

Exponential-e Cloud Hosted PBX and
Unified Communications and
Collaboration

Health/HSCN Assured

www.exponential-e.com/public-sector



Crown
Commercial
Service
Supplier



INVESTORS
IN PEOPLE

Accredited
Until 2020



HM Government
G-Cloud

Contents

HSCN Assured for Health.....	6
Overview of the Service	6
Key Product Features	6
Office Lite Package	6
Office Package	7
UC-One Package	7
Working with Exponential-e.....	8
Customer Focused	8
Highly Accredited British Company	8
Exponential-e has unparalleled capability in:.....	8
Security assurance.....	8
Connectivity.....	9
Key Technical Features.....	9
Service Offerings.....	10
Voicemail	11
Mobile Twinning (Simultaneous Ring).....	12
Hot Desking	12
UC-One Soft Client.....	13
Key features:	14
Call Analytics.....	14
Call Analytics Lite.....	14
Call Analytics 1000	14
Call Analytics 2000	15
Service Levels.....	15
Service Availability.....	15
Target Availability	15
What Billing Models are Supported?.....	16
Billing Service Summary	16
Itemised Billing	17
Graphical Reporting	17
Reporting.....	18
What are the Terms and Conditions?.....	19
Appendix	19

- On-boarding and Off-boarding 19
- On-Boarding..... 20
 - Number Porting..... 20
 - Number Migration..... 20
 - DDI Provision 21
 - NGN and International DDI Numbers..... 21
 - Service Delivery and Acceptance 21
 - Service Handover 21
 - Service Acceptance Tests 21
- Off-Boarding 21
- Service Constraints 22
 - Emergency Services..... 22
 - Use of Service 22
- Ordering and Invoicing 22
- Trial Service..... 22
- Service Lead Times 23
- Termination 23
 - Terms..... 23
 - Costs 23
- Data Restoration / Service Migration 23
- Customer Responsibilities 23
- Financial Recompense Model..... 23
- Technical Information..... 24
 - Assured OFFICIAL (Lower Security Domain)..... 24
 - Elevated OFFICIAL (Higher Security Domain)..... 24
- Feature Details 24**
 - Alternate Numbers 25
 - Anonymous Call Rejection..... 25
 - Attendant Console 25
 - Auto Attendant..... 25
 - Automatic Hold/Retrieve..... 25
 - Barge-In Exempt 26
 - Blind Call Transfer 26
 - Call Centre 26
 - Call Forwarding Always..... 26
 - Call Forwarding Busy 26
 - Call Forwarding No Answer 27
 - Call Forwarding Remote Access..... 27

Call Forwarding Selective.....	27
Call Notify	27
Call Return	27
Call Transfer with Three-Way Consultation.....	27
Call Transfer with Third-Party Consultation	28
Call Waiting.....	28
Call Intercept	28
Call Park and Call Pickup.....	28
Call Pickup.....	29
Directed Call Pickup	29
Calling Line ID Blocking.....	29
Calling Line ID Blocking per Call.....	29
Calling Line ID Blocking Override.....	29
Calling Line ID Delivery	29
Calling Name Delivery.....	29
Consultation Hold	30
Direct Inward/Outward Dialing	30
Directed Call Pick-Up with Barge-In.....	30
Distinctive Alert/Ringing.....	30
Do Not Disturb.....	30
Fax Messaging.....	30
Extension Dialling	31
Hot Desking.....	31
Last Number Redial.....	31
Multiple Call Arrangement	31
Personalized Name Recording.....	31
Group Phone List	31
Personal Phone List	31
Call Log.....	31
Push To Talk (Intercom).....	32
Selective Call Acceptance	32
Selective Call Rejection.....	32
Sequential Ring.....	32
Service Scripts.....	32
Shared Call Appearance.....	32
Simultaneous Ring	33
Speed Dial 8	33
Three-Way Calling.....	33
Voice Mailbox	33

Immediate Voice Mail..... 33
Voice Message Call Back..... 34
Voice Message Waiting Indication 34
Voice Messaging Notification 34
Voice Messaging to E-mail..... 34

HSCN Assured for Health

The requirements for information access and sharing have changed. Underlying networking arrangements needed to support an affordable, agile and integrated health and social care sector need to change.

As Exponential-e are an accredited HSCN Stage 2 Compliant CN-SP provider of services, we offer HSCN assured digital technologies that will benefit both staff and patients alike. These benefits come from our ability to deliver multiple services over “assured unified platforms”. By empowering different healthcare entities to securely aggregate their infrastructure requirements, the resulting outcome brings not only new found agility but also the ability to realise significant cost savings.

Overview of the Service

Exponential-e’s Hosted PBX service is a cloud-based Unified Communications and Collaboration service which is delivered over a business-only, reliable and low latency network. The service is hosted from our highly secure Data Centre facilities removing the need for our Voice customers to invest in racks and power in their communications room or Data Centre. The service is based on a monthly fee and huge cost savings can be achieved with a Hosted PBX solution by deploying IP handsets to each site. Customers can benefit from upgrades and enhancements carried out within the Exponential-e network without having to deploy additional equipment on premise or pay excessive up-front costs to receive the latest telephony services and features.

Our Platform architecture has been designed to quickly and easily scale to support our growing customer base. The platform deployment is built to support over 75,000 registered subscribers. Continued growth is supported by simply adding servers into the relevant server clusters. Globally the Broadsoft soft-switch, which the platform is built upon, is the market leading Hosted Telephony solution, with subscribers measured in the millions and +41% market share.

The platform is structured around server clusters, using market leading Oracle servers, delivered in a resilient configuration across geographically redundant sites. Each server cluster is proactively monitored with strict controls in place to manage capacity. At a session border controller (SBC) level we again have different clusters for resilience and scalability, with the carrier facing cluster supporting 8000 concurrent SIP sessions across resilient paths to 5 carriers including BT, Gamma and COLT.

Key Product Features

Exponential-e offer three business user packages as a starting point to build a flexible Private Hosted PBX service;

Office Lite Package

Office Lite provides a basic telephony service, which encapsulates a foundation level feature-set to make and receive calls.

Office Package

Office provides all of the features provided as part of the Office Lite package with the added benefit of providing a full replacement to traditional legacy PBX systems. The service delivers a feature rich PBX replacement and provides all of the features necessary for efficient and effective voice communications.

UC-One Package

The Exponential-e UC-One package provides multi-channel, multi-device communication that enables users to easily and conveniently work and share ideas regardless of location, thereby boosting productivity. It is Ideal for organisations wishing to promote collaboration between workers, regardless of where they are based, whether or not in the same office, visiting clients, working from home or out travelling. This solution enables fast and fluid communication through voice, video, instant messaging and desktop-sharing. Users can collaborate using their phone, computer, tablet and mobile phone providing flexibility and streamlining workflow.

Users have their ‘always on’ virtual meeting room at any time, a secure place called My Room, where you can invite both colleagues and guests to join in for a Conference call, interactive video, chat and desktop sharing, from their browser or phone.

Connect customers, suppliers, or anyone outside the business from Chrome, Internet Explorer and other browsers. Participate in Chat, Voice, Video, and Desktop sharing without downloading an app using the latest Web RTC technology.

In addition to these packages, additional services can be added to increase functionality and create a tailored user experience.

Benefits
Save time and travel costs by introducing UC applications
Future-proof solution, continually updated through central upgrades and development
Flexible capacity that scales as required, growing with your business
User mobility enabling users to work from anywhere
Improve productivity through an intuitive and collaborative interface

Working with Exponential-e

Customer Focused

Our customers are at the heart of everything that we do; from the solutions that we sell to offering a 24 / 7 x 365 UK based Service Desk as standard, we offer our customers only the very best.

Exponential-e employees aim to exceed expectations with innovation and service. They are open and transparent in their approach to ensure that our customers are kept updated at every step of the process.

From requesting a quote to your order being delivered, you can expect only the best service from our teams who are underpinned by our excellent Client Relations department - in place to ensure your service from Exponential-e and relationship is the very best it can be.

