

SCHEDULE H: SERVICE DEFINITION: HOSTED CONTACT CENTRE (HCC) SERVICE

1. Hosted Contact Service Description

The Hosted Contact Centre Service provides a cloud based hosted contact centre solution which provides features and functionality to run an inbound, outbound or blended multi-channel environment.

The Hosted Contact Centre Service consists of:

- HCC Workspace which enables users to control and configure the HCC solution. Access is via web browser
- HCC Agent Toolbar which enables users to act as contact centre agents interacting with the system on a daily basis. Access is via web browser

2. Target Service Commencement Date

Hosted Contact Centre Service 30 Working Days*

* From order acceptance

3. Hosted Contact Centre Service Level Agreement

The Hosted Contact Centre Service availability is defined as the ability to handle incoming or make outgoing calls in accordance with the implemented configuration.

Target Availability

	Target Availability
Hosted Contact Centre Service	99.999%

Service Credits

	Measure	Service Credit*
Availability	>0.7 Below Target	10%

* The service credit is applied as a percentage of the fixed Monthly Charge for the Hosted Contact Centre for the affected Customer Site only.

4. Data Processing

When Exponential-e provides HCC Service, this may result in Exponential-e Processing Customer Personal Data. The following applies to the Processing of such Personal Data by Exponential-e:

Subject Matter of Processing

Phone numbers, call records, content of voicemails, email addresses, passwords/codes and usernames used in conjunction with the Service and/or Service portal.

Nature of the Processing

Storage, collection and reporting.

Location of Processing

The Processing will take place within the UK and/or EEA.

Appropriate Technical and Organisational Measures

With respect to the requirement set out in the General Terms in Clause 10.15 at point (ii), the Customer agrees that as far as it is concerned the security measures set out in the Contract and Exponential-e’s maintenance of the ISO27001 (Information Security Management) standard or any replacement or equivalent of either subsisting from time to time (the “Security Measures”) fulfils the requirement of appropriate technical and organisational measures and the Customer agrees not to contend otherwise, recognising that the Charges for the HCC Service directly relate to the Security Measures to be applied.