

SCHEDULE C: SERVICE DEFINITION FOR CALL RECORDING SERVICE

1. Call Recording Service Description

This Service allows users of Exponential-e's VSP to record, store and review audio telephone conversations without the need for additional on-site equipment, other than that supplied with the associated SIP Trunking or Hosted PBX Services. Exponential-e will provide this service from a centrally-hosted platform, giving users the ability to review/download audio recordings in GSM ".wav" format and view related reports from a secure web portal. An administrative user account can also be set up on this portal to manage and monitor multiple Call Recording users in an organisation. Call Recording offers duplex audio recording ensuring both the ingress and egress audio is captured and stored in a single ".wav" file. This Service is separated into two chargeable features:

Call Recording Licence

A Call Recording licence can be allocated to either a single new or existing user of the Hosted PBX Service or a single new or existing DDI number associated with the SIP Trunking Service. Audio calls made to or from the Hosted PBX user or SIP Trunking DDI will be recorded. The number of users or DDIs with the ability to record calls cannot exceed the number of Call Recording licenses purchased.

Cloud Audio Storage

Pricing is based on a variable "per Gigabyte per Month" billing model equating to the total storage consumption across all users in a group excess of a per user storage allocation of 5GB with the minimum charge set as one Gigabyte per month. The amount of storage consumed will depend upon quality, non-audio data (headers, etc) and fractions of time. Recordings will be available via a managed, secure web portal. No limit will be placed on the size/number of call recordings or the archive period they are stored for as the ability to delete old recordings will be made available through the web portal.

Web portal features

- Filtering: calls can be filtered by user, group, program or service
- Search: allows the user to enter text to define a search by a variety of variables to narrow in on a specific time or call
- Display Headers: headers can be sorted with various fields
- Recordings: lists all Recordings from search/filter in chronological order
- Playback: recording playback from Web UI with embedded media player (Microsoft Internet Explorer usually includes Windows Media Player)
- Export: ability to export recordings in WAV format
- Live Monitoring: enables users or supervisors (depending on privileges) to listen to live Calls
- Enables calls to be played / paused live via a PC
- Enables selected calls to be kept / discarded
- Programs: enables selective recording based on schedules & filter criteria
- Tags: a "tag" or bookmark which can be assigned to Calls
- Tags can be used to easily identify points in a Call
- Delete recordings
- Statistics/Summary Report: provided in PDF / HTML format

2. Call Recording Service Demarcation Point (SDP)

The Call Recording SDP is the point up to which Exponential-e's Call Recording service obligations apply and is the point up to which the Call Recording service level agreement covers. The portal is the default SDP.

3. Target Service Commencement Date

Call Recording Service 30 Working Days*

** From date of order acceptance. If an Order Form for an associated SIP Trunking or Hosted PBX Service is accepted at the same time as Call Recording, installation work will run concurrently with either/both of these Services.*

4. Call Recording Service Level Agreement

Call Recording Availability

The Call Recording Service availability is defined, for each particular Customer Site, as the availability of the Call Recording Service to record new audio telephone calls made or received by users of the Hosted PBX Service or DDIs

attributed to a SIP Trunking Service via either dedicated or temporary connectivity. Any failure of the Hosted PBX or SIP Trunking Service may result in new calls not being recorded, however existing stored recordings will be retained and can be reviewed via the web portal. This constitutes availability of the service, albeit without the capability of recording new calls. Similarly, any failure of an Exponential-e Connectivity Service used to access the web portal will not be deemed as a failure of the Call Recording Service, as the web portal will remain available to access via backup or 3rd party internet connections.

	Target availability
Call Recording Service	99.99%

No SLA will be honoured nor service credits offered when the Customer uses the portal to make destructive or semi-destructive changes to the Service including, but not limited to: disabling or pausing recordings, deleting audio files or changing user profile settings.

Service Credits

	Measure	Service Credit*
Availability	>0.1 Below Target	5%
	>0.5 Below Target	10%

* The service credit is applied as a percentage of the fixed Monthly Charge for the Call Recording Service for the affected Customer Site only (not including variable call or storage spend).

5. Data Processing

When Exponential-e provides the Call Recording 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

The content of voice calls, phone numbers, usernames, emails, passwords/codes 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 Call Recording Service directly relate to the Security Measures to be applied.