Don't just take it from us - our 96% customer reference-ability backs up the fact that we lead with customer service excellence at the forefront of our business.

Highly Accredited British Company

Whilst the above qualifies our customer centricity, there is no better way to show the success and reliability of our company than through our accreditations. Our business is highly accredited, in fact more than any other British company, with a total of 7 ISO certifications and audited every six months by the BSI amongst other external auditors.

Exponential-e has unparalleled capability in:

Security assurance

Our services are designed, built and optimised with clear alignment to the 14 CESG Cloud Security Principles that UK Public Sector organisations use when assessing cloud hosted solutions for information assurance compliance.

The Exponential-e cloud benefits from extensive independent validation via certifications ranging from international standards (for example, ISO9001, ISO27001, ISO20000) to UK public sector specific standards (for example, HSCN certification).

The Exponential-e Cloud Platforms are subject to regular, extensive IT Security Health Check (ITSHC) CHECK Tests by independent, CESG-approved assessors to ensure that our customers have confidence in the physical and technical security controls which have been implemented to protect their valuable data assets. Platforms are suitable for all data classified at OFFICIAL under the Government Security Classification Policy (GSCP)

All customer data is stored in Exponential-e's 2 secure UK data centres with SC-cleared UK staff.

Customer identifiable data does not leave the UK.

Connectivity

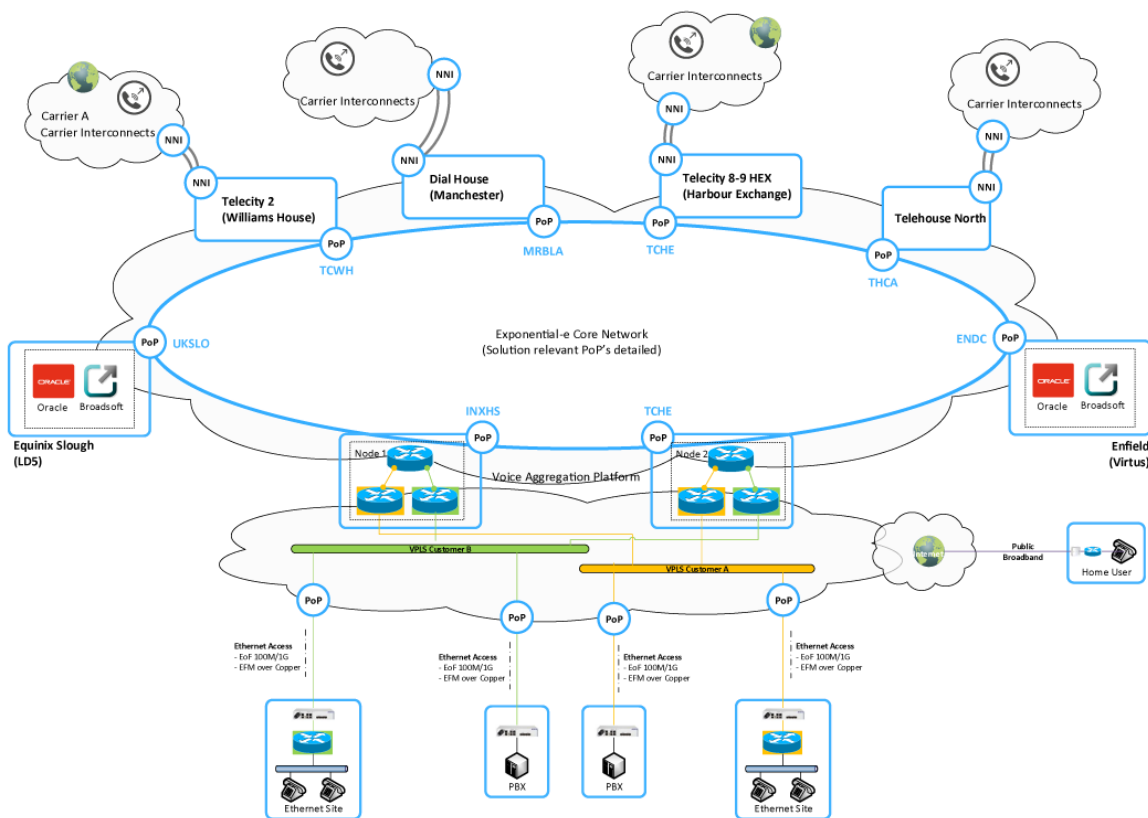
Our UK Data Centres have resilient connections to secure UK government networks such as HSCN Assured as well as large scale, DDoS protected internet connectivity. We also offer the ability for customers to present their own connections (such as direct connectivity into your MPLS, or inexpensive point to point connections via leased lines) and the Secure Remote Access solution to allow security assured VPN access to the Elevated OFFICIAL platform.

Key Technical Features

As a Cloud-based platform, the Exponential-e Hosted PBX Service is deployed in a resilient, highly available manner with multiple levels of redundancy. The underlying infrastructure is distributed across multiple Data Centres. As such, the customer’s Hosted PBX service is automatically protected against failure of any single component or connection within the platform, as illustrated overleaf.

Disaster Recovery – The Hosted PBX service is therefore designed to continue its operation in spite of a catastrophic loss of any one Data Centre.

Backup and Restore – Unlike a Cloud (IaaS) environment, the Hosted PBX service does not retain any customer data files which might require backup.



Service Offerings

Name	Functional Summary	Office Lite	Office	UC-One
Call Waiting	Enables the user to answer a call while already engaged in another call	✓	✓	✓
Call Reporting	Provides call information dashboards and reports for a group of lines based on data updated every 15 minutes	✓	✓	✓
Call Forward Always	Forwards a call to one destination regardless of caller id or user line state	✓	✓	✓
Call Forward Busy	Forwards a call to one destination when the user is busy	✓	✓	✓
Call Forward No Answer	Forwards a call to one destination when the user does not answer	✓	✓	✓
Call Return	Enables the user to return the call from the last party that called.	✓	✓	✓
Call Transfer	Enables the user to transfer an incoming call to a specified destination	✓	✓	✓
Hunt Group	Distributes phone calls from a single incoming telephone number to a group of phone lines	✓	✓	✓
3-way Calling	Enables the user to add an additional participant to an existing call	✓	✓	✓
Do-not-Disturb	Enables the user to appear to be busy and so cannot answer calls		✓	✓
Anonymous Call Rejection	Automatically rejects calls from parties that have hidden their identity.		✓	✓
Speed Dial	Enables the user to define shortcuts for frequently dialed or hard-to-remember digit strings (e.g. conference access codes)		✓	✓
Call Pickup	Allows a user to answer a ringing phone remotely		✓	✓
Call Park	Allows a user to park an answered call so that it can be picked up by another user		✓	✓
Call Pickup	Allows a user to answer a ringing phone remotely		✓	✓
Group Paging	Allows a user to initiate a multi-person call with a set of predefined participants		✓	✓
Hot-Desking	Provides extension mobility between devices by enabling users to login to access their voice service from multiple devices.		✓	✓
Voicemail	Enables callers to leave voice messages, and the user to be notified of and then retrieve the message		✓	✓
N-Way Audio Calling	Enables the user to add more than one additional participant to an existing call			✓

Selective Call Control	Enables the user to specify criteria for incoming calls to be automatically accepted or rejected with a call treatment applied.			✓
Find-me / Follow-me	Enables the user to specify a list of destinations that should be alerted in sequence for incoming calls that match specific criteria			✓
Multiple Call Appearances	Enables incoming calls to appear on multiple handsets simultaneously			✓
Instant Messaging and Presence	Enables a user to notify other users of their availability, to be aware of other users' availability and to exchange instant messages with other users			✓
N-Way Video Calling	Enables a user to initiate a video call with another user and to add additional parties			✓
Desktop Sharing	Enables a Desktop Client user to share their desktop with other users			✓
Audio conferencing	Enables a user to initiate an audio conference from the Mobile/Tablet or Desktop client			✓
File Transfer	Enables a user to send files to or receive files from another user			✓
Outlook Integration	Integration with Outlook Contacts and Calendar entries			✓
Desktop Client	Provides communication and collaboration functions for PC or Mac			✓
Android Phone Client	Provides communication and collaboration functions for Android phones			✓
iOS Phone/Tablet Client	Provides communication and collaboration functions for iOS phones and tablets			✓

VoiceMail

Enables users to record messages for incoming calls that are not answered within a specified number of rings, receive busy treatment or are transferred directly to voice mail. Incoming callers are given the options to review and change their message and get a warning tone if their message is about to reach the maximum configured length.

