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

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	Office Lite	Office	UC-One
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		✓	✓
Anonymous Call Rejection	Automatically rejects calls from parties that have hidden their identity.		✓	✓
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 Mailbox Licence	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			✓
Selective Call Control	Enables the user to specify criteria for incoming calls to be automatically accepted or rejected with a call treatment applied.			✓
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			✓

Name	Functional Summary	Office Lite	Office	UC-One
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			✓
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 above user profiles can be self-provisioned.

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. This feature can be self-provisioned.
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 on-demand reports on the key performance indicators. This feature can be self-provisioned.
Go Integrator Client	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. This feature is not available to be self-provisioned.
Go Integrator Lite Client	Provides caller preview information based on integration with Microsoft Outlook, Lotus Notes and Google Contacts. Also provides call control and click to call from applications and web pages. This feature is not available to be self-provisioned.
Contact Assist	Plug-in for Go Integrator to provide integration into EMIS and System One EPR systems.
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. This feature can be self-provisioned.
POTS Analogue Line	Provides dialtone to an analogue device through the use of an Analogue Telephone Adaptor This feature is not available to be self-provisioned.
Software Attendant Console	Enables receptionists to manage inbound calls and perform a variety of functions relating to incoming calls within an enterprise. This feature can be self-provisioned.
Softphone for Desktop	Provides users with the ability to make and receive voice calls on their PC or Mac. This feature can be self-provisioned.
Call Forward for Virtual User	Enables DDIs not associated with users (also known as virtual users) to be forwarded to nominated destinations. This feature can be self-provisioned.

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. This feature can be self-provisioned.
Hunt Group	Distributes phone calls from a single incoming telephone number to a group of several phone lines. This feature can be self-provisioned.
Trunk Ports	Provides trunk call capacity for hosted seats. Required if the Partner / End User wishes to use a supplier for call minutes other than Exponential-e. This feature is not available to be self-provisioned.

Hosted PBX End User Premises Equipment (EUPE)

Exponential-e provides the Hosted PBX Service with a router. Exponential-e maintains a "Compatible EUPE list" covering additional optional EUPE. Where additional optional EUPE is provided to the Partner by Exponential-e, it will be maintained and supported by Exponential-e. Partner / End User-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 Hosted PBX users will be provided to allow the Partner / End Users to self-provision softphone clients (if applicable), but no support will be provided. Exponential-e's EUPE management obligations are limited to such management activity as are required to provide the Hosted PBX Service in accordance with this Service Definition. Should the Partner request that Exponential-e undertake reconfiguration (or other) work in respect of this EUPE, such work, if agreed to be undertaken by Exponential-e, shall be chargeable in accordance with Exponential-e's then-current Professional Services rates.

Hosted PBX LAN switching

In Hosted PBX deployments, Layer 2 LAN switches are necessary to connect multiple telephone handsets to the Exponential-e SDP. This switch can be supplied by the Partner / End User 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. The Partner must ensure that the End User 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

The Partners 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. Exponential-e will not be responsible for any problems caused by sub-standard, poor quality or damaged cabling.

Bundled Minutes

The Hosted PBX Service may be purchased with outgoing minute bundles. All of the End User's Hosted PBX users must have the same minute bundle applied. The following bundles are available

Bundle Name	National/local Calls*	Mobile calls*
Small	2000	1000
Medium	3000	1500
Large	5000	2000

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 End User's Hosted PBX 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. Hosted PBX Service Demarcation Point (SDP)

The Hosted PBX SDP is the point up to which Exponential-e's Hosted PBX service obligations apply and is the point up to which the Hosted PBX service level agreement covers. The Partner / End User-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 Partner / End User-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 Hosted PBX Service.

3. Hosted PBX 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.

EUPE 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 Partner / End User Site and provide training on the operation and features of the telephone handsets. Training is provided on a "one-one", "train-the-trainer" basis.

Partner / End User-supplied Equipment

Exponential-e will provide configuration details for Hosted PBX users and agree IP addressing. It is the Partner / End User's responsibility to obtain installation support.

4. Target Service Commencement Date

Hosted PBX 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. Hosted PBX Service Level Agreement

Hosted PBX Availability

The Hosted PBX availability is defined, for each particular Partner / End User Site, as the ability to make/receive calls to/from the PSTN from the SDP.

	Target Availability
Hosted PBX 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 Voice Services 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 Hosted PBX Service for the affected Partner / End User Site only (not including variable call spend or self-provision licence/feature charges).

6. Data Processing

When Exponential-e provides HPBX Services, this may result in Exponential-e Processing Partner Personal Data. The following applies to the Processing of such Personal Data by Exponential-e:

Subject Matter of Processing

The phone numbers, call records, content of voicemails, email addresses, password/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

The Partner 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 subsisting from time to time (the "Security Measures") fulfils the requirement of appropriate technical and organisational measures and the Partner agrees not to contend otherwise, recognising that the Charges for the HPBX Service directly relate to the Security Measures to be applied.