Opus UCaaS Online Services Description

Contents

Service Description

Unless otherwise stated:

- This Service Description is subject to the Opus Master Terms Agreement and any specific terms stated on subsequent Orders and/or Agreements.

This Service Description is a generic document which describes in detail the Opus UCaaS Online and Hosted Services that may be offered by Opus. The Services to be provided under an Order form and/or Agreement will be specified and for the avoidance of doubt, Opus will only be obliged to provide the services specified within the subsequent Order Form and/or Agreements.

Document Control

Document Ownership

Version	Date	Reason	Revised By
1.0	14/05/2018	Initial Draft	David Higgs
2.0	26/04/2019	Reviewed for GCloud 11	David Higgs

Document Review

Version	Date	Name	Position

Document History

Version	Date of Issue/Pre-Release	Issued By	Summary of Changes

External References

Reference Number	Document Title	Document Summary	Document Author

1 UCaaS Overview

The Opus UCaaS Online (Unified Communications as a Service) platform delivers “Unified Communications” services from Mitel’s secure non-tenanted environment, which will facilitate a more collaborative and efficient workforce with minimal upfront capital investment or in house skills.

Opus UCaaS Online delivers a cloud-based, enterprise grade, unified communications Service that completely replaces the need for any Customer site PBX equipment and applications whilst providing customers access to the full suite of Mitel unified communications, collaboration and contact centre services.

The Opus UCaaS Online platform provides a highly scalable and cost-effective platform for the provision of unified communications services and can be deployed in scenarios such as single Data Centre single application, through to Dual Data Centre, Multi Application with Zerto Replication services.

2 Scope of Service

The service includes a Highly Available Mitel UCaaS Online solution, Installed and Maintained by Opus a Mitel Platinum partner.

2.1 Core Features

- A fully managed and hosted service with 24-hour technical support
- A powerful provisioning interface for the system administrator, along with Active Directory provisioning upon request.
- Solution implementation with a managed migration from an existing PBX environment
- Implementation of PSTN connectivity using best in class SIP trunks providers.

2.2 Supplementary Services

To further enhance the availability of the solution, the following services can be added.

- Resilience – Geographic; Diverse Routing; On-premise
- WAN connectivity (as opposed to Customer-supplied)
- Networking – on premise firewall and LAN configuration
- User devices (handsets, headsets, conference units)
- Training – system admin and end user
- Handset maintenance plan

3 Core Deliverables

The following are deliverable as part of the Opus UCaaS Online Service

- Presales technical consultation to design solution
- Completion of High Level Design (HLD) Document (which defines the designed solution in line with business requirements and defined user features).
- Engineer Site Survey
- Completion of Low Level Design (LLD) Document (which includes user programming, IP address schema, DHCP ranges and deployment timelines)
- Provision of the Opus UCaaS Online service as per agreed Solution Design document
- Installation and testing of phones within normal business hours (as part of engineer installation where new phones are being provided), unless specified within the HLD.
- PSTN connectivity utilising SIP trunks (as part of our SIP service, please refer to SIP service description for full details)
- Port numbers from existing providers to centralised SIP service (as part of our SIP service, please refer to SIP service description for full details)
- Service take-on and transition activities, including project management and implementation services as specified in the Solution Document

4 Optional Deliverables

Outside of the core platform per user per month pricing model we can provide a range of supplementary services and related services from our portfolio, including:

- Mitel hardware equipment supply and maintenance
- Existing PBX audits and assessments along with “roadmap” required and recommended work, risk rating/impact, business benefit and costs to allow for budgeting.
- Configuration scoping and implementation services
- Training
- WAN provision (customer premise to data centre)
- Resilience options – Geographic; Diverse routing; On-premise
- On premise firewall and LAN configuration
- Handset deployment

5 User Feature Matrix

The Opus UCaaS Online Service supports a range of user level types, which may be mixed and matched to meet the business' requirements. These will be reflected on the final quote and associated bill of materials and billed with other Service components monthly thereafter.

Opus UCaaS deployments are specified to work with Mitel VoIP handsets, which can be supplied by Opus as part of the solution. The features provisioned to Opus UCaaS users are based on the user type profiles as shown in the table below.

