SCHEDULE D: SERVICE DEFINITION: CALL REPORTING SERVICE

1.   Call Reporting Service Description

This Service allows the Customer of Exponential-e's VSP to view call information relating to UCaaS Services. Exponential-e will provide this service from a centrally-hosted platform, giving users the ability to view/download call reporting information from a secure web portal. The Call Reporting Service provides live call reporting information. Reports can be customised and can be scheduled to run automatically. A more basic version of this Service is available as a feature within the UCaaS Service. The Call Reporting Service is available in three variants: "Lite", "1000" and "2000" as set out in the table below.

PRODUCT FEATURES

	Lite	1000	2000
Historic call logging and reporting	✔	✔	✔
Cradle-to-grave call visibility	✔	✔	✔
Trend analysis by timeframe	✔	✔	✔
Scheduled reporting	✔	✔	✔
Real-time call analytics		✔	✔
Wallboard app (Android and iOS)		✔	✔
Abandoned call recovery		✔	✔
Monitor extension activity		✔	✔
Call control		✔	✔
Extension BLF view		✔	✔
Alarms for key performance metrics		✔	✔
1000 wallboard		✔	✔
Analysis by Hunt Group			✔
ACD statistics*			✔
ACD agent BLF view*			✔
Status analytics for 'Do Not Disturb' and 'Agent Not Available'			✔
Calls by Account Code statistics			✔
2000 wallboard			✔
Presence		●	●
Call recording plug-in	●	●	●

✔   Standard features   ● Optional Bolt-on

2.   Call Reporting Service Demarcation Point (SDP)

The Call Reporting SDP is the point up to which Exponential-e's Call Reporting service obligations apply and is the point up to which the Call Reporting Service Level Agreement covers. The Secure HTTP-based web portal is available via the Internet and will be the SDP.

3. **Target Service Commencement Date**

Call Reporting Service 30 Working Days*

*From date of delivery of UCaaS Services

4. **Call Reporting Service Level Agreement**

<u>Call Reporting Availability</u>

The Call Reporting Service is defined as available when it is accessible to the Internet for the purpose of reviewing call report information, for each particular Customer Site.

	Target availability
Call Reporting Service	99.95%

No service credits are offered for any unavailability of the Call Reporting Service.