Users can configure the service via their personal web portal or by calling into their voice portal from any phone. The personal web portal enables users to control whether their voice mail messages are to be delivered to their e-mail account as .wav attachments and/or to the voice messaging system repository for retrieval from a phone. Users can also set their password and elect to give callers the option of connecting to an attendant by pressing 0. This attendant can be an individual user, auto attendant or a hunt group.

By accessing the voice portal from any phone, users can listen to, save, and delete each message, as well as move to the previous or next message. During the playback of a message, users have the option of skipping forward, skipping back, or pausing.

Replies to message senders can be sent, and messages can be forwarded with an introductory message to one or more group members, or to the entire group. Messages can also be composed and sent to one or more users in the group, or the entire group. Users have the option of marking a message as urgent or confidential. Users can also pre-configure lists of users to whom voice messages can be sent. The voice portal also enables users to record their name and multiple personal greetings for busy and unavailable. Users also have the option to enter a feature access code on their phone to clear their Message Waiting Indicator (MWI).

For voice to email delivery of messages the DDI of the incoming call will be presented in the Subject line of the e-mail.

If a user has UC One, they are able to have visual voicemail, allow the user to choose the voicemail they wish to listen to first. Within the voicemail window, it will display the caller's presence and allows direct call back.

Mobile Twinning (Simultaneous Ring)

Enables users to have multiple phones ring simultaneously when any calls are received on numbers registered on their Hosted PBX. The first phone to be answered is connected. For example, calls to a user's desk phone could also ring the user's mobile phone, in case the user is not at his/her desk.

Hot Desking

Companies often reserve a set of cubicles and phones for mobile workers who come into the office from time to time. Hot Desking enables mobile users to share office space and phones on an as-needed basis. The Hot Desking service supports this activity by enabling users with guest privileges to log in to a host account. This enables the employee to use the host phone to make and receive their calls as usual, while retaining their own hosted communications user profile.

The Exponential-e Hosted PBX service is deployed across a number of our secure Data Centre facilities. It is not currently accredited however we believe that it will be suitable for IL2 requirements and it is our intention to formally accredit the Hosted Voice service to IL2 standards.

Exponential-e's platform for Hosted PBX (Unified Communications & Collaboration) services is built on secure networking and computing infrastructure hosted within racks in Data Centres to which only Exponential-e have access. Access to public-facing portals, applications and services can only be gained by successfully completing Username/Password Authentication required log in to a respective platform. These credentials will be supplied to nominated users and/or a technical contact during the service installation phase. In the case of web portals, data confidentiality is provided by using SSL (HTTPS) web pages.

Exponential-e follows industry recommendations regarding Confidentiality, Integrity and Authentication. However, once customer access to the HPBX platform has been granted by the release of Authentication credentials, Exponential-e cannot be held responsible for security breaches or fraudulent activity performed by the customer or by 3rd parties who may have compromised the security of services or applications.

Examples of potential security risks or fraudulent activities include, but are not limited to:

- Exposing user or admin login credentials to unauthorised users
- Allowing premium rate or international calls to be made by users
- Unauthorised intruders gaining access to call-capable devices, software, or portals via the Internet or local network
- 3rd parties gaining access to a user's Voicemail
- Visitors to home or office locations (cleaners, maintenance, etc.) making unauthorised calls
- Disgruntled employees
- "Sniffing" for credentials, signalling or media content in IP transmission
- 3rd party discovery of weak/simple passwords

Exponential-e recommends that customers follow best practice regarding security:

- Set passwords that are difficult to guess. The more complex the password, the longer it will take for automated hacking utilities to "crack" the password
- Use physical security such as CCTV and lockable communications rooms/racks
- Request that certain call destinations that may be used to generate unreasonable call charges are blocked

Exponential-e will put the following preventative measures in place:

- Outbound calls to premium rate number prefixes (0891, etc.) blocked by default (can be unblocked upon request)
- Minimum password length/complexity

Customers will be responsible for all call charges incurred on their Voice Services, regardless of whether they are fraudulent or legitimate, so it is recommended that customers put all precautions in place to mitigate the risk of fraud or intrusion.

UC-One Soft Client

UC-One client supports both iOS and Android devices to provide app services of the UC-One client. Additionally, the desktop client is supported on Windows and MAC operating system.

UC-One shall provide you with the ability to integrate the HPBX service with their smart phones (and associated call charges) which will allow all users to choose between their Smart phone and/or desk phone without any loss in functionality. This will be achieved using our UC-One licence which is available as an App for iOS and Android. The UC-One application has the same call features as the desk phone so that all employees can choose between smartphone and/or desk phone operation on a per-user basis without any loss in functionality.



Key features:

- Instant messaging - with presence lets employees know, with just a quick glance, whether colleagues are available and if they can have a quick IM chat to answer questions and share information.
- Video - immediately connects disparate locations for efficient collaboration via laptop or mobile device, building consensus and camaraderie through visual cues.
- Desktop sharing internally and externally - gives an entire project or pitch team the ability to view demonstrations and presentations in real-time on their own devices—and reach consensus faster.
- File transfer - allows immediate transfer of essential electronic resources.
- Market offer designs that meet the needs of all businesses.

Call Analytics

Whether you are looking to optimise costs and resources or enhance existing contact processes, our advanced Call Analytics solution can provide a platform to further the development of your business.

Our comprehensive solution encompasses call reporting and call management services which provide key insight into the effects of current practices, enabling you to enhance the end user experience.

A versatile, intuitive, and cost-effective solution designed to adapt to the specific needs of your business. Deploying your call management system has never been easier with our Cloud-Based solution which side-steps the need for costly infrastructure, producing no additional capex costs

Limit costs further with our monthly per-user charge instead of being restricted by traditional long-term contracts Profit from a highly scalable solution which allows you to manage anywhere from 2 to 10,000 users across multiple sites with ease via our dedicated customer portal. Enjoy the benefits of viewing over 200 sets of historic and real-time statistics on live wallboards either on-site or remotely via your preferred device (mobile, laptop, etc.)*

Digital wallboards can be configured to display the metrics you require whilst statistics can be viewed in chart format* to easily identify trends and track performance levels. We deliver a tailored solution with the added value of integrating with our Call Recording Solution to offer more detailed monitoring of inbound and outbound communications

Call Analytics Lite

- The essential tool for managing your communications.
- Cradle-to-grave historical and scheduled reporting.
- Trend analysis over various intervals (i.e. every 30 minutes, daily, weekly, and monthly).

Call Analytics 1000

- Offers real time call analytics
- Display on desktop wallboard or Wallboard App
- Monitor extension activity

- View the status of colleagues
- Recover abandoned calls and potential lost revenue
- Includes features from Lite

Call Analytics 2000

- The complete contact centre tool
- Measure factors such as time on duty
- Manage staff, campaigns and resources effectively
- Optimise customer service
- Includes features from Lite and 1000

Service Levels

Service Availability

The Target Availability Service Level for each type of UCC Service is provided within the Service Level Agreement sections of the relevant Service Handbook.

Availability is calculated on a calendar monthly basis using a 730 hour month and the following formula:

$$P = \frac{730 \text{ Hours} - A}{730 \text{ Hours}} \times 100$$

Where P = Percentage availability. A = Sum of all events of unavailable service in that month measured in hours.