Feature / Option	Entry UCC	Standard UCC	MiTeam Uplift
MiVoice User License	●	●	-
Voicemail & Unified Messaging	●	●	-
Single Number Reach (Mobile Phone Integration)	Multiple Devices	Multiple Devices	-
PC Desktop & Web Client	●	●	●
Instant Messaging	●	●	-
IM and Telephony Presence	●	●	-
Enhanced Client Capabilities: Dynamic status, calendar integration,	●	●	-
Mobile Client	○ (Optional)	●	●
Voice & Video Softphone	○	PC & Mobile (1 Active Device)	+2 Remote Devices
Teleworker Device	○	1 Device	+2 Devices
Audio, Video and Web Collaboration	Participant Only	Participant, Schedule, Moderate*	+ Meetings from Persistent Workspaces
Application Integration (SFDC / Google plug-in)	-	Google	+Salesforce
MiCollab Meeting Center	-	●	-
Ad Hoc Meeting	-	●	●
MiTeam – Team Collaboration / Virtual Workspaces	-	-	●

O = optional add on

- **Entry Bundle -** The target user for Entry is a basic Office worker who needs streamlined communications connectivity, such as click-to-call, basic call control and Instant Messaging capabilities from their personal devices – a PC and perhaps a smartphone. The Entry bundle includes, visual voicemail, instant messaging, presence, and access to the MiCollab Desktop (PC or Mac) and Web clients.

- **Standard Bundle -** The target user for the standard bundle is an Information/Knowledge Office worker that is often away from their desk and therefore requires voice, standard collaboration and mobility capabilities on the Desktop and Mobile devices, with advanced mobility and presence control capabilities to direct calls to their device of choice.
    - Standard includes everything from Entry, plus the advanced PC client, a teleworker licenses, a softphone that they can use on the PC and mobile device (non-concurrent), and the Google plug-in. The big difference is in the conferencing and collaboration capabilities. Conferencing and Collaboration are being offered in the Standard because we think it will become as

important as Instant Messaging was a few years ago, as the workforce becomes more remote and relies on teamwork and collaboration tools.

- **MiTeam Bundle -** The target user for the MiTeam is anyone looking to improve upon the sharing of and managing of information across teams or projects within and outside the organization.

6 Administrator Access (Portal)

Once the Service has been set up and configured by the Opus project team in accordance with an agreed detailed High, and Low Level Design; the Customer will have full portal-based administrator access to its UCaaS Online solution.

Within the portal Opus will create a dedicated and secure administration zone for the Customer. This will allow an authorised administrator to log onto the Opus UCaaS Online system in order to configure, manage and view all aspects of the Service.

Opus offer a portal administration training course which is compulsory to all Opus UCaaS Online customers. This will ensure administrators have the knowledge and understanding to configure and manage the service.

7 Equipment Provision

Opus can provide a wide range of compatible desktop phones, conference phones and softphones. The phones may be purchased by the Customer and are either supplied with the installation of the Service or may be sent to the Customer site for self-installation.

The Customer can order equipment pre-configured to enable the device to be plugged in and automatically register itself to the system at an additional service charge.

When purchased, the end user equipment becomes the property of the Customer and as such the Customer is responsible for its on-going maintenance, which Opus will provide at the prevailing rates.

8 Resilience Options

Opus offer a number of resilience options with this Service. VMware High Availability resilience is included as standard. Application resiliency is optional and customer site connectivity, diverse routing and on-site resilience services are delivered from a range of our supplementary services and will require signing up to the relevant service schedules.

8.1 Standard Resilience

Single Application, Single Data Centre, VMware HA

In the event of a disaster situation, affecting the physical server host that the Virtual Machine is sitting on, VMware High Availability will automatically move the Virtual Machine across to a new host. This may cause interruption to service and may require a reboot of the virtual machine to restore full service.

IMPORTANT: The Virtual Machine recovery does not provide application resilience. If this is required then Opus recommends you purchase 'Multi-Application'

Core Network

Mitel's core network has resilient connectivity to our WAN providers over diverse interconnects which are located in different data centre's. They are set up using eBGP sessions to ensure an automatic failover should a disaster occur.

8.2 Optional Resilience

The following options are chargeable and the latter is delivered in the form of a supplementary service and will require signing up to the relevant service schedules:

Multi Application, Single Data Centre, VMware HA

- Doubles up on core applications to achieve 99.999% availability on core telephony and SIP trunks.
- Includes VMware High Availability

Multi Application, Dual Data Centre, VMware HA

- Dual Tier 3 Data centres for Geographic Resiliency
- Doubles up on core applications to achieve 99.999% availability on core telephony and SIP trunks.
- Includes VMware High Availability

Multi Application, Dual Data Centre, VMware HA, Zerto Replication

- Includes Zerto Replication for real time replication of UC and Contact Centre applications for 99.99% availability on UC and CC applications*
- Dual Tier 3 Data centres for Geographic Resiliency
- Doubles up on core applications to achieve 99.999% availability on core telephony and SIP trunks.
- Includes VMware High Availability

