GCI
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GCI TALK
Service Description

UNIFIED COMMUNICATIONS

www.gcicom.net

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1 Introduction

This Service Description shall be incorporated into each Contract under which GCI supplies its GCI Talk Service (the **Service**). The Service Description does not apply to any other Services, including any work required on solution design, solution delivery or other Professional Services that may be required to implement the GCI Talk Service.

Where a Scope of Engagement, Statement of Work or Project Initiation Document (PID) is produced, these may detail bespoke requirements for the Service or its configuration. The Scope of Engagement, Statement of Work or PID will take priority over this Service Description in the event of any inconsistency between them.

Except where the context otherwise requires, defined terms in this Service Description shall be interpreted in accordance with the other provisions of the Contract including the General Terms.

2 Service Description and Service Features

GCI Talk is GCI's Hosted Voice over IP (VoIP) solution, a carrier-grade Unified Communications (UC) proposition with a complete set of collaboration features utilising VoIP technology, providing all the benefits of a traditional telephone system with additional features such as call recording, video conferencing, screen sharing, mobile integration and multi-media analytics.

GCI Talk may be deployed as a completely new system or may replace a traditional on-site telephony system.

The Service is provided on a per seat licence basis, with a Basic Licence for each User which includes an extensive set of core telephony functions. A number of add-on features are available via add-on licences covering a broad set of high-end UC features.

As well as voice, GCI Talk offers UC functionality made possible through utilisation of GCI's highly available and redundant cloud service infrastructure.

The GCI Talk Service provides the Customer with the ability to make and receive telephone calls using either a desk-based IP handset (phone) or using a software client (softphone) connected to the Service over an IP based network and includes breakout to the PSTN via GCI's core voice network.

The features and capabilities that are included as standard in the Basic Licence are set out in Sections 2.2 and 8, with details of the features included within the add-on licences being set out in Sections 2.3 and 9.

2.1 Hosted Solution

GCI Talk is a 'Cloud' based hosted solution where Customers access and use features over an Internet data connection, using a physical IP telephone or softphone on a PC, Mac or mobile device, with no requirement for any on-site legacy telephony equipment i.e. PBX.

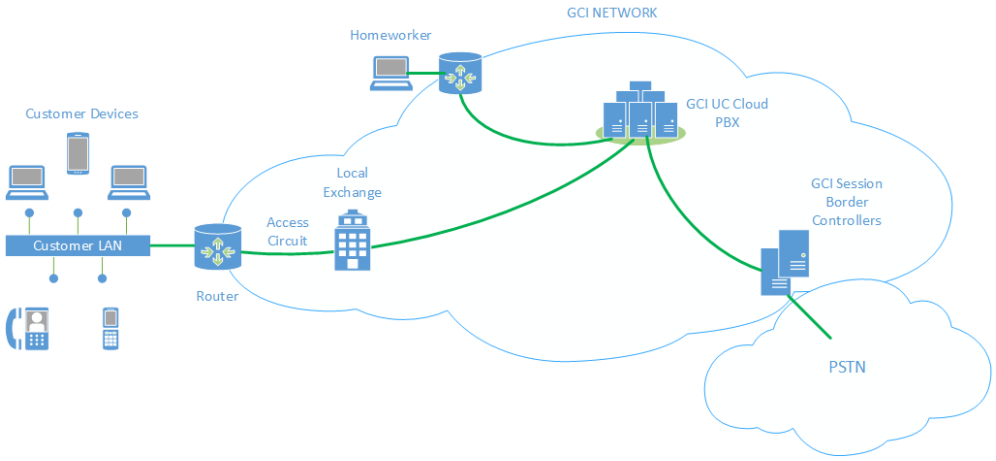


Figure 1 Example of a hosted VoIP deployment.

2.2 Basic Licence Features – Summary

The following table provides a summary of the features which are included within the GCI Talk Basic Licence:

Basic Licence Features			
Call Forwarding Busy	Last Number Redial	Sequential Ringing	Device Inventory
Call Forwarding No Answer	Call Processing	Simultaneous Ring End User devices	Selective Call Divert *Holiday Schedule*
Call Forward Not Reachable	Three-Way Calling	Site Call Conference	Music on Hold
Call Forwarding Always	Alternate Numbers	Call Recording – Start / Stop	Corporate Directory
Call Processing Selective	Answer Confirmation	Voice Mail / Portal	Calling Line ID Delivery – External
Call Waiting	Call Notify	Hunt Group	Calling Line ID Delivery - Internal
Call Transfer (Blind and Consultative)	Calling Line ID Blocking Override	Group Calling Line ID (CLI)	IVR / Auto Attendant

Call Pickup	Do Not Disturb	Outbound Call Plans	Abbreviated Dialling
Inbound Call Blacklist	Extension Dialling	Call Data Record (CDR)	Basic Calls Log
Client Call Control	Fax Messaging	Configurable Feature Access Codes	Selective Call Rejection Blacklisting
Standard Call Recording			

A more detailed description of the features which are included within the GCI Talk Basic Licence is set out in Section 8 (Appendix A).

2.3 Additional Licence Features - Summary

The following table provides a summary of the Additional (add-on) Licence features available with the GCI Talk Service:

Additional Licence Features		
Multi-Media Call Analytics	Enhanced Call Recording	PCI / MiFID II Compliant Call Recording
UC Plus Fusion	Softphone Plus	Hub PC Desktop Client
Intelligent Mobile Integration		

Note: Each add-on feature may attract a setup and additional monthly charge.

A more detailed description of the Additional Licence features is set out in Section 9 (Appendix B).

2.4 Resilient Access Functionality

To achieve transparent operation of a high availability (HA) solution that provides a resilient and fault tolerant operation, the GCI Talk Service provides HA access through secure, resilient pairing of services in the core architecture, each having unique numerical IP addresses.

Access to the Service is controlled utilising the Domain Name System (DNS), an essential part of contemporary internet. DNS makes it possible to assign a single Internet Name to address the service pair,

and therefore operate independently of the physical routing hierarchy represented by their numerical IP address.