The Hosted PBX availability is defined, for each particular Customer Site, as the ability to make/receive calls to/from the PSTN from the SDP.

Target Availability

Service	Target availability
Hosted PBX Service	99.99%

The Service Level Agreement is only provided where an uncontended Exponential-e private Ethernet over Fibre connectivity service is used to access the Voice Services Platform. Where alternative Exponential-e connectivity service are used (e.g. Ethernet over Copper or Broadband), 3rd party Ethernet over Fibre connections used or connectivity is achieved via a mobile or desktop client over the Internet, no service level agreement will apply.

What Billing Models are Supported?

Exponential-e will provide a web-based portal with the capability to provide an array of billing/invoicing options. The portal will allow our clients to download and export call statistics 24x7x365, and generate reports and graphical reports based on their specific requirement.

Upon entering the user ID and password, our clients will be automatically directed to a Billing Service Summary as illustrated below:

Billing Service Summary

Account Name		Invoice Number 01643	
Account Number		Invoice Date 16 August 2012	
		Billing Period 01 July 2012	
Invoice			
Summary Of Call Charges			
UK National Calls	£		726.9613
International Calls	£		1642.6524
Mobile Calls	£		1488.0555
Non-Geographic Calls	£		962.1685
<hr/>			
Net Amount Due (excluding VAT)	£		4811.8400
VAT at 20%	£		962.3700
<hr/>			
Total Amount	£		5774.2100

© 2011 Exponential-e Ltd

The user can review different invoice numbers, dates and alternative billing periods to obtain a summary for the required time frame and associated costs.

The web-portal will also provide itemised billing showing the date, time of call, duration of call and the cost aligned. This can be further broken down to reveal which calls are national and international and if required the country to which the call was made.

Itemised Billing

Call Type	Destination Type	Date	Time	CLI	Other Party	Duration (Secs)	Cost	
Outbound	National	01/07/2012	00:07:19	00000000000000000000	00072362956	10	0.0100	
Outbound	National	01/07/2012	01:02:49	00000000000000000000	00072362956	11	0.0100	
Outbound	UK Mobile	01/07/2012	01:06:47	00000000000000000000	07774671315	04	0.0100	
Outbound	National	01/07/2012	03:05:14	00000000000000000000	00072362956	12	0.0100	
Outbound	UK Mobile	01/07/2012	07:00:39	00000000000000000000	07774671315	17	0.0100	
Outbound	UK Mobile	01/07/2012	07:01:09	00000000000000000000	07774671315	17	0.0100	
Outbound	UK Mobile	01/07/2012	07:01:42	00000000000000000000	07774671315	3	0.0100	
Outbound	National	01/07/2012	08:01:34	00000000000000000000	00072362956	13	0.0100	
Outbound	National	01/07/2012	09:13:26	00000000000000000000	00072362956	19	0.0100	
Outbound	National	01/07/2012	11:04:02	00000000000000000000	00072362956	12	0.0100	
Outbound	National	01/07/2012	12:01:09	00000000000000000000	00072362956	16	0.0100	
Outbound	National	01/07/2012	14:08:13	00000000000000000000	00072362956	13	0.0100	
Outbound	National	01/07/2012	17:04:03	00000000000000000000	00072362956	13	0.0100	
Outbound	National	01/07/2012	18:03:30	00000000000000000000	00072362956	16	0.0100	
Outbound	National	01/07/2012	18:04:02	00000000000000000000	00072362956	3	0.0100	
Outbound	National	01/07/2012	18:04:06	00000000000000000000	00072362956	14	0.0100	
Outbound	National	01/07/2012	19:00:05	00000000000000000000	00072362956	13	0.0100	
Outbound	National	01/07/2012	19:00:34	00000000000000000000	00072362956	10	0.0100	
Outbound	National	01/07/2012	22:03:26	00000000000000000000	00072362956	10	0.0100	
Outbound	National	01/07/2012	23:04:43	00000000000000000000	00072362956	11	0.0100	
							2880:07:12	£4,811.8377

For further analysis the tool has the ability to allow our clients to filter on frequently dialled numbers, destinations, and the most expensive calls as shown in the screen shot below: Most Expensive Calls

Call Date	Destination	Phone No	Other Party	TotalDuration	TotalCharge
18-07-2012 11:41:02	Lebanon	000018432183		00:19:42	£24.66
24-07-2012 13:57:16	Luxembourg	00352404900074		01:00:42	£24.24
02-07-2012 22:41:47	Kenya Mobile	00254733567320		01:02:26	£23.71
09-07-2012 18:37:42	Sweden	004649168468		00:48:06	£18.89
29-07-2012 09:01:07	USA	0097145064054		00:13:24	£15.80
05-07-2012 14:58:06	Switzerland Mobile	0041823620722		00:43:06	£15.79
20-07-2012 13:48:06	Italy Mobile	00393479204824		00:42:15	£14.58
05-07-2012 19:48:29	Nigeria Mobile	002348033861388		00:51:24	£14.18
05-07-2012 19:51:58	Nigeria Mobile	002348033861136		00:48:22	£13.30
29-07-2012 10:14:45	Korea Rep	008223188867		00:35:44	£13.02
04-07-2012 09:49:07	Korea Rep	00822271290174		00:31:28	£12.20
04-07-2012 14:39:02	USA	0087149230008		00:49:22	£12.01
31-07-2012 19:29:13	Korea Rep	00822271290281		00:32:35	£11.87
17-07-2012 12:38:12	Multimedia (009)	00444737273		02:37:34	£11.12
17-07-2012 12:59:38	Kenya Mobile	00254734186619		00:27:41	£10.12
26-07-2012 17:00:02	Tanzania Rep Mobile	0022098125222		00:17:53	£10.01
28-07-2012 14:15:41	Singapore Mobile	006591823061		01:03:18	£9.50
04-07-2012 17:18:24	Egypt Mobile	00207001810453		00:43:51	£9.25
31-07-2012 18:00:26	Multimedia (007)	0071283668		00:51:59	£9.14
17-07-2012 18:57:25	Multimedia (009)	00444737273		01:41:27	£9.13
16-07-2012 11:25:48	Sweden	004649168468		00:26:09	£9.03
30-07-2012 11:21:31	Nigeria Mobile	002348033861388		00:32:45	£9.01

Graphical Reporting

In addition to providing standard reports in PDF, the tool will allow our clients to generate graphical reports. By choosing the type of graphical report that the client requires, bar chart or line graph, they can review and analyse specific details for example: correlations between the time of day and amount of calls.



In addition, Exponential-e’s billing web-portal can provide the following:

- Current bill by Service number
- Directory enquiry and special call charges detail
- The ability to drill in to each service number to obtain relevant information

Reporting

Customers have access to comprehensive reporting tools, either administrator level providing a global view of the company’s Hosted PBX system, or for a user to view their personal call logs.



A web portal provides a simple user interface to query existing call data allowing searching based on time and date, direction of call and even missed calls.

What are the Terms and Conditions?

Please refer to the Terms and Conditions document for full details. The appendix at the foot of this service description provides a service summary.

Appendix

On-boarding and Off-boarding

Service On-Boarding is the process by which we would engage with a customer to:

- Build the base Hosted Environment
- Customise the various features and options
- Connect the customer to our platform
- Migrate any PSTN numbers to the platform
- Commission the service

Service Off-Boarding is the process by which we would engage with a customer to:

- Migrate any PSTN numbers away from the platform
- Decommission the Hosted service

On-Boarding

Exponential-e will engage a variety of Telecommunication Service Providers to route calls. Although the choice of upstream Telecommunications Service Providers is not significant to customers during day-to-day operation, it will have an impact during the initial Implementation phase when Telephone Number(s) or Number range(s) are transferred to an Exponential-e UC Service.