**IVR, and ACD paths follow the Core Telephony resiliency of 99.999% availability.*

9 Solution Implementation Services

The delivery of the Opus UCaaS Online solution follows a prescribed process to help ensure that the business outcomes of our customers are fully met and any possible risks to the Customer migration are mitigated. The primary steps in the process are as follows;

- Requirements Audit
- High Level Design
- Implementation Handover
- Low Level Design
- Pre-staging
- Service Configuration
- On-site Installation
- Testing
- Bring Into Service
- Documentation

9.1 Requirements Audit

Opus' Presales Consultant will engage to define the Customer's business requirements and gain a better insight into the current Customer estate and identify equipment relevant to a project. The scope of an audit and its deliverables will depend on the nature of the project, but will enable an effective migration plan to be developed alongside the detailed design document.

The deliverables of a requirements audit may include:

- an inventory of relevant active equipment
- a topology diagram of existing equipment
- a printout of the active equipment configuration
- review of logical and physical design
- review of active equipment policies
- consultant's comments

9.2 High Level Design

The key objective of the High Level Design (HLD) is define the scope and details of the project for the customer and Opus to agree to. Once the HLD has been signed off, the project is then passed to Opus' implementation team. The HLD contains the following information:

- In / Out of scope
- Assumptions / Dependencies / Issues & Caveats

- Solution Overview & Deliverables
- Current & Proposed Topology (and any interim topologies)
- Bill of Materials
- Software Specifications
- Numbering Plan
- IP Address Schema, DNS, DHCP, Security details
- Demarcation points
- QoS Requirements – L2, L3, L4
- Professional Services requirements

9.3 Implementation Handover

Upon the sign off of the HLD, the project will then progress to Opus' Implementation team where the following will happen:

- Project Manager is assigned & engages with customer / stakeholders
- Lead Engineer is assigned to project
- The following Opus engineering resource is scheduled in line with customer go live requirements:
  - Engineering Site Survey
  - Low Level Design
  - System configuration and programming
  - System deployment
  - Training
  - System go-live
- Project timeline defined

e.g.

Requirement	Timeline (Days)
High Level Design Sign off	
PM Engagement	
Project Plan	
Orders	
Pre-Stage/Installation	
Project Sign Off	

9.4 Low Level Design

The engineering site survey is completed and Low Level Design requirements are taken at this stage. If Contact Centre is included then a Contact Centre scoping meeting will take place with stake holders, Opus Lead Project Engineer and Opus Project Manager.

- User programming
- Group programming
- Key maps
- Detailed call routing
- Numbering Plan
- Detailed System deployment timeline
- Contact Centre IVR call flows
- Contact Centre Paths, Agent Groups, Agent Skills
- Multimedia Agents, Groups, Paths

9.4 Prestaging

Pre-staging involves the configuration and testing of the Opus UCaaS Online Service in a non-live environment. This helps ensures equipment readiness for on-site installation and allows functionality testing against the detailed design prior to on-site deployment.

Pre-staging activities may include:

- DOA testing of handsets and other hardware
- Creating the agreed dial plans, writing configuration scripts and templates
- Applying configuration to equipment
- Testing functionality of the agreed configuration
- Testing inter-operability with third party systems
- Teleworker configuration and functionality

9.5 Service Configuration

The initial configuration of the Opus UCaaS Online Service will be completed by the project engineering team in accordance with the specifications outlined in the HLD and LLD. Configuration activities will include, but are not limited to the following:

- Set-up Teleworker sets and extensions
- Set-up MBG's
- Set-up Voicemail
- Set-Up Applications
- Configure, test and support all dial plans (inbound & outbound)
- Configure, test and support all auto-attendants/IVR's

9.6 On-Site Installation

The onsite installation of handsets and consoles includes supporting the Customer IT administration function in ensuring that the required services such as DHCP, DNS and IP routing are functioning in accordance with the detailed HLD and LLD.

9.7 Testing

Testing will be conducted in accordance with the required functionality identified in the HLD and LLD documents following installation and configuration work. This helps ensure all components of the solution are functioning as expected and is the final sign-off prior to bringing the Opus UCaaS Online solution into service.

9.8 Bring into Service

The Opus UCaaS Online solution is brought into service by the final number porting which will be requested by the project management team for a date mutually agreed with the Customer. Once final testing based on the delivery of calls on the ported number ranges, the consultant officially hands over the Opus UCaaS Online solution to the Customer. This may include handover of documentation and an informal introduction to the solution's use (formal training will be quoted separately).

9.9 Documentation

As part of the handover of services from Project Implementation to Customer Service, the Opus project team will produce handover documentation detailing the solution deployed, key features and any specific details about the customer that are relevant for the effective service and maintenance of the solution or site.

