JT Cloud PBX

Product Description

This Product Description gives an overview of JT's Cloud PBX Service (the "Service"). The Service marries IP telephony, GSM mobile telephony and standard fixed line telephony to deliver a flexible and powerful Cloud PBX service which is hosted in JT's award winning, secure, cloud environment.

It replaces the need to support and manage on-premises PBX equipment and can be controlled through the Customer's own web administration portal. Because it is embedded in JT's fixed and mobile networks, it can be used seamlessly by employees whether in or out of the office, both on Island and while roaming using many different types of handset – including IP desk and conference phones, mobile phones, laptops and tablets.

1. Features of the Service

i. Service Numbers

Behind the Customer's Service Number (also referred to as Main Number) is an automated call flow that can control the destination of an incoming call. This will be based on User defined parameters such as time of day, day of week and calendar date. Calls can be connected to automated announcements, auto-attendants, single Users or groups of Users.

ii. Calendar

The Service can support different routing rules based on open and closed hours in a day, days of the week and calendar days (such as bank holidays) all set in the calendar and opening hours modules in the Customer Portal (as defined on next page).

iii. Hunt Group for Service Number

A hunt group is a number of people (or members) that are set up to take incoming calls. When external and internal callers ring in, they can do so on one telephone number (the Service Number) and the calls can easily be routed to a group of members to answer.

The Customer has the ability to set:

- members for a group;
- a member's position within a group;
- how calls are distributed;
- time spent looking for available members;
- what happens if all members are busy; and
- upload in-queue music.

iv. Auto Attendant for Service Number

The auto attendant allows callers to select from a number of available choices and then direct them to the right individual, group or department. The Customer can tailor the menu options to their business needs.

The Customer can set:

- Up to nine (9) selectable options; and
- Hunt group features per option as above.

v. Announcements for Service Number

The Service allows the Customer to customise their announcements by a simple dial in to record system.

vi. Voicemail Service for Service Number

Voicemail is included as standard for all Service Numbers. Voicemails are delivered as an MP3 file to a specified email address.

The Customer will need to ensure that voicemail email messages from JT are not blocked by their spam filters.

vii. Users (Extensions)

Each User can have up to four (4) devices linked to a direct dial in number ("**DDI**"). These can be IP desk phones, mobile handsets or SIP soft phones. If a User has more than one (1) device, each device will ring simultaneously when the DDI number is called.

viii. User licences ("Users")

The Service has two (2) levels of User licences: Standard and Enhanced.
The features included with each type of licence are detailed in the table below:

JT Cloud PBX	Standard	Enhanced
Use of up to four (4) devices (mobile and/or IP desk phone and/or desktop/tablet SIP soft phone*)	✓	✓
Absence management and availability on the CPBX Mobile App (as defined below)	✓	✓
Timed greetings & music on hold	✓	✓
Access to the Customer Portal (as defined below)	✓	✓
User configurable diverts	✓	✓
Call usage history and statistics	✓	✓
Switchboard App (as defined below) access for Service Numbers	✓	✓
SMS sending capability from the Switchboard App (as defined below)	✓	✓
Voicemail to email	✓	✓
Service Number group membership	✓	✓
Call pick up & transfer	✓	✓
Audio conferencing	✓	✓
Audio conferencing with dedicated permanent PIN		✓
Windows Outlook connector		✓
Managed handset with dedicated bandwidth		✓

*Please note JT does not provide SIP soft phones but can provide the Customer with the details needed to obtain one from a third party supplier.

ix. Linked Mobiles

Users can link their business or personal mobile to their DDI. Both the IP desk phone and the linked mobile will ring when the DDI is called. Users can also make business calls from the CPBX Mobile App (as defined below) which would automatically get charged to the Service. The CPBX Mobile App (as defined below) can control the caller line identity ("**CLI**") (number displayed to the person being called) to show the DDI, mobile or Service Number.

x. The JT Cloud PBX Mobile Application (the "CPBX Mobile App")

The CPBX Mobile App will run on any iOS or Android smartphone and is used to make and receive business calls. It can also be used to set User absences when no mobile is linked.

Features of the CPBX Mobile App include:

- Directory of all employees on the Service with availability;
- A call log that tracks previous calls;
- CLI release in line with business rules (Service Number or DDI);
- PBX out-calls, which instructs the PBX to call the mobile back and then place a call to the required destination, connecting the two in the process. (This can be used to reduce call costs and allows BYOD users to separate out business from private calls);
- Presence (absence) management. There are six (6) absence states, including 'In Meeting' and 'Do Not Disturb';
- Rules that can be set for each absence status, such as forwarding calls or recording voicemails;
- A Microsoft Outlook connector (on Microsoft Windows) that automatically sets the absence status (included with enhanced licence only);
- Conference call setup; and
- Hunt group login and logout.

xi. Black and White Listing

- Outgoing call blacklisting available (call barring); and
- Incoming call whitelisting available on DDIs.

xii. The Switchboard Application (the "Switchboard App")

Switchboard calls can be answered from a mobile or desk phone together with the Switchboard App running on Windows PCs or Apple Mac computers.