Number Porting

Number Porting is defined as the transfer of Telephone Number(s) or Number Range(s) held by a Customer from one Telecommunications Service Provider to another so that any inbound calls are routed through the PSTN to the correct destination. There are three parties involved:

- Customer (the Telephone Number(s) or Number Range(s) holder)
- LSP (Losing Telecommunications Service Provider)
- GSP (Gaining Telecommunications Service Provider)

When a customer wishes to move their Telephone Number(s) or Number Range(s) from an LSP to a GSP, a Porting Agreement must exist between these two Service Providers. If a Porting Agreement does not exist, it will not be possible to move Telephone Number(s) or Number Range(s) between Service Providers. The Customer must confirm with Exponential-e that a suitable Porting Agreement is in place between the GSP and the LSP prior to requesting that Telephone Number(s) or Number Range(s) are transferred to or from the Hosted PBX Service.

When porting a contiguous range of numbers, the entire number range must be transferred from LSP to GSP. It is not possible to transfer individual numbers or selected groups of numbers from a contiguous number range. In order for Number Porting to occur in a timely manner, Exponential-e will collect information from the customer during the implementation process. If any of this information is found to be incorrect or inaccurate, Number Porting may be delayed or be impossible, thus leading to significant changes to delivery timescales. It may be impossible to port numbers or delays may also be incurred if the LSP does not fulfil their responsibilities in the Porting Agreement, refuses to comply with requests or makes an error in the release/transfer of Telephone Number(s) or Number Range(s). In any of these cases, Exponential-e cannot be held responsible for delays in delivering services using Ported Numbers or if numbers prove impossible to port.

Number Migration

As Exponential-e reserve the right to select a Telecommunication Service Provider for the routing of inbound and outbound calls, it may be possible to avoid Number Porting and instead perform Number Migration if the LSP and GSP are the same entity. If Number Migration is possible, Exponential-e will still need to collect information from the Customer regarding their Telephone Number(s) or Number Range(s) in order to request that inbound calls are routed to the Hosted PBX Service. Exponential-e cannot be held responsible for any delays in delivering services using Number Migration if inaccurate or incorrect information is supplied by the Customer or the Telecommunication Service Provider is unable or unwilling to route inbound calls to Telephone Number(s) or Number Range(s) to the Exponential-e Hosted PBX Service.

DDI Provision

Exponential-e can provide new geographical DDI (Direct Dial In) Number(s) upon request. DDI numbers can be single numbers or number ranges with geographical prefixes, for example a London DDI will begin "020-xxxx-xxxx". Exponential-e cannot guarantee the availability of preferred numeric digits within Telephone Numbers or Number Ranges, however customers can request any preferences prior to new DDI numbers being allocated. With Exponential-e's Hosted PBX Service it is not necessary to order DDI numbers with geographical significance to the location of the PBX system or users. For example, a customer may order DDI numbers with a geographical prefix suggesting a London location and route those numbers to an on-net location anywhere in the UK.

NGN and International DDI Numbers

NGNs (Non-Geographic Numbers) are numbers that have a prefix that is not related to a specific region. Examples of NGNs include numbers with "0800", "0845" or "0870" prefixes. A common reason for a customer requesting NGNs is to provide callers with Freephone, Lo-call or revenue-generating Premium rate services. International DDI Numbers are numbers which are controlled and issued by Telecommunication Regulatory Bodies of countries outside the United Kingdom. A common reason for a customer requesting International DDI Numbers in a particular country might be to prevent their callers from incurring International Call Charges when calling from their country of residence. NGNs and International DDI Numbers are available upon request and will be subject to special terms and conditions not covered within this document.

Service Delivery and Acceptance

After order acceptance, the project is assigned to the Unified Communications & Collaboration (UCC) Provisioning team and Service Delivery teams in order to complete all the works required to provide the Service(s). An introduction call or email, depending on the complexity of the solution, will take place with the customer, Account Manager and a member of the UCC Provisioning team. The UCC Provisioning and Service Delivery teams will liaise with the customer to ensure that all relevant information is obtained and provide regular progress reporting and on-going support throughout the life-cycle of the project. All activities related to service delivery are scheduled within Normal Business Hours by default. If the customer requests to re-schedule these outside of Normal Business Hours and Exponential-e is able to accommodate this, additional charges shall be applicable.

Service Handover

Once the installation and setup of the Service(s) is completed, the UCC Provisioning or Service Delivery team will notify the customer by email that the Service(s) is ready to be used.

Service Acceptance Tests

Where applicable to a Service, acceptance tests are set out in the relevant Service Handbook.

Off-Boarding

Exponential-e will engage with the customer to determine the most appropriate migration approach at the point where the customer wishes to migrate services away. In the event that the migration away from Exponential-e requires the porting of numbers, then the customer and their new service

provider will need to undertake the porting exercise, with Exponential-e providing co-operation where necessary. Once the porting of numbers has been completed and the customer is no longer using the features and services on our platform, the customer-specific configuration, accounts and licenses can be removed in accordance with our service cease process.

Service Constraints

Emergency Services

The Exponential-e Hosted PBX Services Platform should not be considered suitable for use in an emergency, although it will be possible to call emergency service numbers, such as 999 and 1XX. The customer is advised to retain or purchase alternative services which can be used to contact emergency services that are not susceptible to local loss of power or Exponential-e IP network outages, such as Plain Old Telephone Service (POTS) or mobile (cell) service.

Use of Service

Exponential-e will provide the customer with the ability to make and receive calls to local, national, international and non-geographic telephone numbers on the PSTN. Exponential-e may allow the customer to use the service for fax transmission if this requirement is identified prior to installation, however this service will only be provided on a “reasonable-endeavours” basis. Exponential-e does not support the use of data services, such as dial-up internet, or 3rd party messaging services via the Hosted PBX Services Platform.

Ordering and Invoicing

Billing for the service is monthly in arrears based on the consumption model chosen. Please refer to the Billing section earlier in this document for the consumption types.

Billing for the service is:

- Via Purchase Order
- At point of order for up-front fees
- Monthly in arrears for monthly fees

Payment can be made by direct bank transfer (BACS/CHAPS).

Trial Service

Exponential-e offers a 2 week, free trial, with the following limitations:

- 3 users on a single site provided with Polycom phones, UC-One licences and Expo-e DDIs
- 2 weeks duration
- Calls limited to UK landlines and major UK mobile networks

Free Trial conditions as outlined in the associated Terms & Conditions apply.

Service Lead Times

Exponential-e's Hosted PBX, Telephony and Unified Communications Service lead times are 30 Working Days*

* From order acceptance. Lead time is subject to confirmation if changes are made by the customer and/or further information comes to light which would have affected the initial design. Exponential-e shall use reasonable endeavours to ensure that the customer may utilize the Service within this Target Service Commencement Date. However, where the Service is also part of a solution involving Connectivity Services, access to the Service shall also be dependent upon the lead times for the Connectivity Services.

Termination

Terms

At the point of termination, all customer data, accounts and access will be permanently deleted and will not be able to be subsequently recovered or restored.

Costs

There are no termination costs for this service. Customers are responsible for extracting their own data from the platform if required. Exponential-e may make an additional charge for transferring data out of the service.

Data Restoration / Service Migration

In many circumstances, Exponential-e can help facilitate a bulk migration to the platform using local data import. This is priced on a time and materials basis from the Exponential-e SFIA rate card.

Customer Responsibilities

- The control and management of access and responsibilities for end users including appropriate connectivity, security and accreditation if required. Where access is required over HSCN, the customer is responsible for adhering to the Code of Connection and assigning appropriate IP addresses from their own allocation to their services hosted on the Exponential-e platform.
- Management and administration of layers above the Hadoop Core Platform (for example, data ingest, analytics jobs, visualisation, tool selection).
- Procurement of any additional partner services, product licenses or subscriptions as required for the customer's specific implementation.
- Customers must be aware of the variable nature of the billing based on usage.

Financial Recompense Model

Refer to the 'Service levels' section earlier in this document.