To enable this routing resiliency within the GCI Talk Service, the handsets are configured to request their "registration" for operation using a unique DNS SRV Internet Name. This then resolves in normal operation to the primary service for registration to the system to make calls. In the event of any form of access issue to this primary service, then the DNS Servers provides the secondary IP address to access the secondary data centre.

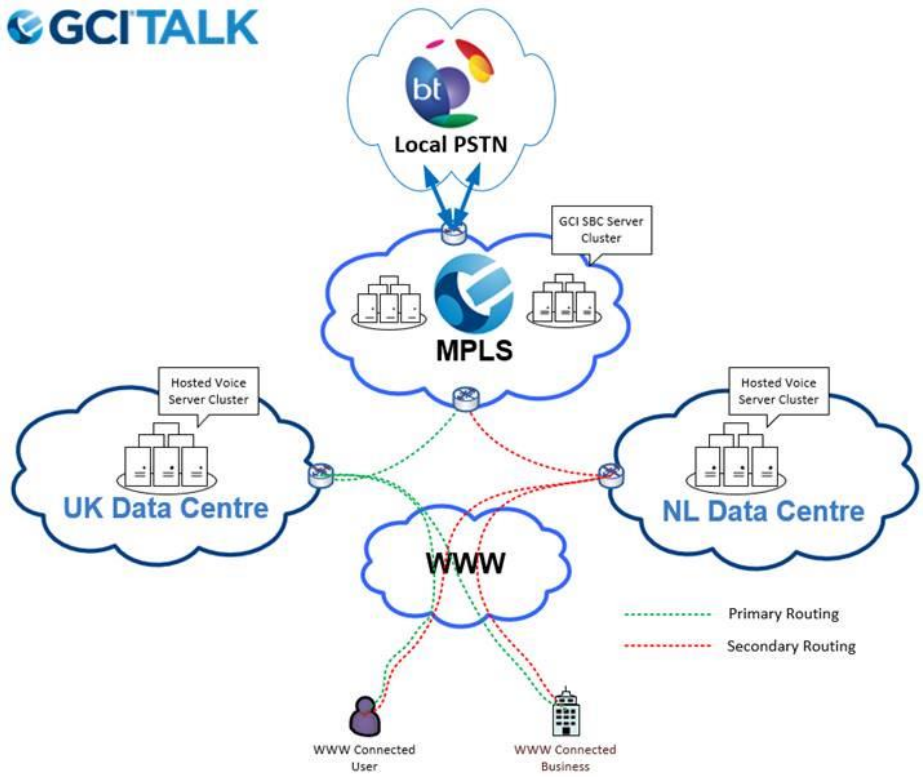


Figure 2 GCI Talk Resilient Failover

The technical failover operates transparently to the end user in the event of a significant system failure.

2.5 Portal Administration

The Customer Portal, which is accessed by visiting https://portal.gci-talk.net provides a Single Pane of Glass view of the administration and reporting features of the GCI Talk platform.

2.6 Customer Administration Dashboard (CAD)

The Customer Administration Dashboard provides access to the Customer administration options as well as a real time view of all current calls.

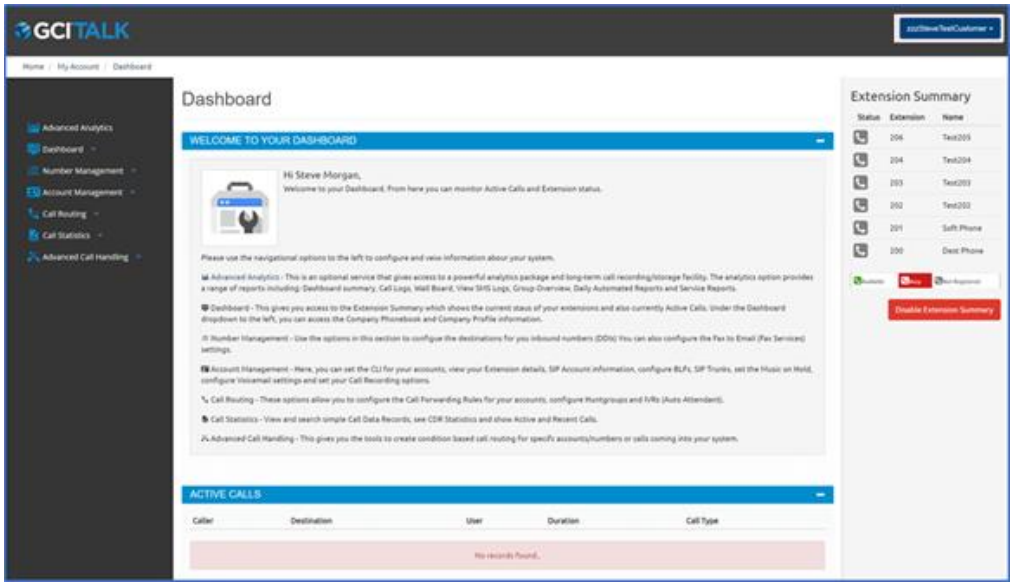


Figure 3 Customer Administration Dashboard

From the Customer Administration Dashboard the following options are available:

- **Advanced Analytics** - This is an optional service (available by way of purchase of an Additional Licence) which gives access to an analytics package and long-term call recording/storage facility. The analytics option provides a range of reports including: Dashboard summary, Call Logs, Wall Board, View SMS Logs, Group Overview, Daily Automated Reports and Service Reports.

- **Dashboard** - This gives the Customer access to the Extension Summary which shows the current status of its extensions and currently Active Calls. Under the Dashboard dropdown to the left, the Customer can access the Company Phonebook and Company Profile information.

- **Number Management** - Use the options in this section to configure the destinations for inbound numbers (DDIs). The Fax to Email (Fax Services) settings can also be configured by the Customer.

- **Account Management** - Here, the Customer can set the CLI for its accounts, view its Extension details, SIP Account information, configure BLFs, SIP Trunks, set the Music on Hold, configure Voicemail settings and set its Call Recording options.