9.10 Take on Service

Opus recognises the need to take on and re-use existing Mitel telephony infrastructure where possible and economically viable. Prior to taking on an existing service Opus will conduct an audit of the following:

- Requirements Audit
- License Audit
- Detailed Design
- Pre-staging
- Service Configuration
- On-site Installation
- Testing
- Bring Into Service

- Documentation and transition

If we determine that a full refresh is required, we will make this recommendation at an early opportunity.

Please note, non-Mitel handsets are excluded from the take-on service.

9.11 Project Management

Our project management and coordination teams are provided to help ensure successful delivery and transition of all our services. The level of project management or coordination is always included within our project proposals, is allocated based on the size and complexity of the work, and is always fully specified. All Opus Project managers work to a Prince2 methodology.

9.12 Training

We provide a range of appropriate training to support the Customer across all content, technical or systems related, created as a result of the project. The portal training is covered in an earlier section related to administrator access.

To help ensure a successful Return of Investment in the Opus UCaaS Online platform, Opus' training approach to user adoption is to offer a number of training services from basic user training, to "train the trainer" for super users, to supervisor training for contact centre users.

10 In Life Management

10.1 Software Update and Upgrades

Opus will maintain the platform and apply selected software updates and software assurance services. the software upgrade plans are to be agreed with the customer prior to solution sign off at the sales stage. This ensures an ongoing upgrade plan can be facilitated by Opus to best suit the customers business requirements.

All upgrade work is carried out by opus engineers and is planned with the customers requirements in mind. No upgrade work is carried out without prior customer permission.

For Major upgrades or software releases that require additional resource outside of a typical software upgrade for things such as training on a new application interface, Opus will put together a design document if required to facilitate this project.

10.2 Warranty Services

Warranty services for handsets, consoles and other physical devices supplied by Opus as part of a Opus Cloud solution are provided directly by our vendor partners, but we facilitate the process through registration of Customer equipment. Defective equipment will usually be repaired or replaced by a new or equivalent to new equipment in accordance with the manufacturer's warranty related to the product.

Items that fall outside of warranty will be handled by us within the context of any Customer support service in place as defined in the opus master services agreement.

10.3 Service Availability

As an additional service, Opus offers software that proactively monitors and manages the Opus UCaaS Online platform to ensure high levels of Service availability. The target Service Level parameter for Opus UCaaS Online is a core system availability metric.

Core System Availability single DC - 99.80%

Core System Availability dual DC – 99.99%

The core system availability is for the hosted platform only and is measured across a calendar month. 99.99% availability is therefore equivalent to no more than 4 minutes and 38 seconds of total system failure per month, based on a calendar average of 43,800 minutes per month.

11 Support

11.1 Support Services

The following services are included in our Opus UCaaS support packages;

- One number, multi product technical support team
- Telephone and email fault logging
- Remote diagnosis and repair
- Manufacturer escalation management
- Transparent customer service escalation path, with direct dials of all the below published on our website
  - Level 1 – Incident Management Team Leader
  - Level 2 – Customer Service Manager
  - Level 3 – Head of Service Delivery
  - Level 4 – Group Operations Director
  - Level 5 – Managing Director
- Fraud prevention advice

11.2 Hours of Support Coverage

Standard Support

- Monday to Friday
- 9am to 5:30pm

Extended Support

- Monday to Sunday
- 8am to 8pm

24/7 365 Support

- 24 hours a day x 7 days a week x 365 days a year

12 Classification of Support Priorities

When logging an incident with Opus, customers will be asked for the severity level of the issue, which may be, designated either ‘Major’ or ‘Minor’. The definitions for each severity level are as follows;

12.1 Moves, Adds and Changes (MACs)

Opus UCaaS Online does not include end-user moves, adds and changes. It is expected that all moves, adds and changes will be undertaken by the Customer via the Opus UCaaS Online administration portal. For Signature and Premium status support customers, 15 minutes (non-cumulative) programming per day is included as part of the support agreement for any work like this that is required.

12.2 Pricing and Availability

For full pricing and availability information please contact your designated Sales contact or account manager.

12.3 Billing and Invoicing

The Opus UCaaS Online Service is billed monthly and the Opus UCaaS Online solution will show on the invoice as a single line item for licences and users on the platform. Where additional items and service options have been procured they will be billed in the following manner.