Technical Information

Assured OFFICIAL (Lower Security Domain)

- Standard internet connectivity over common protocols (HTTP, HTTPS, SSH)
- HSCN — for access to the Health and Social Care community. You will need to complete the HSCN Information Governance Statement of Compliance process and be certified HSCN consumer.
- PSN Assured service — you need to be a PSN Service Provider or an HMG customer that has PSN certification.
- CAS(T)-compliant connections (leased line, MPLS)
- Non-CAS(T)-compliant connections (leased line, MPLS) using additional CPA/PEPAS overlay encryption
- Site-to-site VPN using standards-based IPSEC solutions
- Dedicated fibre connectivity within the Exponential-e Data Centre

Elevated OFFICIAL (Higher Security Domain)

- Preferred connectivity is over a Government Community Network such as N3 or PSN
- HSCN — for access to the Health and Social Care community. You will need to complete the HSCN Information Governance Statement of Compliance process and be certified HSCN consumer.
- PSN Protected service — you need to be a PSN Service Provider or an HMG customer that has PSN certification.
- Legacy networks such as PNN, via the PSN Protected service
- Exponential-e Secure Remote Access service
- Private circuit solutions including:
 - CAS(T)-compliant connections (leased line, MPLS) using additional CPA/PEPAS overlay encryption
 - Non-CAS(T)-compliant connections (leased line, MPLS) using additional CPA/PEPAS overlay encryption
 - Dedicated bonded fibre connectivity within the Exponential-e Data Centre

Feature Details

The list below includes standard and non-standard features that are part of the Hosted PBX service. Customers should be aware that consultation is required for any Hosted PBX solution and these are provided for guidance only.

Alternate Numbers

The Alternate Numbers service enables users to have up to ten additional phone numbers and/or extensions assigned to them. Normal ringing is provided for incoming calls to the primary phone number and users have the option of enabling one of five distinctive rings for the other ten. For outgoing calls from the user, the user's primary phone number is the calling line identity.

Anonymous Call Rejection

The Anonymous Call Rejection service enables a user to reject calls from anonymous parties who have explicitly restricted their Caller ID. By activating the service via a web interface, callers without available caller identification are informed that the user is not accepting calls at that time. The user's phone does not ring and the user sees or hears no indication of the attempted call. This service does not apply to calls from within the group.

Attendant Console

The software based Attendant console has advanced functionality to efficiently manage inbound callers with both announced and blind transfer, the ability to add call notes which transfer with the call and pre-defined contact groups to easily search for specific contacts, e.g. Sales and the Help Desk.

The Attendant Console graphically displays users - The Busy Lamp Field contacts search dynamically searches all directories including the group, departments, speed dials and Outlook contacts. Reception also allows the user to change the service configuration on of other users, e.g. if an employee is sick, the Receptionist can change their call forwarding to another number or employee.

Auto Attendant

The Auto Attendant serves as an automated receptionist that answers the phone and provides a personalized message to callers with options for connecting to an operator, dialling by name (last and first) or extension, or connecting to up to six configurable extensions (for example, 1 for Marketing, 2 for Sales, and so on). Configuration via the Hosted PBX User Portal Group web interface also allows for hours of operation to be modified, with different options available for hours that the company is open or closed. The hours of operation can be configured to be different for different days of the week or for specific dates (for example, recurring holidays).

Group administrators use their Hosted PBX User portal to record custom auto attendant greetings. For example, a message can be left remotely to indicate that the office has been closed due to inclement weather. In addition, users have the ability to record their name for play back when a caller dials by name or extension.

Automatic Hold/Retrieve

The Automatic Hold/Retrieve service provides an alternate method to hold and retrieve calls. Specifically, service can be setup where calls are held without having to use feature access codes. The service is especially useful to attendants handling large volume of incoming calls by allowing them to hold calls by simply transferring them to dedicated parking stations.

Barge-In Exempt

Users with Barge-In Exempt assigned to them cannot have their calls barged-in on by other users.

Blind Call Transfer

Blind Call Transfer enables a user to transfer a call unattended before or after the call is answered.

Call Centre

The Call Centre service enables business groups to set up a basic Call Centre with incoming calls received by a single phone number distributed among a group of users, or agents. The following functionality is included:

- Agent log in and log out
- Uniform distribution of incoming calls to the available agents
- Weighted call distribution to specified agents
- Queuing of the incoming calls that cannot be answered immediately
- Overflow to a given destination when the group is unable to accept calls
- Group policies (circular, regular, simultaneous, uniform, or weighted call distribution) used to redirect calls to agents
- Deflection to a given destination outside of business hours
- Music or video on hold

Various services, such as the Priority Alert service can be assigned to a Call Centre as a whole, rather than assigning services to each agent individually. In addition, a prefix can be appended to the Caller ID for calls distributed by the Call Centre service, thereby enabling Call Centre agents to be distinguished from direct incoming calls, for example, "Support – John Smith".

A variety of statistics are provided to monitor the performance of Call Centres, such as Average number agents busy and Average hold time before call loss. Statistics are also provided to track individual agent performance, such as Average time each agent spends on a call and Amount of time each agent logged on and idle. A statistics report can be generated daily and sent to one or two e-mail addresses.

Call Forwarding Always

Call Forwarding Always enables a user to redirect all calls to another destination. The user controls the service via a web interface or from his/her phone, via a star code. Both provide the ability to activate and deactivate the service. If activated, a user must specify the forwarding number.

Call Forwarding Busy

Call Forwarding Busy enables a user to redirect calls to another destination when an incoming call encounters a busy condition. The user can control the service via a web interface, which provides

the ability to activate and deactivate the service. Alternatively, users have the option of enabling and disabling the service using the respective feature access codes (that is, star codes). If activated, a user must specify the forwarding number.

Call Forwarding No Answer

Call Forwarding No Answer enables a user to redirect calls to another destination when an incoming call is not answered within a specified number of rings. The user can control the service via a web interface, which provides the ability to activate and deactivate the service. Alternatively, users have the option of enabling and disabling the service using the respective feature access codes (that is, star codes). If activated, a user must specify the forwarding number and the number of rings before forwarding.

Call Forwarding Remote Access

Call Forwarding Remote Access enables users to activate, deactivate, and program their Call Forwarding Always service from any phone via their Hosted PBX User Portal.

Call Forwarding Selective

Call Forwarding Selective enables a user to define criteria that causes certain incoming calls to be redirected to another destination. If an incoming call meets user specified criteria, the call is redirected to the user specified destination. The user controls the service via a web interface, which provides the ability to set the forwarding destination address and the criteria sets for determining which calls require forwarding. A criteria set is based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined and a different forward-to number can be set for each.

Call Notify

Call Notify enables a user to define criteria that causes certain incoming calls to trigger an e-mail notification. If an incoming call meets user specified criteria, an e-mail (or short message to a cell phone) is sent to the notify address informing the user of the details of the incoming call attempt. The user controls the service via a web interface, which provides the ability to set the notify e-mail address and the criteria sets for determining which calls trigger a notification. A criteria set is based on incoming calling line identity, time of day and day of week. Multiple criteria sets can be defined.

Call Return

Call Return enables a user to call the last party that called, whether or not the call was answered. To call back the last party that called, the user dials the call recall star code. The system stores the number of the last party to call, and connects the user to that party.

Call Transfer with Three-Way Consultation

This service enables a user to make a three-way call with the caller and add-on party before transferring the caller. To initiate call transfer with three-way consultation, the user depresses the flash hook and dials the add-on party. When the call is answered, the user depresses the flash hook

and forms a three-way call with the add-on party and caller. To transfer, the user hangs up causing the caller to be connected to the add-on party.

Call Transfer with Third-Party Consultation

This service enables a user to consult with the add-on party before transferring the caller. To initiate call transfer with consultation, the user depresses the flash hook and dials the add-on party. When the call is answered, the user can consult with the add-on party. To transfer, the user hangs up causing the caller to be connected to the add-on party.

