SCHEDULE J: SERVICE DEFINITION FOR UNIFIED COMMUNICATIONS AS A SERVICE (UCaaS) SERVICE

1. UCaaS Service Description

The UCaaS Service provides users with unified communications and collaboration functionality from centralised, resilient application servers. The UCaaS Service is customisable based upon user profile as follows:

Feature	Functional Summary	Common Area	Collaborate	Collaborate Enhanced	Collaborate Premium
Alternate Numbers	Additional DDIs for a UCaaS user	✓	✓	✓	✓
Anonymous Call Rejection	Automatically rejects calls from parties that have hidden their identity	✓	✓	✓	✓
Call Logs	Provides call information dashboards and reports for a group of lines based on data updated every 15 minutes	✓	✓	✓	✓
Call Forwarding Always	Forwards a call to one destination regardless of caller id or user line state	✓	✓	✓	✓
Call Forwarding Busy	Forwards a call to one destination when the user is busy	✓	✓	✓	✓
Call Forwarding No Answer	Forwards a call to one destination when the user does not answer	✓	✓	✓	✓
Call Forwarding Not Reachable	Forwards a call to an alternative destination when the user's devices are not registered to the UCaaS platform	✓	✓	✓	✓
Call Forwarding Selective	Forwards a call to one destination based on a pre-defined set of rules e.g. the calling party's phone number	✓	✓	✓	✓
Call Transfer	Enables the user to transfer an incoming call to a specified destination	✓	✓	✓	✓
Call Waiting	Enables the user to answer a call while already engaged in another call	✓	✓	✓	✓
Call Return	Enables the user to return the call from the last party that called	✓	✓	✓	✓
Do Not Disturb	Enables the user to appear to be busy and so cannot answer calls	✓	✓	✓	✓
Fax Messaging	Fax to email		✓	✓	✓
Group Night Forwarding	Out of hours call forwarding for group services such as hunt groups	✓	✓	✓	✓
Hot Desking	Provides extension mobility between devices by enabling users to login to access their voice service from multiple devices.		✓	✓	✓
Last Number Redial	Ability to call from a list of recently dialled numbers	✓	✓	✓	✓

Feature	Functional Summary	Common Area	Collaborate	Collaborate Enhanced	Collaborate Premium
Music On Hold	Comfort music when a caller is placed on hold		✓	✓	✓
N-Way Call	Enables the user to add more than one additional participant to an existing call		✓	✓	✓
Priority Alert	Alerts the user for calls set as priority	✓	✓	✓	✓
Push to Talk	Ability to page individual extensions		✓	✓	✓
Selective Call Control	Enables the user to specify criteria for incoming calls to be automatically accepted or rejected with a call treatment applied		✓	✓	✓
Shared Call Appearance	Enables incoming calls to appear on multiple devices simultaneously	✓	✓	✓	✓
Speed Dial	Enables the user to define shortcuts for frequently dialled or hard-to-remember digit strings (e.g. conference access codes)		✓	✓	✓
Three-Way Call	Enables the user to add an additional participant to an existing call	✓	✓	✓	✓
Voice Messaging User	Enables callers to leave voice messages, and the user to be notified of and then retrieve the message	✓	✓	✓	✓
Webex	Webex collaboration client for PC, tablet and mobile – features detailed in Webex table below		✓		
Webex Enhanced	Webex collaboration client for PC, tablet and mobile with personal meeting room included - features detailed in Webex table below			✓	
Webex Premium	Webex collaboration client for PC, tablet and mobile with large personal meeting room included - features detailed in Webex table below				✓

The following table details the features available within the Webex collaboration client and the 3 licencing options:

Feature	Functional Summary	Webex	Webex Enhanced	Webex Premium
Calling				
Dial Pad	Dial pad to manually dial calling numbers	✓	✓	✓
Audio / Video Calling	Incoming and outgoing audio and video calls	✓	✓	✓