- **Call Routing** - These options allow the Customer to configure the Call Forwarding Rules for its accounts, configure Hunt Groups and IVRs (Auto Attendant).

- **Call Statistics** - View and search simple Call Data Records, see CDR Statistics and show Active and Recent Calls.

- **Advanced Call Handling** - This gives the Customer the tools to create condition-based call routing for specific accounts/numbers or calls coming into its system.

2.7 User Administration Dashboard

NOTE: This User Dashboard will vary depending on the features required for the end user control, and the following is given as an indicative representation of the functions possible:

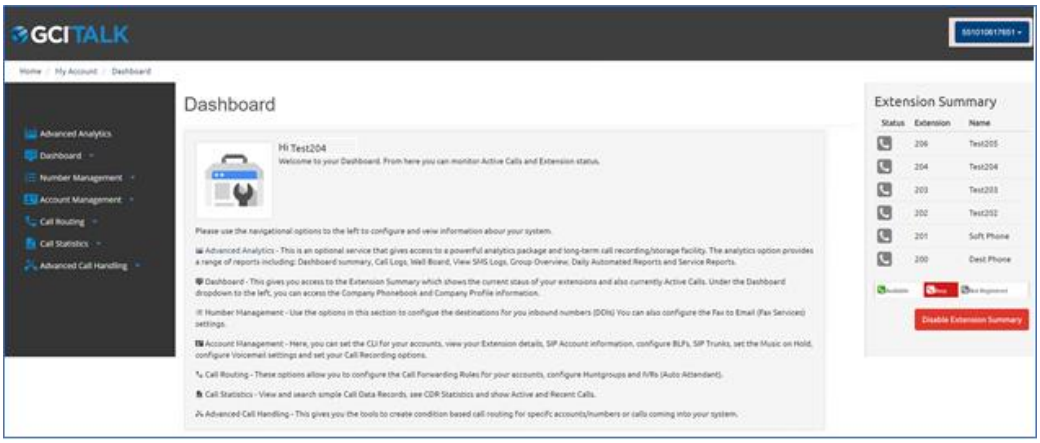


Figure 4 User Administration Dashboard

From the User Administration Dashboard the following options are available:

- **Advanced Analytics** - This is an optional service (available by way of purchase of an Additional Licence) which gives access to a powerful analytics package and long-term call recording/storage facility. The analytics option provides a range of reports including: Dashboard summary, Call Logs, Wall Board, View SMS Logs, Group Overview, Daily Automated Reports and Service Reports.

- **Dashboard** - This gives access to the Extension Summary which shows the current status of the User's extensions and currently Active Calls. Under the Dashboard dropdown to the left, the Company Phonebook and Company Profile information can be accessed.

- **Number Management** - Use the options in this section to configure the destinations for inbound numbers (DDIs). The Fax to Email (Fax Services) settings can also be configured.

- **Account Management** - Here, Users can set the CLI for their accounts, view their Extension details, SIP Account information, configure BLFs, SIP Trunks, set the Music on Hold, configure Voicemail settings and set their Call Recording options.

- **Call Routing** - These options allow the User to configure the Call Forwarding Rules for their accounts, configure Hunt Groups and IVRs (Auto Attendant).

- **Call Statistics** - View and search simple Call Data Records, see CDR Statistics and show Active and Recent Calls.

- **Advanced Call Handling** - This gives the User the tools to create condition-based call routing for specific accounts/numbers or calls coming into the system.

3 Additional Functionality and Ancillary Services

3.1 Handsets and Softphones

GCI Talk supports an extended range of SIP handsets which use standard signalling and RTP (Real-Time Transport Protocol).

Support Level	Description
GCI Talk Accredited	Handsets in this category have been fully tested against the platform. Auto-configuration files have been produced and a level of integration achieved. In the best case: • Remote configuration of BLF (Busy Lamp Field) is supported. • Voice Mail waiting indicators can be controlled. • Contact directories can be pushed from the platform to the handset.
Customer Choice	Customers are welcome to connect other handsets of their choice which conform to the basics of SIP communication. There is no contractual support or integrations by GCI of devices in this category other than supplying basic SIP credentials. Note: It is the Customer's sole responsibility to correctly configure and secure any such device.

Accredited Handsets

GCI can supply handsets from the following manufacturers for use in conjunction with the Service ***:

Phone Model	Description
Fanvil E52 	Fanvil E52 Handset • Full HD Voice • 10/100Mb Ethernet, Power Over Ethernet • LCD display • 4 DSS Keys
Fanvil E58 	Fanvil E58 Handset • Full HD Voice • 10/100Mb Ethernet, Power Over Ethernet • Headset option • LCD Back lit display • 4 DSS Keys • Up to 5 BLF
Fanvil E62 	Fanvil E62 Handset • Full HD Voice • 10/100Mb Ethernet, Power Over Ethernet • PC Port • Headset option • LCD Back lit displays • 8 DSS Keys • Up to 5 BLF
Fanvil E10 	Fanvil E10 Side Car for E62 • 26 Programable Keys • Allows presence key • BLF Field • Feature key function • Short Dial number • Pick up key • Speed dial

Fanvil E600 	Fanvil E600 Android Touch Screen Handset • Full HD Voice • 10/100Mb Ethernet, Power Over Ethernet • Touch screen • API Access • Video phone • HDMI Port • USB Port
Yealink T41S 	T41S entry level business phone: • 10/100Mb Ethernet, Power over Ethernet • 2.7” greyscale graphical backlit LCD • HD Voice: HD Codec, HD speaker, HD handset • 6 VoIP accounts, BLF/BLA, IPV6, Open VPN • USB 2.0 • T4S Unified firmware and auto-provisioning • Hearing Aid Compatible
Yealink T42S 	T42S entry level business phone: • Dual-port Gigabit Ethernet, Power over Ethernet • 2.7” greyscale graphical backlit LCD • HD Voice: HD Codec, HD speaker, HD handset • 12 VoIP accounts, BLF/BLA, IPV6, Open VPN • T4S Unified firmware and auto-provisioning • Hearing Aid Compatible • USB 2.0
Yealink T46S 	T46S executive busy professional level phone: • Dual port Gigabit Ethernet, Power over Ethernet • 4”x3” TFT colour display with backlight • HD Voice: HD Codec, HD speaker, HD handset • 16 VoIP accounts, BLF/BLA, IPV6, Open VPN • Supports Bluetooth Headsets & WiFi dongle • T4S Unified firmware and auto-provisioning • Hearing Aid Compatible