Call Waiting

Call Waiting enables a user to answer a call while already engaged in another call. When a second call is received while a user is engaged in a call, the user is informed via a call waiting tone. To answer the waiting call, the user depresses the flash hook. The user connects with the waiting party and holds the original party. By depressing the flash hook, the user reconnects to the original party and holds the waiting party. The feature completes when any party hangs up.

Users can activate/deactivate the Call Waiting service for all incoming calls via their web interface. Users also have the option of cancelling their Call Waiting on a per-call basis by dialling a star code before making the call, or after a switch-hook flash during the call. Once the call is over, Calling Waiting is restored.

Call Intercept

Call Intercept enables group administrators to intercept calls routed to a non-working internal line with informative announcements and alternate routing options. The service can be assigned to an individual user's phone number (for example, when they have left the company) or it can be assigned to all the members of the group.

Call Park and Call Pickup

Call Park enables a user to hold a call and to retrieve it from another station within the group. To park a call, a user depresses the flash hook and dials the call park star code. The call is parked and the caller is held. To retrieve the call, the user goes to any phone in the group and dials the call retrieve star code, followed by the user's extension. The call is retrieved and connected to the retrieving user.

Directed Call Park enables a user to hold a call against a specific extension and to retrieve it from another station within the group. To park a call, a user depresses the flash hook and dials the directed call park star code followed by the extension to park against. The call is parked and the caller hears silence.

To retrieve the call, the user goes to any other phone in the group and dials the call retrieve star code, followed by the extension to which the call was parked. The call is retrieved and connected to the retrieving user.

Call Pickup

Call Pickup enables a user to answer any ringing line within their pick-up group. A pickup group is a group administrator defined set of users within the group, to which the call pickup feature applies. To pick up a ringing call, a user dials the call pick up star code. The user is then connected to the caller. If more than one line in the pickup group is ringing, the call that has been ringing the longest is answered.

Directed Call Pickup

Directed Call Pickup enables users to answer a call directed to another phone in their group by dialling the respective feature access code followed by the extension of the ringing phone.

Calling Line ID Blocking

Calling Line ID Blocking enables a user to block delivery of his/her identity to the called party. The user controls the service via a web interface, which provides the ability to activate and deactivate the service. If activated, all calls made by the user have the user's identity blocked.

If this service is activated, users can still choose to allow the delivery of their Calling Line ID on a specific call by entering the respective feature code (*65 default). Once the call is over, Calling Line ID Blocking is restored.

Calling Line ID Blocking per Call

Calling Line ID Blocking per Call enables users to block their outgoing caller ID on a per-call basis by dialling a star code before making the call.

Calling Line ID Blocking Override

Calling Line ID Blocking Override enables users with this service assigned to always receive the Calling Line ID if available, regardless of whether or not it is blocked by the calling party. As an example, this capability could be used by law enforcement agencies in certain countries.

Calling Line ID Delivery

Calling Line ID Delivery enables the delivery of a caller's identity to a user via the Hosted PBX User Portal and phone (if capable). Delivered information includes the caller's phone number and name. The information is delivered to the web interface and the phone (if capable) only if the information is available and has not been blocked by the caller.

Service providers have the ability to assign the following capabilities independently of each other: Internal Calling Line ID Delivery and External Calling Line ID Delivery. Once assigned, users have the ability to enable or disable the service.

Calling Name Delivery

Calling Name Delivery provides the calling name for incoming calls by querying an external database for the information if it is not received in the call set-up messaging. Although BroadWorks' standard

Calling Line ID Delivery provides the calling number and name for all calls within BroadWorks, calling name information is typically not passed with calls received from external parties (for example, PSTN-originated calls).

Consultation Hold

Consultation Hold enables a user to put the caller on hold, and make a consultation call to another party. To initiate consultation hold, the user depresses the flash hook and dials the add-on party. When the call is answered, the user can consult with the add-on party. To drop the add-on party and reconnect to the original party, the user depresses the flash hook twice.

Direct Inward/Outward Dialing

Users can be assigned a 10-digit directory number that can be used to place/receive calls directly from/to their phone, without forcing access via a central number.

Directed Call Pick-Up with Barge-In

In addition to the ability to pick-up a call directed to another user in the same customer group, this version of the Directed Call Pick-Up service also enables the user to barge-in on the call if already answered, thereby creating a three-way call. Administrators can configure whether or not a warning tone is played when a barge-in occurs.

Distinctive Alert/Ringing

Distinctive Alert/Ringing service provides a different call waiting tone (that is, alert) or a different ringing cadence for intra-group calls versus calls received from outside of the group. Calls made within a multi-group enterprise are also recognized as internal calls.

This service is provisioned as part of the Priority Alert/Ringing service, so users must choose to enable either Distinctive Alert/Ringing or Priority Alert/Ringing (different tone/ring for user-specified phone numbers) at any given time.

Do Not Disturb

Do Not Disturb allows a user to set their station as unavailable. All calls to the user are given busy treatment. The user controls the service via a web interface, which provides the ability to activate and deactivate the service. An indicator on The Hosted PBX User Portal is also available for users. Alternatively, users have the option of enabling and disabling the service using the respective feature access codes (that is, star codes). If activated, all calls to the user are given busy treatment.

Fax Messaging

The Exponential-e Fax Messaging service offers an optional add-on service that provides integrated fax messaging. From the phone interface, users can listen to information about fax messages, such as the date and time they were delivered, and the number of pages. Users can also send the messages to a fax machine for printing. Alternatively, users can retrieve their fax messages by e-mail, as attachments in TIFF image file format.

Extension Dialling

End users are able to dial extensions via their phone to call other members of their business group.

Hot Desking

Companies often reserve a set of cubicles and phones for mobile workers who come in to the office from time to time. Hot Desking enables mobile users to share office space and phones on an as-needed basis.

Last Number Redial

Last Number Redial enables users to redial the last number they called by clicking the “Redial” button.

Multiple Call Arrangement

Multiple Call Arrangement overlays Shared Call Appearance (SCA), allowing users to make and receive multiple calls simultaneously on their different SCA locations. This feature provides more effective support for the manager/administrative assistant scenario in the following ways:

All incoming calls are presented to all locations, regardless of ongoing calls.

When a location is busy on a call, other locations can still originate calls.

Personalized Name Recording

Users can record their name to be played back to incoming callers in conjunction with multiple services, including Voice Messaging and Auto Attendant.

Group Phone List

This phone list enables users to dial any other member of their business group by selecting from a list of names. The list also serves as a searchable company directory, listing names, numbers and e-mail addresses.

Each user added to the group is automatically added to this list. Also included are the extensions for reaching the Auto Attendant(s), Hunt Group(s), and the UCC Portal, when applicable. Group administrators can add additional phone numbers to the Group Phone List by either adding them individually via their web portal or by importing them from a file.

Personal Phone List

This phone list enables users to dial frequently called numbers by selecting from a searchable list of names.

Call Log

The Call Log enables users to view and dial from the following lists of stored numbers: missed, received, and dialled.

Push To Talk (Intercom)

Push To Talk provides user-to-user intercom service across an enterprise. When a user dials the respective feature access code followed by the called party's extension, the system requests that the called station answer automatically. Users and administrators can define accept and reject lists, which may include wildcards.

Selective Call Acceptance

Selective Call Acceptance enables a user to define criteria that causes certain incoming calls to be allowed. If an incoming call meets user specified criteria, the call is allowed to connect to the user. All other calls are blocked and the caller is informed that the user does not wish to receive their call. The user controls the service via a web interface, which provides the ability to set the criteria sets for determining which calls are allowed to complete. A criteria set is based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined.

Selective Call Rejection

Selective Call Rejection enables a user to define criteria that causes certain incoming calls to be blocked. If an incoming call meets user specified criteria, the call is blocked and the caller is informed that the user is not accepting calls. The user controls the service via a web interface, which provides the ability to set the criteria sets for determining which calls require blocking. A criteria set is based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined.