Desk Phone Control	Ability to dial out from a physical handset via Webex	✓	✓	✓
Seamless Call Handover	Moves the call seamlessly between WiFi networks	✓	✓	✓
- Login/logout	Ability to login and out of call centre queues and see agent login status	✓	✓	✓
Video Call - Virtual Background	Ability to add a customised background	✓	✓	✓
Background Noise Reduction	Restricts background noise from disrupting call audio	✓	✓	✓
Messaging				
Presence	Presence status for on call, presenting, in meeting, active, last active and do not disturb	✓	✓	✓
Chat	1-2-1 chat	✓	✓	✓
Spaces	Group chat	✓	✓	✓
Persistent Chat	Continuous chat history	✓	✓	✓
File Sharing	Share file 1-2-1 or within a space / group chat	✓	✓	✓
Screen Capture	Screen print	✓	✓	✓
Edit Messages	Edit messages once they have been sent	✓	✓	✓
Drag and Drop Files	Share documents and files by dropping them into chat	✓	✓	✓
Emojis & Emoticons	A range of Emojis & Emoticons	✓	✓	✓
Reactions	React to a chat message	✓	✓	✓
Favourites	Favourite chat contacts	✓	✓	✓
Embedded Previews (pdf, gifs)	Preview PDFs within the space	✓	✓	✓
Embedded Video Playback	Play video files from with the space	✓	✓	✓
File Viewer - Show file in Conversation	File preview	✓	✓	✓
External Participant Indicator	Shows participants outside of your customer group	✓	✓	✓
Advanced Messaging Features				
Space cover photo	Upload a photo to a space profile	✓	✓	✓
Sharing- screen, application, whiteboard, annotation	Share your screen or share a specific application, whiteboard, or annotation	✓	✓	✓
Moderator - Add / Remove people	Moderator can bring participants into chat and remove them			✓
Moderator - Edit space name	Moderator can amend the space name			✓
Moderator - Add / Remove Moderator	Moderator can add / remove an additional moderator			✓

Moderator - Edit space image	Moderator can amend the space image			✓
Common Meeting Features				
Space Meeting Participants	Personal meeting space for internal participants	25	100	300
Desktop Sharing	Share entire desktop	✓	✓	✓
Application Sharing	Share a specific application	✓	✓	✓
Screen Sharing on Mobile	Share your screen to a mobile device	✓	✓	✓
Whiteboard	Virtual white board within a meeting	✓	✓	✓
Annotation	Annotate documents within a meeting	✓	✓	✓
HD video	High-definition video	✓	✓	✓
Full screen and gallery view	Different views of meeting participants	✓	✓	✓
Mute all/participant	Mute participants	✓	✓	✓
In-meeting participant search	Search option to find specific participants	✓	✓	✓
Web Guest Experience	Ability for guest participants to join via a web browser		✓	✓
Virtual backgrounds	Ability to add a customised background	✓	✓	✓
Background noise reduction	Restricts background noise from disrupting call audio	✓	✓	✓
Advanced Meeting Features				
Personal Meeting Room Participants	Webex Meetings cloud based personal meeting room for internal and external participants		100	1000
Animated meeting reactions			✓	✓
Immersive Share	Ability to show the user's video in front of a presentation		✓	✓
Raise Hand	Ability to raise hand to gain moderator's attention		✓	✓
Persistent Meetings link	Ability to use the same meetings link for reoccurring meetings		✓	✓
Locking	Lock the meeting to prevent additional delegates from joining		✓	✓
Password Protection	Ability to set a password for meeting access		✓	✓
Personal Meeting Room (PMR)	Webex Meetings cloud based personal meeting room		✓	✓
Personal Conference Number (PCN)	Personal DDI for PMR access		✓	✓
Join from a video system (CMR)	Ability to join PMR from and video system		✓	✓
Support pairing with Cisco Webex Devices	Webex device integration for PMR and Spaces	✓	✓	✓
Meetings Recording	Local or Cloud meeting recordings		✓	✓