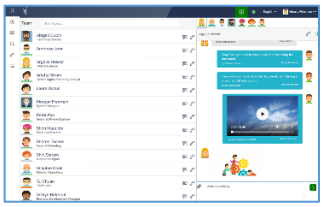
Yealink W52P 	W52P small business and SoHo SIP Cordless Phone: • Exceptional HD sound with wideband technology • Up to 4 simultaneous external calls • Up to 5 DECT cordless handsets • Up to 5 VoIP accounts • 1.8" colour display with intuitive user interface • 11 hours talk time, 120 hours standby time • Integrated PoE (Class 1) • Desktop or wall mountable
Yealink W60P 	W60 small to medium sized business IP DECT Phone: • High-performance SIP cordless phone system • 2.4" 240 x 320 colour screen with intuitive user interface • Up to 8 concurrent calls • Up to 8 DECT cordless handsets • Up to 8 VoIP accounts • Up to 30-hour talk time • Up to 400-hour standby time • Noise Reduction System • Headset connection via 3.5 mm jack
Polycom VVX311 	VVX® 311 Powerful entry-level Business Media Phone • Polycom® HD Voice™ • Intuitive easy to use user interface • Zero Touch Provisioning
Polycom VVX411 	• Intuitive colour display and easy to use line appearances • Polycom® HD Voice™ • Zero Touch Provisioning • Two-port Gigabit Ethernet switch 1,000Base-TX across LAN and PC Ports

*** Subject to Change. Correct at the time of publishing

Any handsets supplied by GCI will be supplied subject to GCI's Hardware Terms from time to time in force.

Softphones

At present there are two types of softphone available from GCI for use in conjunction with the GCI Talk Service - Softphone Plus for IOS and Android, and The Hub desktop client for PC (Windows) and Mac:

Softphone	Description
Softphone Plus	Softphone Plus for IOS and Android • QR Code one touch provisioning • Secure connection • Unified In-App services • Video and Instant Messaging • Supports IOS and Android • Full In-Call controls • Synchronise phone contacts
The Hub PC Client 	The Hub Desktop Client for PC and Mac • Web based WEBRTC client • Internal and External Contacts list • Presence support • Private chats and Group Chat support • Temporary Meeting Rooms • Person-2-Person Video Conferencing • Integrate IP phone functionality • Desktop and File Sharing

Softphones provided by GCI for use in conjunction with the GCI Talk Service are provided by way of Additional Licence. For more information see the Additional Licences Section 9 below or consult the relevant user guide (available from GCI on request).

3.2 Mobile SIM bundles

A number of Mobile SIM bundles are available from GCI that include data and unlimited UK minutes and texts. Mobile SIMs carry a minimum 24 months contract period terminable by the Customer on not less than 60 days' notice.

3.3 Call Management

GCI can also provide its Call Management Service, available for purchase at additional cost. The Call Management Service provides Customers with the ability to manage inbound call traffic through GCI's dedicated Routing Portal and to route calls to any geographic, non-geographic, mobile or International phone number or to a pre-defined Customer GCI SIP Trunk. The Customer should contact its GCI Account Manager for details.

3.4 Managed Services – Standard Service Elements

In respect of its hosted Services, GCI provides managed services as part of the Service which vary based on the underlying platform. The Service Description for Managed Services provides an overview of the Service offerings which are included within GCI's Managed Services portfolio, including details of the Service Elements available as part of GCI's tiered Managed Services offering. GCI provides the following Service Elements as part of the GCI Talk Service.

Incident Support

Incident support is provided in respect of Incidents logged with the GCI Service Desk. This Service Element ensures a response 24/7 to P1 Incidents logged with GCI's Service Desk[1]. All incidents must be logged by an authorised named user registered with the GCI Service Desk.

The number of incidents raised in respect of the Service will not be limited but will be reviewed on a regular basis and recommendations made from time to time.[2]

Enhanced Service Desk KPIs are available where the Customer purchases an Enhanced or Premium tier of GCI Managed Services offering. Please refer to the Service Description for Managed Services.

Proactive Monitoring

The platform is monitored 24/7 to ensure adherence to the Service Level set out in Section 7.

Security Patching and System Updates

The platform is patched and maintained in order to minimise risk of Service failures and to keep the platform secure.

The Customer is obligated to use the latest versions of any soft clients made available to it.

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[1] A P1 will only be declared if the Customer has purchased a resilient Service

[2] Note: where GCI provides any support to determine the origin or cause of a Service Failure for which GCI subsequently determines (acting reasonably) it was not responsible or it provides support to resolve any fault attributable to the Customer or the Customer's other contractors or vendors (or as a result of a service provided by any of them), additional charges will be payable based on GCI's standard rates for such support or assistance at the relevant time, along with any Expenses incurred by GCI in providing such support or assistance.

Service Requests

A Service Request is a request made by an end user which affects a single end user and where the task can be completed remotely within 15 minutes of engineering effort. Where any such request either cannot be completed remotely or within 15 minutes, it will be deemed to be a Change Request (provided that it meets the criteria for a Change Request).

3.5 Managed Services – Additional Service Elements

The following Service Elements are not included as part of the GCI Talk Service. They are available for purchase at additional cost. The Customer should refer to the Service Description for Managed Services (available on request) for further details of the Service Elements available as part of GCI's tiered Managed Services offering.

Change Requests

A Change Request is a Customer request which affects more than one end user or affects service providing assets or infrastructure. A Change Request must be completed within three hours, otherwise it will be deemed to be a project.