Features of the Switchboard App include:

- A view of all of the User's absence settings;
- Call transfer;
- The ability to override a User's absence setting;
- The ability to send SMS messages from the switchboard (replies would be received on a linked mobile); and
- Audio conference call scheduling.

xiii. Audio Conference Calling

The standard licence allows conference calls via a common access number. Private six (6) digit PINs are issued for each conference to ensure privacy and ease of access.

The enhanced license provides Users with an individual PIN so a User will not require a different PIN for each conference booking.

Conferences are available for up to thirty (30) members at a time and notifications to conference invitees can be sent via email, SMS or both.

Conferences can be set up using the CPBX Mobile App, the Switchboard App or via the Customer Portal (as defined below).

xiv. Web Portal control for administrators (the "Customer Portal")

The Service can be managed from the Customer Portal. The system is hierarchical, so administrators get the highest level of access. Other Users get access to a cut down version, which enables a sub-set of configurable options.

Features of the Customer Portal include:

- The ability to add and remove Users from hunt groups;
- The ability to link mobiles to DDI numbers;
- The ability to upload on hold music;
- The ability to set diverts;
- The ability to set calendar open and closed hours;
- Company directory management; and
- Reporting and statistics.

xv. Office Connectivity

Cloud PBX IP desk phones will be connected over the Customer's internet service. Call quality on the desk phones may depend on the available bandwidth on the Customer's internet connection and on the amount of other network traffic carried over it at any time. JT Broadband provided with Tilgin routers needs no additional configuration. If the Customer's broadband is provided by another provider and/or utilises an alternative router, the Customer needs to ensure that it supports SIP ALG NAT and that is it enabled.

xvi. Dedicated Bandwidth

For a guaranteed quality of communications from office IP desk phones, JT recommends the dedicated bandwidth option that it offers. With this option, the Customer will receive a fibre service as the bearer, with a dedicated path and bandwidth, to connect the Service with the Customer's premises. This keeps the Service fully independent of the Customer's internet traffic so as to maintain optimum voice quality. It also allows JT's support agents to connect directly to the Customer's phones easily to help in any configuration requirements remotely.

2. Support Options

JT offers two support options – standard support service and full support service. Both options are backed by JT's highly trained operations staff.

The standard support service is available during Working Hours (as defined below).

The full support service offers 24 x 7 hours support.

"Working Hours" means between the hours of 08:00 to 18:00 on a Business Day (as defined below).

"Business Day" means Monday to Friday inclusive, excluding Jersey and Guernsey public holidays.

Customer Support Level	Support Cover	Price per user per month
Standard	During Working Hours only.	£1.50
Full	24 x 7	£3.50

Priority Level	Time to Allocate Ticket*	Resolve (Target)*	User Update Interval*
P1	15 Minutes	6 Hours	1 Hour
P2	60 Minutes	8 Hours	4 Hours
P3	120 Minutes	12 Hours	6 Hours

*For standard support service: Time runs from when the issue is logged with the JT Service Management Centre within Working Hours. If the issue is logged outside of Working Hours, then the time taken begins running from 08:00 on the next available Business Day.

For full support service: Time runs from whenever the issue is logged with the JT Service Management Centre.

Priority Level	Definition
Priority 1 Major Disruption	Major Business Impact: Outage with no Workaround resulting in complete loss of Core Services to Customer. • Service unavailable to all users with no possible Workaround or; • Vital Business Function(s) severely impacted.
Priority 2 Significant Disruption	Significant Business Impact: Outage with no Workaround resulting in significant loss or degraded system services to Customer; however, operations can continue in a restricted mode. • Service functionality or performance is severely impaired or; • Majority of users are unable to access the service or; • Vital Business Function(s) impacted.
Priority 3 Minor Disruption	Minor Business Impact: Degraded system performance or issue with Workaround. • Functionality or performance is degraded but the service is still usable or; • More than 75% of users are able to access the service with no significant impact or; • Vital Business Functions are not impacted.

3. Change Requests

Most configuration options within the Services are available to the Customer's administrator via the Customer Portal. Basic Customer Portal administration training will be provided as part of the installation.

As part of the Services, JT can help the Customer with more advanced configurations by providing a number of annual "moves, adds and changes" ("**MACs**") per year at no additional cost. The number of these depends on how many licenced endpoints the Customer subscribes to as specified in the table below. MACs requested in excess of the included number will be automatically charged at JT's standard engineering rates.