Remote Desktop Control	Take control of a participant's desktop			✓
In-app meeting scheduling	Schedule meetings from within Webex	✓	✓	✓

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

Name	Functional Summary
Go Integrator Cara	Provides caller preview information based on integration with Microsoft Outlook, Lotus Notes, Google Contacts and 3rd party CRM and other applications. Also provides call control and click to call from applications and web pages.
Contact Assist	Plug-in for Go Integrator to provide integration into EMIS and System One EPR systems.
POTS Analogue Line	Provides dial tone to an analogue device through the use of an Analogue Telephone Adaptor
Attendant Console	Enables receptionists to manage inbound calls and perform a variety of functions relating to incoming calls within an enterprise

Billing Portal Service

The Billing Portal Service (Schedule C) is provided free of additional charge as part of this Service.

UCaaS Customer Premises Equipment (CPE)

In the event the Customer does not have an existing router suitable for the UCaaS Service, Exponential-e will provide the UCaaS Service with a router at an additional cost. Where additional optional CPE is provided to the Customer by Exponential-e, it will be maintained and supported by Exponential-e. Customer-supplied equipment will not be supported by Exponential-e, this may include, but is not limited to, telephone handsets, mobile phones, PDAs, desktop/laptops and gateway devices.

Configuration details for UCaaS users will be provided to allow Customers to self-provision softphone clients (if applicable), but no support will be provided. Exponential-e's CPE management obligations are limited to such management activity as are required to provide the UCaaS Service in accordance with this Service Definition. Should the Customer request that Exponential-e undertake reconfiguration (or other) work in respect of this CPE, such work, if agreed to be undertaken by Exponential-e, shall be chargeable in accordance with Exponential-e's then-current Professional Services rates.

UCaaS LAN Switching

In UCaaS deployments, Layer 2 LAN switches are necessary to connect multiple telephone handsets to the Exponential-e SDP. This switch can be supplied by the Customer or provided by Exponential-e 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 Exponential-e cannot be held liable. If Exponential-e 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 UCaaS including CAT5e/CAT6 cabling infrastructure with RJ-45 connectors capable of supporting PoE. Exponential-e will not be responsible for any problems caused by sub-standard, poor quality or damaged cabling.

Bundled Minutes

The UCaaS Service may be purchased with outgoing minute bundles. All of the Customer's UCaaS users must have the same minute bundle applied. The following bundles are available:

Bundle Name	National/local Calls*	Mobile calls*
Calling Bundle	2000	1000

** National/Local calls are defined as those calls to UK 01/02/03 numbers. Mobile calls are defined as calls to FM1, FM3, FM4, FM5 and FM6 tariffs. Bundled minutes are aggregated for national/local and mobile across all of the Customer's UCaaS Service users. If the aggregated usage national/local or mobile exceeds the aggregated bundle then Usage Charges in accordance with the current rate card shall apply.*

2. UCaaS Service Demarcation Point (SDP)

The UCaaS SDP is the point up to which Exponential-e's UCaaS service obligations apply and is the point up to which the UCaaS 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 UCaaS 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 Exponential-e Ethernet access service, shall only be considered as a failure of the Ethernet access service and not a failure of the UCaaS Service.

3. UCaaS Service Implementation

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

CPE and Training

Exponential-e 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-the-trainer" basis.

Customer-Supplied Equipment

Exponential-e will provide configuration details for UCaaS users and agree IP addressing. It is the Customer's responsibility to obtain installation support.

4. Target Service Commencement Date

UCaaS Service 30 Working Days*

** From order acceptance if provisioned over an existing Exponential-e 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. UCaaS Service Level Agreement (SLA)

UCaaS Availability

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

	Target Availability
UCaaS 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 UCaaS 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.

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 UCaaS Service for the affected Customer Site only (not including variable call spend).*