Customer Change Requests do not form part of the GCI Talk Service and will be subject to additional charge, except to the extent to the extent that the Customer has purchased a Change allowance as part of the Service. The costs of such activity can be met out of a Support Pack. Where the Customer has purchased a Change allowance as part of the Service, a Support Pack can also be purchased as a contingency to meet the cost of Change Requests which exceed the inclusive allowance.

Similarly, project-based activity will be subject to additional charge. The costs of project-based activity can be met out of a Project Pack. The Customer should contact its GCI Account Manager for details of Support Packs and Project Packs.

Service Delivery Management

A Service Delivery Manager is available at additional cost. See the Service Description for Managed Services for details of the activities included within this additional Service Element.

End User Support

End User Support is not included in the GCI Talk Service and all requests for support in respect of the Service must be made by authorised named users. End User Support is available at additional cost.

3.6 Number Porting

Number Porting including Geographic and Non-Geographic Numbers (NGN) provides the capability for the customer of one Communications Provider (the losing Communications Provider) to become a customer of another Communications Provider (the Gaining Communications Provider (GCP)) whilst retaining the same

Geographic or Non-Geographic telephone number(s). To achieve this the Range Holder (RH) should route calls to the GCP for them to deliver calls to the end-user.

Number Porting is outside of the scope of the Service and will be subject to additional Charges. Without prejudice to the foregoing, an administrative charge will be payable in respect of each number port. This is separate to any charge payable to any other carrier and to any Charges for Professional Services associated with an Order.

To enable Number Porting there must be a commercial agreement in place between the GCP and the RH and they must have a Point of Interconnect (POI) or transit agreement with a network Communications Provider to be able to route the calls to. In the absence of either a POI or an agreement it is the responsibility of the GCP to raise an order with the RH. The subsequent Service Establishment process will be carried out in accordance with Ofcom requirements. Without prejudice to the foregoing, there may be some restrictions and limitations to Number Porting. Please contact a GCI representative for more information.

4 Customer Dependencies and Service Constraints

4.1 Access Connectivity

GCI Talk can be accessed via an Internet connection. However, public internet connectivity lacks the facilities to effectively manage 'Quality of Service' so quality of voice traffic cannot be guaranteed, which could impact the User's experience.

4.2 CODECs

GCI Talk enables Customers to use G711 or G729, CODECs for their end user voice services and H.264 for video calling. Please be aware that CODECs will define the quality of the voice call and determine the amount of bandwidth required. The difference between the CODECs is as follows:

- G.711 is a CODEC used for voice compression and is comparable to ISDN quality calls. It uses approximately 85-100kbps of bandwidth to carry one simultaneous call. Typically, a G711 call will provide a MOS score of 4.0 and above.
- G.729 is a higher compression CODEC and typically provides call quality lower than that of ISDN. It uses approximately 24-35kbps of bandwidth to carry one simultaneous call. Typically, a G729 call will provide a MOS score of 3.7 and above.
- H.264 is a CODEC used for recording, compression and distribution of High Definition (HD) video. It uses a maximum of 500kbps of bandwidth to carry one simultaneous video call but can be less, depending on the device and quality of video carried.

4.3 Emergency Services Calling

Whilst VoIP services allow calls to the emergency services numbers 999 and 112, the ability to make calls to the emergency services using VoIP cannot be guaranteed. Calls will fail if there is a power cut or the Internet connection either fails or suffers degradation in quality. Customers and Users will need to dial 999 or 112

from a traditional land line or mobile device. The Customer should also refer to the OFCOM Regulated Services Terms which apply to this Service.

4.4 Call types

The Service does not support the following Analogue call types:

- Franking machines
- Fax machines
- PDQ type devices
- EPOS systems
- Modem traffic
- ISDN data traffic

5 Customer Obligations and Responsibilities

5.1 Recommended security measures

The Customer acknowledges and agrees that the Customer and its Users are solely responsible for procuring and maintaining the security of their own systems, equipment (including equipment used to access the Service, e.g. handsets) and networks and the network connections and telecommunications links from their systems and networks to GCI's systems and network (including without limitation by the use of firewalls, passwords, access restrictions, encryption, policies, and physical access restrictions).

GCI shall not be liable in contract, tort or on any other basis for any loss or damage arising out of any misuse of systems, equipment or networks located on Customers' or Users' premises or within its or their control, except where such loss is caused by the negligence of GCI.

To help ensure that the Service is not subject to unauthorised or fraudulent access/use the Customer should take the following recommended security measures:

- ensure that all default PIN codes are changed, and make passwords/access codes (including voicemail passwords, login details required to access web portals, and application passwords) long and complex, using uppercase as well as lower case letters and numerals/other characters in addition to letters, and change passwords/access codes regularly;
- deactivate extensions and voicemail boxes/change PIN codes for terminated employees when they leave;
- consider limiting calling privileges e.g. limiting ability to make outbound calls to certain locations or number types or area codes (e.g. direct dial international calls or premium rate numbers) or consider limiting those privileges to those employees who require regular access;
- consider restricting access by time of day depending on the operating hours of the Customer's business.

5.2 Service Obligations

Without prejudice to the Customer's obligation to comply with Clause 4 of the General Terms, the Customer shall in all circumstances:

- use reasonable endeavours to ensure that any information it provides in any Order Form is complete and accurate
- reasonably co-operate with GCI in all matters relating to the Service
- provide GCI with such information and materials as GCI may reasonably require in order to supply the Service, and ensure that such information is accurate in all material respects
- promptly report any faults in the Service in accordance with GCI's fault reporting procedures as advised in the Customer Support Plan (as varied from time to time)
- comply with any reasonable instructions or regulations issued by GCI to the Customer concerning the Customer's use of the Service
- provide to GCI any information which GCI may reasonably require to enable it to perform the Contract including, without limitation any information requested by an order, instruction or request of a Government Authority relating to the provision of the Service
- inform GCI as soon as reasonably practicable after the Customer becomes aware of or suspects any fraudulent or unauthorised use of the Service or use of the Service in breach of the provisions of the Contract

Without limiting its other rights or remedies, GCI may terminate an individual Licence with immediate effect by giving written notice to the Customer if GCI can evidence that the Service is being used by a User in a way prohibited by the terms of the Contract, and the Customer fails to rectify such prohibited use within 7 days of written notice by GCI (or such shorter period of notice as may be reasonable or appropriate in the circumstances).