Licenced Endpoints	No of MACs per year
0-19	6
20-49	12
50+	18

An MAC is defined as a piece of work requiring up to three (3) hours of engineering time. If a single MAC exceeds three (3) hours, each additional hour or part thereof will be automatically charged at JT's standard engineering rates. MAC allowances are calculated per calendar year.

An MAC which can be competed remotely will be assigned within three (3) Business Days. Alternatively, if an engineering site visit is required, the lead time is five (5) Business Days.

To request a MAC or to report a fault, JT's Service Management Centre is available to assist on 01534 882345 (opt 1) or smc@jtglobal.com
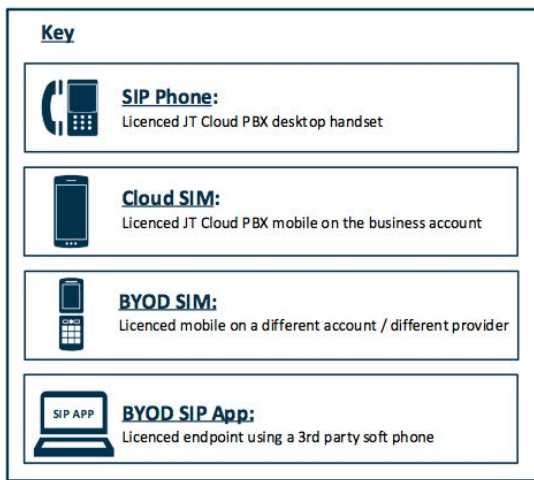
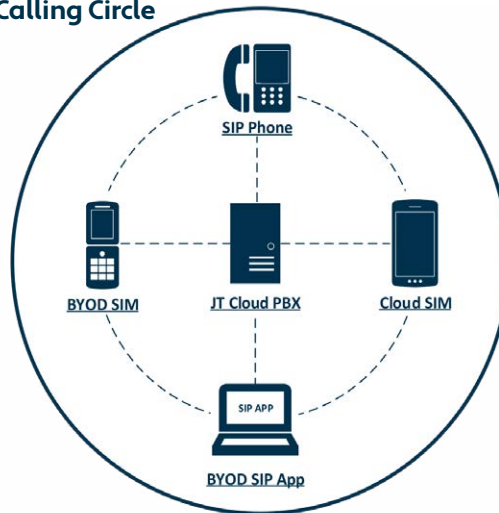## 4. How calls are charged on the Service

i. Users

Each User can have up to four (4) devices linked to a DDI. These can be IP desk phones, mobile handsets or SIP soft phones. If a User has more than one (1) device, they will all ring simultaneously when the DDI number is called. However, only one of the devices can be in use at a time preventing multiple calls coming through while you are on a call.

All User's numbers are also included in the Customer's Cloud PBX Calling Circle (see diagram below). This means that on net calls between all members of the calling circle are free of charge (data charges may apply – see later).

Key

	SIP Phone:	Licenced JT Cloud PBX desktop handset
	Cloud SIM:	Licenced JT Cloud PBX mobile on the business account
	BYOD SIM:	Licenced mobile on a different account / different provider
SIP APP	BYOD SIP App:	Licenced endpoint using a 3rd party soft phone

Calling Circle

These diagrams display how the calls are set up and routed for each of the end points:
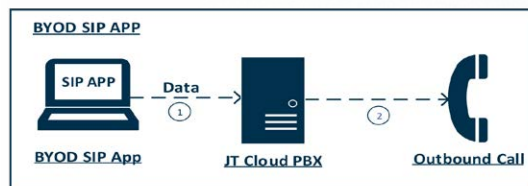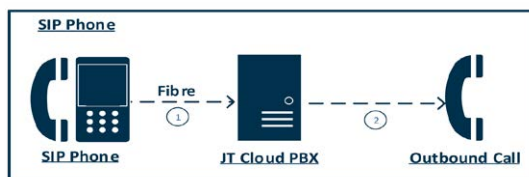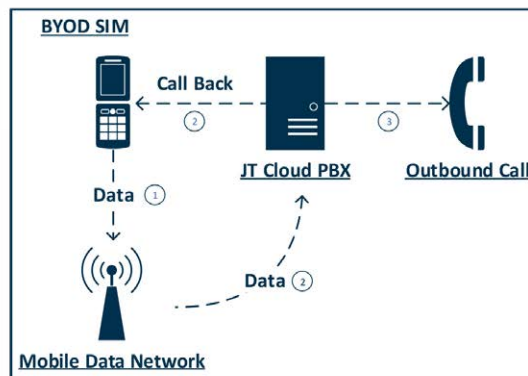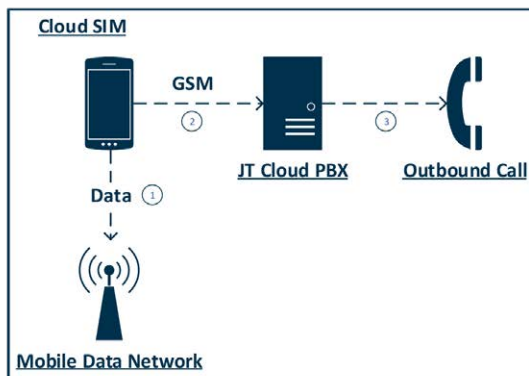
Based on the above diagrams, this is how each part of the call is charged:

