SCHEDULE B: SERVICE DEFINITION FOR HOSTED PBX ("HPBX") SERVICE

Date: 03/01/2017

Version 1.0

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Document Control Information

Version History		
Version Number	**Date Approved**	**Change/Reason for Change/Comments**
1.0		Initial document creation

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1. Hosted PBX Service Description

The Hosted PBX Service provides users with Private Branch eXchange (PBX) functionality from centralised, resilient voice application servers. The Hosted PBX Service is customisable based upon user profile as follows:

Name	Functional Summary	Phone 1	Phone 2	Phone 3
Call waiting	Enables the user to answer a call while already engaged in another call			
Standard 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			
3-way Calling	Enables the user to add an additional participant to an existing call			
Hunt Group	Distributes phone calls from a single incoming telephone number to a group of phone lines			
Do-not-Disturb	Enables the user to appear to be busy and so cannot answer calls			
Speed Dial	Enables the user to define shortcuts for frequently dialled 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			
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			
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			
One Number	Provides a single number identity for making and receiving calls from any phone (e.g. home, office or mobile)			
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			

Name	Functional Summary	Phone 1	Phone 2	Phone 3
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			
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			

The following features are also available and may be added to individual DDIs.

Name	Functional Summary
Call Centre Agent	Enable users to perform call centre agent functions such as becoming a queue member, sign in/out, set availability states, enter call disposition codes and escalate calls to supervisors.
Call Centre Supervisor	Enables users to perform call centre supervisor functions such as monitoring queues, agents, and calls, whisper and barge-in on agent calls and the ability to generate ondemand reports on the key performance indicators.
Fax Mailbox	Extends a voicemail box with the ability to store incoming fax messages and forward them to a fax machine or an email address
POTS Analogue Line	Provides dialtone to an analogue device through the use of an Analogue Telephone Adaptor
Software Attendant Console	Enables receptionists to manage inbound calls and perform a variety of functions relating to incoming calls within an enterprise Softphone for Desktop Provides users with the ability to make and receive voice calls on their PC or Mac

The following group features may be added

Name	Functional Summary
Auto Attendant	Serves as an automated receptionist that answers incoming calls by providing menu options for the caller to select
Hunt Group	Distributes phone calls from a single incoming telephone number to a group of several phone lines

Hosted PBX Customer Premises Equipment (CPE)

Layer17 provides the Hosted PBX Service with a router. Layer17 maintains a "Compatible CPE list" covering additional optional CPE. Where this equipment is sold to the Customer by Layer17 the CPE can either be maintained by Layer17 under a maintenance service or else only the manufacturers' warranty will apply. Configuration details for Hosted PBX users will be provided to allow Customers to self-provision softphone clients (if applicable), but no support will be provided. Customer-supplied CPE not supported by Layer17 includes, but is not limited to, telephone handsets, mobile phones, PDAs, desktop/laptops and gateway devices.

Hosted PBX LAN Switching

In Hosted PBX deployments, Layer 2 LAN switches are necessary to connect multiple telephone handsets to the Layer17 SDP. This switch can be supplied by the Customer or Layer17 can sell this device to Customer at additional cost. Power over Ethernet (PoE) technology should be supported by the LAN switch in order for the telephone handsets to receive the power they require to operate. If the LAN switch does not support PoE, it will be necessary to purchase Power Supply Units (PSUs) for each handset requiring power. PSUs are not supplied with Telephone Handsets unless otherwise stated. Customers must ensure that their LAN switch is capable of generating the DC power output required by all connected devices. Failure to supply consistent levels of DC power can result in telephone handset malfunction for which Layer17 cannot be held liable. If Layer17 supply LAN switching, it is imperative that only the devices included in the original solution design are connected to prevent malfunction.

Structured Cabling

Customers must ensure that they have sufficient good quality cabling infrastructure, including network ports, to support the use of the Hosted PBX Service including CAT5e/CAT6 cabling infrastructure with RJ-45 connectors capable of supporting PoE. Layer17 will not be responsible for any problems caused by sub-standard, poor quality or damaged cabling.

2. Hosted PBX Service Demarcation Point (SDP)

The Hosted PBX SDP is the point up to which Layer17's service obligations apply and is the point up to which the Hosted PBX service level agreement covers. The Customer-facing Ethernet port(s) on the router will be the default SDP, unless a LAN switch is supplied as part of the Hosted PBX Service, in which case the Customer-facing Ethernet port(s) on the LAN switch becomes the SDP. Any failure of an EDD or router provided as part of the Layer17 Ethernet access service, shall only be considered as a failure of the Ethernet access service and not a failure of the Hosted PBX Service.

3. Hosted PBX Service Implementation

Layer17 will confirm low-level configuration requirements. If additional requirements not included in the original specification are uncovered during this stage, additional costs will apply.

Layer17 supplied CPE and Training

Layer17 provides an on-site installation service to connect telephone handsets to a LAN switch and ensure they operate correctly. If on-site training is to be provided, an engineer will visit a pre-defined Customer Site and provide training on the operation and features of the telephone handsets. Training is provided on a "one-one", "train-thetrainer" basis.

Customer-supplied CPE

Layer17 will provide configuration details for Hosted PBX users and agree IP addressing. It is the Customer's responsibility to obtain installation support.

Amortised Handsets

Where the Customer is purchasing telephone handsets on an amortised-cost model (as stated on the Order Form), title to the telephone handsets shall transfer at the end of the Initial Term, provided that all Charges due in respect thereof during the Initial Term have been paid.

4. Target Service Commencement Date

Hosted PBX Service   30 Working Days*

From order acceptance if provisioned over an existing Layer17 Ethernet access circuit / from date of provision of any new Smart Wires Service required. If no number porting/migrations are required, this lead time may reduce to 25 working days. Lead times are estimated, depend on the design of the solution and are subject to survey.

5. Hosted PBX Service Level Agreement (SLA)

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

Target Availability	
Hosted PBX Service	99.99%

The Service Level Agreement is only provided where an uncontended Layer17 private Ethernet over Fibre connectivity service is used to access the Voice Services Platform. Where alternative Layer17 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.