5.3 Connectivity

Where the Customer provides their own Internet connectivity to access the Service, the Customer will ensure that the connectivity chosen to receive the Service has the bandwidth and quality required to receive the Service. GCI shall have no liability whatsoever for any failure to provide the Service in accordance with this Service Description (including the Service Level set out in Section 7) to the extent that such failure is attributable to any deficiency in the chosen connectivity (provided that this shall be without prejudice to any right or remedy which the Customer may have in respect of any separate Service (including connectivity) provided to it by GCI pursuant to a separate Contract).

5.4 Service Restrictions

The Service is designed for the Customer and its User only and the Customer acknowledges that GCI's platform for this Service will not support diallers of any description ("diallers" for these purposes being electronic automated dialling apparatus which selects multiple quantities of simultaneous lines).

The Customer accepts that abnormally high levels of calls conveyed using the Service may result in the instigation of network management control measures/limitations. The Customer should comply with GCI's Acceptable Use Policy in its use of the Service.

GCI may implement call barring to certain destinations due to the propensity of toll fraud. The Customer will be required to confirm in writing any request to lift any such bar, and GCI reserves the right to refuse any such request where it has reasonable grounds to do so.

The Service has a Customer call restriction of £100.00 per day. If this level is too restrictive the Customer should speak to its GCI Account Manager who can assist in raising this limit.

Only equipment which has been provided or authorised by GCI may be used with the Service (including customer premise equipment and IP phones) as listed in Section 3.1 (as such list may be amended from time to by agreement of the parties).

5.5 OFCOM

The Customer shall adhere to the provisions contained within the OFCOM Regulated Services Terms which are incorporated into the Contract.

6 Charges

6.1 Licence Charges

GCI Talk is priced on a per licence basis whereby each User is allocated a minimum of one Basic Licence. This Basic Licence allows for up to five SIP devices to be connected simultaneously. This is restricted to 1x Desk Phone (Handset) and 4x additional SIP devices e.g. Hub PC Softphone, SIP Soft Phone or Mobile Softphone Plus.

Additional Licences may be purchased for the additional features, as described in Sections 2.3 and 9, to further enhance the Customer requirements. These can be purchased in advance or activated through the GCI Talk portal (depending on the User permissions).

All Licences are billed monthly, with any set-up Charges or Charges applied in respect of other Professional Services applied where applicable.

6.2 Call Charges

Call charges are applied in line with GCI's call termination rates for the Service from time to time in force.

6.3 Device and Appliance Upgrades

Due to End Of Life (EOL) status or changing requirements of the Customer, end user device or appliance upgrades may be necessary from time to time. Any such upgrades will be subject to additional charge at GCI's standard rates from time to time in force.

7 Service Levels and KPIs

GCI does not offer any Service Level commitments in respect of the GCI Talk service. GCI will endeavour to provide the Service in accordance with the target stated below but shall not be liable to the Customer for failure to meet the stated target.

Measure	Measurement Period	Service Availability Target
Application uptime	Calendar Month	**99.99%**

7.1 Key Performance Indicators and Service Desk Priorities

The Customer should refer to the Service Description for Managed Services for details of the GCI Service Desk Priorities (including priority classifications) and the Key Performance Indicators (target Response Times and target Resolution Times) which are applicable. These will be those specified for Standard unless the Customer has purchased an Enhanced or Premium tier of Managed Services.

7.2 Service Failure

The Service is deemed to be available when Customer Premises Equipment (CPE) is under supervision of the GCI Network Management systems and telephone calls can be made both “on net” and “off net”. Inability to successfully complete both “on net” and “off net” calls will constitute a Service Failure. The Service is considered to be available provided that telephone calls can be successfully connected and completed regardless of any voice call quality issues.

When using the Service, the Customer should be aware that a fault could be on the DSL carrying the broadband connection or the network (MPLS, leased line etc), which will only be checked by GCI if GCI provides such services. The Service Levels in respect of any such services provided by GCI will be covered in the Contract/Service Description applicable to those services.

8 Appendix A: Basic Licence – Features Description

Basic User Feature	Description
Call Forwarding Busy	Enables a user to redirect calls to another destination when an incoming call encounters a busy condition. **
Call Forwarding No Answer	Enables a user to redirect calls to another destination when an incoming call is not answered within a specified number of rings. **
Call Forward Not Reachable	Enables a user to proactively or reactively direct incoming numbers to another telephone numbers if their normal destination number is unreachable. This is a Disaster Recovery (DR) feature that is generally used to mitigate problems with access connectivity. **
Call Forwarding Always	Enables a user to redirect all incoming calls to another phone number. **
Call Processing Selective	Enables a user to define criteria that causes certain incoming calls to be redirected to another destination, often used with a Time Schedule. **
Call Waiting	Enables a user to answer a call while already engaged on another call. Users have the option to use the feature by using one of the Live BLF keys on their phone (where applicable), which automatically places the other call On Hold.
Call Pickup	Enables a user to answer any ringing line within their defined Pick-up Group using a Star code (*) dialling string or phone BLF. Call Pickup Groups are configured at administration level to securely control use of the feature.
Inbound Call Blacklist	Enables blocking of specified incoming calls to their company, department and/or individual users by CLI number type. **
Call Transfer (Blind and Consultative)	Enables a user to transfer a call to another user and offers consultative or blind options. Consultative allows the user to confer with the user before transferring and blind enables automatic transfer of the call. Transfer can be achieved using their phone or any of the Soft Client applications.
Client Call Control	Enable users to control calls from applications such as Hub, UC+ or any supported Soft Client.