On Net (On the JT Network)

Source (A)	Destination (B)	Call Back?	Charge to A	Rate	Charge to Cloud PBX	Rate
Cloud SIM on Cloud PBX Account	Cloud PBX User	N	N	FREE	N	FREE
BYOD SIM (JT different account)	Cloud PBX User	Y	Y	as per bundle on alternate account (Data & SMS)	N	FREE
Cloud PBX SIP Phone	Cloud PBX User	N	N	FREE	N	FREE
BYOD SIM (OLO Customer)	Cloud PBX User	Y	Y	as per bundle on OLO account (Data & SMS)	N	FREE
BYOD SIP APP	Cloud PBX User	N	N (may be data)	As per connectivity	N	FREE
Cloud PBX SIM on Cloud PBX Account	Any destination (not the PBX)	N	N	FREE	Y	Standard rate to that destination
BYOD SIM (JT different account)	Any destination (not the PBX)	Y	Y	as per bundle on alternate account (Data & SMS)	Y	Standard rate to that destination
Cloud PBX SIP Phone	Any destination (not the PBX)	N	N	FREE	Y	Standard rate to that destination
BYOD SIM (OLO Customer)	Any destination (not the PBX)	Y	Y	as per bundle on OLO account (Data & SMS)	Y	Standard rate to that destination
BYOD SIP APP	Any destination (not the PBX)	N	N (may be data)	as per connectivity	Y	Standard rate to that destination
Cloud PBX	SMS	N/A	Y	JT Standard SMS rate	N/A	N/A

Off Net (When you are on a different carrier's network, i.e. Roaming) – Data or WiFi must be active

Source (A)	Destination (B)	Call Back?	Charge to A	Rate	Charge to Cloud PBX	Rate
Cloud SIM on Cloud PBX Account	Cloud PBX User	N	N	Roaming Data/call rate as per bundle (or free on WIFI)	N	FREE
BYOD SIM (JT different account)	Cloud PBX User	Y	Y	Roaming Data/call rate as per bundle + Roamed received call rate	N	FREE
Cloud PBX SIP Phone	Cloud PBX User	N/A	N/A	N/A	N/A	N/A
BYOD SIM (OLO Customer)	Cloud PBX User	Y	Y	Roaming Data/call rate as per OLO bundle to set up + Roamed received call rate	N	FREE
BYOD SIP APP	Cloud PBX User	N	Y	Roaming Data/call rate as per bundle (or free on WIFI)	N	FREE
Cloud PBX SIM on Cloud PBX Account	Any destination (not the PBX)	N	Y	Roaming Data/call rate as per bundle (or free on WIFI)	Y	Standard rate to that destination
BYOD SIM (JT different account)	Any destination (not the PBX)	Y	Y	Roaming Data/call rate as per bundle + Roamed received call rate	Y	Standard rate to that destination
Cloud PBX SIP Phone	Any destination (not the PBX)	N/A	N/A	N/A	N/A	N/A
BYOD SIM (OLO Customer)	Any destination (not the PBX)	Y	Y	Roaming Data/call rate as per OLO bundle to set up + Roamed received call rate)	Y	Standard rate to that destination
BYOD SIP APP	Any destination (not the PBX)	N	Y	Roaming Data/call rate as per bundle (or free on WIFI)	Y	Standard rate to that destination
Cloud PBX	SMS	N/A	N/A	N/A	N/A	N/A

ii. JT Cloud PBX Data Usage

The Service may need access to a data connection, WiFi or mobile data (3G/4G) from the Customer's connected device. This may incur a charge depending on the Customer's data connection plan or method.

The CPBX Mobile App will always require brief access to a data connection when the Customer starts it on their device. Otherwise, on-net calls will be carried over the Customer's normal mobile connection and charged accordingly as per the tables above.

When using a SIP app on a tablet or desktop, all calls will be carried over the data network, the quality of the call will depend heavily on the quality of the data connection available.

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