Sequential Ring

Sequential Ring enables users to define a "find-me" list of phone numbers that are alerted sequentially for incoming calls that match specified criteria. While the service searches for the user, the calling party is provided with a greeting followed by periodic comfort announcements. The caller can also interrupt the search to leave a message by pressing a DTMF key.

Service Scripts

The Service Scripts feature allows the use of custom scripts, written in Call Processing Language (CPL), to perform custom call enhancements, such as call routing, screening, or notification services. Service scripts can be provided at both the user and group level; group-level scripts apply to all users in the group, except users with a different script set specifically for them.

Shared Call Appearance

Shared Call Appearance (SCA) ties multiple devices to the same user, allowing incoming calls to ring on up to 35 additional phones simultaneously and connecting to the first phone to be answered. A call on a shared line can be held on one phone and retrieved from any other phone. Users can also elect to make and receive multiple calls simultaneously on their different SCA locations using Multiple Call Arrangement (MCA), for more information. If MCA is not engaged and one of the phones is already hosting an active call under the line ID, incoming calls are delivered to the active phone and any outgoing calls from another phone using the same line ID are blocked.

The following states can be presented across the lamps of certain IP phones: idle, progressing, alerting, active, held, and privately held. “Privately held” calls cannot be picked up at another station.

Example applications of Shared Call Appearance include setting up a second line for an executive assistant or creating a hosted key system solution with multiple lines being shared across multiple phones in an office.

The Shared Call Appearance service provides an attribute that is used to allow or disallow bridging between the SCA locations. This allows for bridging calls between shared call appearance locations to facilitate manager/administrative assistant interactions.

Simultaneous Ring

Simultaneous Ring enables users to have multiple phones ring simultaneously when any calls are received on their Exponential-e phone number. The first phone to be answered is connected. For example, calls to a user’s desk phone could also ring the user’s mobile phone, in case they are not at their desk.

Speed Dial 8

Speed Dial 8 enables users to dial single digit codes to call up to eight different numbers, such as frequently dialed numbers or long strings of digits that are hard to remember.

Three-Way Calling

This service enables a user to make a three way call with two parties, where all parties can communicate with each other. To initiate a three-way call while engaged in a regular two party call, the user depresses the flash hook and dials the third party. Before or after the third party answers, the user depresses the flash hook and forms a three-way call with the two parties. To drop the third party, the user depresses the flash hook and is reconnected with the original party in a regular two party call. If the user hangs up, all parties are released.

Voice Mailbox

The Voice Messaging service enables users to record messages from callers for calls that are not answered within a specified number of rings, receive busy treatment, or are transferred directly to voice mail. Callers have the option of reviewing and/or changing their message and hear a warning tone if the maximum message length is about to be reached.

A feature access code is available for users to send incoming calls directly to their mailbox or the mailbox of any other user within their group.

Immediate Voice Mail

This feature provides an “always on” voice mailbox for a user by allowing that user to set the “number of rings before greeting” parameter to “0”. When set to “0”, a caller is immediately provided the user’s no-answer greeting and the user’s device is not alerted.

Voice Message Call Back

Voice Message Call Back enables users to automatically call back the person who left them a message by hitting an option during or after listening to the message. Users revert back to their voice mail menu after calling back the party who left message. This feature only works when the caller's line ID is available.

Voice Message Waiting Indication


Voice Message Waiting Indication provides a stutter tone via the user's telephone when new messages reside in their voice mailbox. A visual indicator on the phone is also provided, if applicable.

Voice Messaging Notification

Voice Messaging Notification enables a user to be informed of new voice messages. The notification is in the form of an e-mail (or short message to a cell phone) or an indication on the user's station. The user controls the service via a web interface, which provides the ability to activate and deactivate email notification as well as the e-mail notification address.

Voice Messaging to E-mail

Users can configure the Voice Messaging service to have their voice messages delivered to a specified e-mail address in the form of an e-mail message with a .WAV file attachment. If available, the caller's name and number is also included in the e-mail subject line.

<p>Polycom VVX 301 / 311</p> <p>Backlit grayscale graphical LCD (208 x 104)</p> <p>6 line or speed dial keys</p> <p>Legendary Polycom HD Voice technology up to 14KHz on all audio paths (Speaker, Handset, Headset)</p> <p>2 x Ethernet 10/100 or GigE (VVX 311)</p> <p>Hard Keys: 12-key dial pad, home, speaker, mute, headset, volume, messages, hold, transfer</p> <p>4-way navigation cluster with centre "select" key</p>	
---	---

<p>Polycom VVX 401 / 411</p> <p>3.5" TFT (320 x 240)</p> <p>12 lines or speed dial keys</p> <p>Legendary Polycom HD Voice technology up to 14KHz on all audio paths (Speaker, Handset, Headset)</p> <p>2 x Ethernet 10/100 or GigE (VVX411)</p> <p>Hard Keys: 12-key dial pad, home, speaker, mute, headset, volume, messages, hold, transfer</p> <p>4-way navigation cluster with centre "select" key</p>	
<p>Polycom VVX 501</p> <p>3.5" TFT (320 x 240) Immersive capacitive touch UI</p> <p>Up to 12 line appearances</p> <p>Streaming media video playback</p> <p>Video conferencing via external USB cam</p> <p>Full Browser (Webkit)</p> <p>Legendary Polycom HD Voice up to 14KHz on all audio paths (Speaker, Handset, Headset)</p> <p>2 x Ethernet 10/100/1000</p> <p>2 x USB 2.0 host</p> <p>"Green" – low power</p> <p>Hard Keys: 12-key keypad, home, speaker, mute, volume and headset.</p> <p>Broad accessory support (Wi-Fi, DECT, and Expansion Modules).</p>	
<p>Polycom VVX 601</p> <p>Large (4.3") TFT (480 x 272) touch-screen</p> <p>Up to 16 line appearances/speed dials</p> <p>Immersive, capacitive touch UI</p> <p>Video playback and video conferencing via USB camera accessory.</p>	

<p>Legendary Polycom HD Voice technology up to 14KHz on all audio paths (Speaker, Handset, Headset).</p> <p>2 x Ethernet 10/100/1000</p> <p>2 x USB 2.0 host</p> <p>Green – low power.</p> <p>Minimalist Hard Keys: 12-button keypad, home, speaker, mute, volume, headset</p> <p>With integrated Bluetooth 3.0</p> <p>Broad accessory support (Wi-Fi, DECT, Expansion Modules and Video camera).</p>	
<p>Polycom IP 6000</p> <p>The IP 6000 features Polycom HD Voice technology, which boosts productivity and reduces listener fatigue by turning ordinary conference calls into crystal clear, interactive conversations that sound as natural as being there.</p> <p>Conferencing technology that is ideal for midsize rooms – The 12-foot (3.5-meters) microphone pickup is designed for small and midsize conference rooms accommodating up to 12 people.</p>	
<p>Polycom IP 7000</p> <p>Strong, robust SIP software – leverages the most advanced SIP endpoint software in the industry, with advanced call handling, security, and provisioning features.</p> <p>Large high-resolution display</p> <p>Built-in Power over Ethernet (PoE). An optional A/C power kit is also available.</p> <p>20-foot (6-meters) microphone pickup, even more with optional expansion microphones or multi-unit connectivity, reaching all corners of the room.</p> <p>Automatic Gain Control, which intelligently adjusts the microphone sensitivity based on where participants are seated.</p> <p>Resistance to interference from mobile phones and other wireless devices, delivering clear communications without distractions.</p>	

Real Presence Trio

Polycom RealPresence Trio provides that a new smart hub for your group collaboration.

RealPresence Trio lets you easily add HD content sharing and live video interaction into spaces where it wasn't available before.

20-foot pickup range and advanced audio technology such as enhanced Polycom®

HD Voice™ and the patented Polycom® NoiseBlock™

RealPresence Trio has a 5-inch colour touch screen and intuitive navigation and provides wired and wireless pairing with your personal devices using Bluetooth or USB. It even includes convenient, illuminated mute buttons on each leg so everyone in the room can manage the meeting experience