Last Number Redial	Enables users to redial the last number by using the function native to the phone (Handset) or by using the Call History listing in UC+ or Soft Client application.
Three-Way Calling	Enables a user to make a three-way call with two other parties. (Requires minimum 2 Line phone or softphone)
Alternate Numbers	Enables users to have multiple phone numbers and/or extensions assigned to them. For outgoing calls from the user, the user's primary phone number is the Calling Line Identity (CLI) and can be changed by the User to those made available by the Portal Administrator (e.g. Group CLI or Corporate CLI).
Answer Confirmation	Enables users to accept or reject calls that are sent to other devices when Call Director, Simultaneous Ring or Sequential Ring feature is used. When a user does not accept, or answer a call, this feature ensures the call is returned to the user's voicemail inbox, allowing them to manage one voicemail service. **
Call Notify	Enables a user to define criteria that cause certain incoming calls to trigger an Email notification. **
Do Not Disturb	Enables users to set an unavailable profile which will direct all calls to voicemail. **
Extension Dialling	Enables users at different geographical locations to call one another using abbreviated dialling instead of requiring their whole public number to be dialled. This can range between three to six digits in length. Subject to Ofcom constraints for National Telephony Services (e.g. 999,101,111, etc.)
Fax Messaging	Enables users to receive faxes over Email using a separate dedicated fax number.
Selective Call Rejection Blacklisting	Enables a user to define criteria for rejecting calls either based on Holiday/Time schedules or a per number basis. Calls that meet the criteria are blocked and the caller is informed that the user does not wish to receive the call. **
Sequential Ringing	Enables users to define a "find-me" list of phone numbers that are alerted sequentially for incoming calls that match specified criteria. While the service searches for the user, the calling party is provided with a greeting followed by periodic comfort announcements. **

Simultaneous Ring End User devices	Enables users to have multiple phones ring simultaneously when any calls are received on their phone number. The first phone to be answered is connected. For example, calls to a user's desk phone could also ring the user's mobile phone in case the user is not at their desk. **
Call Conference	Enables users to manage the Audio Conference feature initiated by the relevant Star code and PIN entry to commence the Conference Call. Note: One Conference Service Licence is provided per Customer, with up to 30 participants allowed. Additional Conference Services licences are available on request.
Call Recording – Start / Stop	Enables users to record inbound and outbound calls, with capability to Start / Stop Recording by use of the relevant Star codes.
Hunt Group	Enables users to be included in a specified sub-group to handle incoming calls received by an assigned Hunt Group phone number. Users assigned to a Hunt Group can be located across different sites. Hunt Group "Ring Pattern" schemes define the way phones in the Hunt Group are called: • *'Simultaneous'* rings all the users in the group simultaneously; the first user to pick up the ringing phone is connected. • *'Order'* sends calls to users in the order listed by an administrator • *'Random'* sends calls to a user randomly following on from the last user to receive a call • *'Least Busy'* send calls to a user that has been idle for the longest time. Additional call processing options are available.
Group Calling Line ID (CLI)	Enables users to present a single outbound Calling Line ID (CLI) from within a site, for all users or extensions only users. For this feature to work the number to be presented must be resident and live on the platform.
Outbound Call Plans	Enables administrators to block users from making certain types of outgoing calls by number type. E.G. International, Premium, Directory Service, etc.

Device Inventory	Enables administrators to view an inventory of the available corporate user endpoints.
Selective Call Divert *Holiday Schedule*	Enables incoming calls to a site to be intercepted and an announcement played that provides alternate routing options to callers. ** *Administrators can define Company / Group holiday schedules that can be associated with the Auto Attendant add-on feature.*
Music on Hold	Enables businesses to upload an audio file (.wav file containing music, advertising, etc.) to site and user features.
Corporate Directory	Enables administrators to create a Corporate Directory that contain all or a subset of Users from the Company. This directory pulls the details from existing Users on the platform built under the specified Company.
Calling Line ID Delivery – External	Enables the delivery of an incoming caller's identity which can include the caller's phone number and name from local phone directory or using UC+ or soft client.
Calling Line ID Delivery - Internal	Enables the delivery of an incoming caller's identity which can include the caller's phone number and name from existing users within the same site.
IVR / Auto Attendant	Enables businesses to have an automated attendant answer calls, providing a personalised message to callers with options for call routing: • "Root" Menu (i.e. 1 for sales, 2 for support) • Sub-Menu depending on root option selected • Default Exit or No Response option
Abbreviated Dialling	Administrators can set up to 4-digit Abbreviated Dialling codes for frequently dialled numbers or long strings of digits that are hard to remember. Subject to Ofcom constraints for National Telephony Services (e.g. 999,101,111, etc.)

Call Processing	Call Processing is used to write rules that enables and disables Ringing, Forwarding and or Voicemail for a phone. This can be set for specific periods and / or from specific callers. Forwarding and Voicemail Settings can be adjusted in their own interfaces. Allows the user to set rules based on Day, Date, Month, Time of day range, etc., in conjunction with the Call Forwarding rule selected.
Basic Calls Log	Enables users to view and dial from the following lists of stored numbers: missed, received, and dialled. Company or Group administrators can remove this functionality on a per user basis.
Call Data Record (CDR)	Enables monitoring and view of CDRs across the Company, Site and Users. Records are displayed in a simple tabular format and all data can be exported to a CSV file or collected from a predefined FTP site. This allows the monitoring and filter views categorised by the following call types: International, Premium Rate, Non-Geographic, Mobile, National.
Configurable Feature Access Codes	Provides administrators with the option to specify the feature codes (Star codes) associated with their services (e.g. Last Number Redial, Call Return) via the Group web portal.
Voice Mailbox	The Voice Portal provides a Mailbox Interactive Voice Response (IVR) application, that can be called by Users from any phone to manage their Voice Mailbox to change features or listen to Voicemail recordings. Access is controlled via a User PIN.
Standard Call Recording	Provides a 59 Days Storage retention after which the recording is deleted automatically. Access is via search and download only. Administrators/Users may download these to their own personal storage as required.

