherwise have otherwise be payable for the remainder of the Initial Term or Renewal Term of the respective Service/s, unless agreed otherwise.

10.1.6. Once the cancellation has been processed by Claranet, the Customer shall follow Claranet's reasonable instructions to decommission any hardware and to cease access to relevant systems that the Customer received as part of the Service.

10.1.7. Unless agreed otherwise within the Agreement (Order Form or SOW), within 14 days of the cancellation date, the Customer at its expense shall return to Claranet all hardware, Claranet Equipment and peripherals provided as part of the Services. However, in the event the Customer wishes to purchase any of the hardware, Claranet Equipment and/or peripherals provided as part of the Services, they can request a quotation from Claranet. In either case, 14 days' prior to the cancellation date, the Customer shall notify Claranet Hardware Returns for details of return or request for quotation by emailing: hardwarereturns@uk.clara.net

10.2. 3rd Party Integration & Access Privileges

Alongside the Service, the Customer may gain access to a third-party system or portal, and the level of access will be listed below. Save for Claranet Online, Claranet shall not be liable and cannot guarantee the Customer's access to these systems.

Third Party Systems	Customer Access/Privileges
Claranet Hosted Voice	<i>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 (e.g. Cisco Webex desktop client, reception console).</i>

Note: The Customer's access to such third-party systems may vary and may be affected by events outside of Claranet's control, such as but not limited to, maintenance or patching of third party systems, Customer's intentional/unintentional changes to the Scope of their Service, and/or when such systems are being updated. This may result in additional charges/Fees, including but not limited to, over usage charges for the Services herein or other Claranet Services.

10.3. Third Party Terms and Conditions

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.

CLI PRESENTATION SERVICE DESCRIPTION

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). In order to do this, the underlying CLI must either be resident on the Service platform or ported to the Service platform.

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.

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.

USE OF THE CLI PRESENTATION SERVICE

In using the CLI Presentation service the customer confirms that: 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; 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; 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

where the Presentation Number may be owned elsewhere, the Customer and the End Customer have permission to use this number.

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.

SUSPENSION OF THE CLI PRESENTATION SERVICE

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. If the Customer breaches any of the provisions of clause 8 of the Conditions, BT may, without prior notice to the Customer, suspend or cease the provision of the CLI Presentation service option or any part of it.

INDEMNITY

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 practical.

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.

CPE equipment will only be delivered to the UK.

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 could reasonably be

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YOU ACKNOWLEDGE THAT YOU ARE SOLELY RESPONSIBLE AND LIABLE FOR VERIFYING THE ACCURACY AND ADEQUACY OF ANY OUTPUT FROM THE SOLUTION, AND FOR ANY RELIANCE THEREON AND TO THE MAXIMUM EXTENT PERMITTED BY LAW YOU WAIVE ANY AND ALL CAUSES OF ACTION OR CLAIMS AGAINST CLARANET ARISING THEREFROM OR RELATING THERETO. CLARANET CANNOT AND DO NOT WARRANT THE RESULTS THAT MAY BE OBTAINED BY THE USE OF THE SOLUTION. THIS DISCLAIMER AND EXCLUSION WILL APPLY EVEN IF ANY EXPRESS WARRANTY HEREIN FAILS ITS ESSENTIAL PURPOSE..

11. Terminology

Unless otherwise specified, capitalised terms used in this Service Description shall bear the same meanings as those used in the Master Service Agreement, unless otherwise expressly stated herein. Set out below are a description of key technical terms used in this Service Description.

Terms	Definition
Customer Experience for Managed Services (CXMS) Document	The CXMS document provides a framework for Claranet's core managed support experience and describes what a customer can expect from any standard Managed Service provided by Claranet. It outlines the responsibilities of both Claranet and the Customer, including how to log and escalate cases, how SLA targets are prioritized, set, and achieved, as well as the tools used to perform these functions.
DDI	DDI (Direct Dialing In) enables callers to dial through to a particular extension without speaking to the switchboard operator. DDI numbers are within a range associated with the main number.
PSTN	PSTN is short for Public Switched Telephone Network. It consists of multiple interconnected carriers to reliably connect people through standard phone numbers. This telephone network is known as analog, landlines, Plain Old Telephone Service (POTS), or fixed lines.

LCP	Losing communication provider, this is the vendor who currently supply you with your phone number(s).
CLI	Calling Line Identification (CLI) provides information about the party making a telephone call. This gives consumers the ability to identify the person or organization calling them, and to make informed decisions about how to handle incoming calls.
DCF	Data capture form, this is what we will use to collect all the information to how you would like the phone system configured.
DSL	Digital subscriber line is a family of technologies that are used to transmit digital data over telephone lines. In telecommunications marketing, the term DSL is widely understood to mean asymmetric digital subscriber line, the most commonly installed DSL technology, for Internet access
IAD	An Integrated Access Device (or IAD) is a customer premises device that provides access to wide area networks and the Internet. Specifically, it aggregates multiple channels of information including voice and data across a single shared access link to a carrier or service provider PoP (Point of Presence).
ATA	An analog telephone adapter (ATA) is a device used to connect an analog telephone, fax machine or similar equipment to a computer or network to enable communications over the internet.
WHC	Wholesale Hosted Communications (WHC) gives you the flexibility to offer all-IP voice services – no matter where your customers are on their digital journey. It's made up of two key parts: Hosted PBX and Hosted SIP Trunking.