The billing structure is outlined below:

- Installation / consultancy and set-up charges for the Service will be invoiced upon signing the Services Agreement or as detailed in the pricing schedule.
- The monthly Opus UCaaS Online charges will be billed monthly in arrears from the date the first site goes live. The only exception will be in multi- site deployments where different billing milestones have been agreed for each site as specified on the pricing schedule.
- SIP services as per SIP service description
- Connectivity services – WAN as per Connectivity service description
- All equipment procured by the Customer in connection within the provision of this Service will be invoiced upon signing the Services Agreement.
- Quotations will be based on a minimum contract period which will be stated in the Services Agreement.

12.4 Service pre-requisites and responsibilities

There are a number of pre-requisites and responsibilities associated with the delivery of this Service as outlined below.

12.5 Design responsibility

Opus will produce technical designs for the Customer as requested, but the overall design authority will be the responsibility of the Customer.

12.6 Configuration Backup

Configuration backups can be automated via a schedule to backup to any network share internally or externally. A choice of frequency of the backup is available from hourly, daily, weekly or monthly.

The configuration backup location is stored on a dedicated server within Mitels management network.

In case of a system failure or misconfiguration we will be able to restore your system to the previously saved version of the configuration. The last 10 backups are stored for each system, with the oldest being automatically deleted when the amount of backups reaches 10.

12.7 Fraud

While Opus will ensure that the base system is configured to mitigate the likelihood of fraud in accordance with manufacturer guidelines and industry good practice, it should be noted that the Customer assumes administrative responsibility after project handover.

Opus will ensure that customers receive timely updates to toll fraud guidelines and associated technical support bulletins and are available for consultation about the best ways of implementing such, but post project handover the Customer retains responsibility for ensuring that this guidance is implemented and upheld.

12.8 Opus Responsibilities

- Opus UCaaS Online Core system operation, availability and Customer implementation
- Quality of Service across core network
- UK and international dialling dial plans
- Provision for the Customer's ability to make / receive calls to / from the PSTN

12.9 Customer Responsibilities

- Ongoing self-administration of the Opus UCaaS Online platform, any Customer-configurable elements and end-user moves, adds and changes
- Related to OFCOM's General Condition 4 of the General Conditions of Entitlement relating to site location information for emergency services:
  - Provision of accurate site location information for each telephone number provided as part of the Service
  - Immediate notification of any changes of address associated where voice services are provisioned
  - Advising where users are nomadic and work from no fixed location
  - Notification where users change from working between a fixed location and being nomadic, or change from being nomadic to working at a fixed location
- LAN Design, capacity, performance and availability
- LAN port availability, cabling to desk, UTP patch cable supply
- LAN IP addressing, DHCP server availability and configuration
- Provision of required Quality of Service settings on LAN
- Configuration of any firewall or other Internet limiting device to provide Internet access on required ports to user PC's as specified in order to operate Opus UCaaS
- Rolling out any applications required to the desktop and ensuring the appropriate level of anti-virus protection
- Company dial plans and numbering, definition of extension numbers and ranges, CLI preferences
- ALL on-premise PBX systems configuration and ongoing maintenance not provided by Opus
- Ensuring Customer administrators are authorised and have been trained in the use and configuration of Opus UCaaS Online.
- Identification of any analogue telephone line requirements such as FAX machines, Franking machines, PCs with modems etc.
- Cabling / patching for any analogue devices such as FAX machines etc to an analogue telephone line (which would usually be installed in the comms/server room)
- Provision, management, maintenance and availability of any non-Opus provided network used for the delivery of the Opus UCaaS Online service
- Handsets. The Customer shall use only handsets and equipment validated by Opus as compatible for use with the Service

12.10 Emergency Services

(a) Acknowledgement. The Customer agrees and understands that (i) access to the emergency services cannot be made if the Services are unavailable and (ii) location information for any user calling the emergency services will be based on the physical site location to which their telephone number is associated.

(b) Moving premises. The Customer agrees that they are responsible for notifying Opus of any change of address where voice services are provisioned. Moving services to a new location without providing updated site location information is in breach of the General Condition 4 of the General conditions of Entitlement enforced by OFCOM.

(c) Nomadic workers. The Customer agrees that they are responsible for advising Opus where users of the voice services are nomadic and work from no fixed location. The Customer also agrees that they are responsible for notifying Opus where users change from working between a fixed location and being nomadic, or change from being nomadic, to working at a fixed location.

13. Administrator Access Portal –Changes and Maintenance

- Changes. Opus reserves the right to access the Administration Interface and the information stored by the Customer at any time for technical and operational reasons and to amend, modify and replace the Administration Interface as reasonably required from time to time.
- Maintenance. Opus will provide maintenance and support in relation to the Administration Interface and Access Services as described, on the terms and conditions also set forth therein.

14. Variations

Opus reserves the right to amend this Service Description on notice to the Customer.