** Users can configure their personal lists through the ‘Call Management – Call Processing’ widget.

9 Appendix B: Additional Licence Features

Feature	Description
Call Recording & Analytics	Provides unlimited lifetime Cloud-based Storage of call recordings, an easy call search facility for the duration of the contracted licence and enables access to Multi-Media Analytics and reporting (see below) Note: Requires Customer-wide licensing. Call recordings are deleted automatically in the event of termination of the Service.
Multi-media Analytics	Provides access to a powerful analytics package and long-term call recording/storage facility. Company-wide take-up required for this option. The analytics option provides a range of reports including: • **Dashboard summary:** (calls answered, unanswered, engaged) and the ability to search for calls/recordings over a selected time frame and the ability to listen to any recorded calls (subject to user access rights) • **Call Logs:** Shows live ongoing calls plus call history and the ability to search for records and obtain reports based on a range of parameters including telephone number, call direction, group, duration etc. • **System Alerts:** Allows users to receive reports based on in flight calls to Premium rate numbers or calls that are long in duration. • **Wall Board View - Site-wide:** Gives the user a graphical companywide overview covering all groups of total calls, answered calls, missed calls, new callers, inbound calls, inbound talk time, outbound calls, outbound talk time, average talk time, ongoing calls and SMS received. • **Wall Board View - Group:** Gives the user a graphical group overview of total calls, answered calls, missed calls, new callers, inbound calls, inbound talk time, outbound calls, outbound talk time, average talk time, ongoing calls and SMS received plus calls handled by each user in the group). There are as many group reports to choose from as there are groups set up.

	• **SMS Logs:** View all SMS communications from/to GCI SIMs. These messages can be viewed and searched on a range of parameters including key-words and phrases. • **Group Overview:** View all groups on the account and easily see who is in which group. Ability to drill down further and look at users within a specific group to see their calls stats • **Daily Automated Reports:** The system can generate a daily report which is emailed out and gives an overview of call handling during the previous day. • **Service Reports:** Users can create graphs that show service activity based on time/date parameters and can further select this information by extension, number, or period comparison. Also includes the Hour by Hour talk report. Note: Requires 'Call Recording and Analytics' licence.
PCI / MiFID II Compliant Call Recording	Optional service helps with PCI / MiFID II compliant Encrypted Recording storage, and the ability to Start/Stop the Call Recording capture during a recorded call. Call Recordings can be played from the Analytics Portal or downloaded in MP3 format. Note: Requires 'Call Recording and Analytics' licence as a prerequisite.
UC Plus Fusion	Includes all the features of the UC Plus Express plus: • User and extension "combined" Presence • Preferred device selection • Availability actions • All-device caller preview • Integration to 200+ business applications Note: Requires one UC Plus Site licence per Customer

Softphone Plus (IOS and Android)	Provides the following features: • Call history / Return Call • Contact Lookup & Dial • Keypad Dialling • Messaging between Softphone clients • DND • Optional customer branding available See the GCI Mobile Softphone Plus user guide for more information (available on request).
The Hub Desktop Client	Current Features: • **Web based WEBRTC client** - to make and receive telephone calls. • **Internal and External Contacts list** - with Search and Select to Dial functions. • **Presence support for Internal contacts** – See the current operational level of contact for your colleagues to improve levels of intelligent communication. • **Private chats and Group Chat support** – Unified Messaging with links to Presence status enabling efficient communications between co-workers. • **Temporary Meeting Rooms** - with ability of inviting external contacts • **Person-2-Person Video Conferencing** – Recognises if the receipt of your call can engage in Video Conferencing, with the option to invoke on their acceptance. • **Integrate IP phone functionality** - to remote control phone functions, controlling your desktop device for telephony features such as Dial, Incoming Call notifications. • **Desktop Sharing** – Share your desktop for collaborative interworking with your colleagues. Note: Currently only supported in Google® Chrome®. Plug-ins may be required to facilitate certain functions.

Intelligent Mobile Integration	This integration enables GCI's mobile SIMs to be seen and act as extensions to the GCI Talk platform. SIMs can be members of Hunt Groups, enjoy extension number calling as well as Mobile and Landline number presentation options. All Mobile calls and SMS texts can be recorded and reported as defined in Multi-Media Call Analytics. *A number of Mobile SIM bundles are available from GCI which include data and unlimited UK minutes and texts.*

10 Appendix C: Support Responsibilities

GCI Talk Service	Customer Support Responsibilities	GCI Support Responsibilities	Notes
Access			
Portal Login Issues	Yes *	Yes**	*Customer Tasks: Correct portal access address; Check username and password; Confirm have Internet access; Contact support and provide GCI Talk client information to aid investigation once the initial tasks have been exhausted **GCI Tasks following completion of Customer Tasks: Platform level investigation
Soft Client compatibility issues	Yes	No	The Customer is responsible for any updates that are pushed out to devices using the service to ensure that they are compatible with the service provided by GCI and tested before deployment e.g. Windows updates
Voice Support			
Call Quality issue investigation & resolution	Yes*	Yes**	*Customer Tasks: Check network connection is suitable for the task, e.g. wired Review the traffic on the Customer's network and ensure that suitable bandwidth is available for the service to work effectively. Check the hardware is suitable for the task Contact GCI and provide GCI Talk client and call information to aid investigation once the primary tasks have been exhausted **GCI Tasks: Platform level investigation

Porting telephone numbers (Inbound/Outbound)	No*	Yes	*Customer must complete port request documentation. Subject always to the provisions of Section 3.6
Deployment Specific Responsibilities			
Creating Custom Voice Policies Modifying Voice Policies Creating Custom Dial Plans Modifying Dial Plans	No	Yes**	**These changes are chargeable activities and should be requested through the Customer's account manager or via the GCI Service Desk
Assigning or changing number ranges to the Service	No	Yes**	**These changes are chargeable activities and should be requested through the Customer's account manager or via the GCI Service Desk