JT Cloud PBX Service

Product Description V5.0
August 2024

1. Contents

2. Legal Notices

2.1. Copyright

This document is the copyright of and contains proprietary information of JT (Jersey) Limited and JT (Guernsey) Limited (together "**JT**") and is subject to confidentiality provisions between JT and the Customer, and as such shall not be reproduced or disclosed to a third party without the prior written consent of JT.

2.2. Terms

This document does not constitute an offer capable of acceptance by the Customer and is subject to a formal written agreement. No contractual relationship shall arise until such a formal written agreement has been signed by both parties.

The parties acknowledge that typographical errors may occur in this document. The parties agree that any such errors, which do not materially affect the content of this document, shall be subject to correction without affecting the validity or enforceability of the same. Any typographical errors brought to the attention of JT shall be corrected promptly.

2.3. Related documents

This document is to be read together with the Master Services Agreement ("**MSA**") (and solution-specific Statement of Works ("**SOW**")) or the service proposal document ("**Quotation**").

2.4. Service Definitions

"**Business Day**"	means a day falling from Monday to Friday which is not a public holiday in Jersey or Guernsey.
"**Calling Line Identification**" or "**CLI**"	also known as 'Caller ID', is a telephone service that transmits the caller's telephone number to the called party's telephone equipment when the call is being set up.
"**Incident**" or "**Case**"	means a Service Affecting Fault, Service Interrupting Fault or any event which is not part of the standard operation of the Service, and which causes, or may cause, an interruption to, or a reduction in the quality of, the functionality of that service.
"**Priority**"	means the degree of urgency within which an Incident is to be responded to and resolved based on the impact of the Incident on the Customer's business, as set out below.
"**Service Affecting Fault**"	means a fault which causes or results in a continuous and total loss of the ability to use the Service.
"**Service Desk**"	means the JT support centre from where support for the Service is provided.
"**Service Interrupting Fault**"	means a fault which degrades the level of the Service but does not prevent the use of the Service.
"**Working Hours**"	means between the hours of 08:00 to 18:00 on a Business Day.

Capitalised terms used in this JT Cloud Private Branch Exchange ("**PBX**") Product Description not defined in this section 2.4 shall have the meanings given to them in the terms and conditions of the Service.

3. Overview

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 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 Customer employees whether in or out of the office, both on-island and whilst roaming using many different types of handset – including IP desk and conference phones, mobile phones, laptops and tablets.

4. Features of the Service

4.1. Service Numbers

Behind the Customer's Service number (also referred to as a '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.

4.2. 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 below).

4.3. Hunt Group for Service Number

A hunt group is a number of Users (or members) that are set up to take incoming calls. When external and internal callers ring in, they can do so on 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.

4.4. 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.

4.5. Announcements for Service Number

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

4.6. Voicemail Service

Voicemail is included as standard for all Service Numbers and DDIs. 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.

4.7. Users (Extensions)

Each User can have up to four 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 device, all devices will ring simultaneously when the DDI number is called.

4.8. User licences ("Users")

The Service requires a User licence to work. The features included are detailed in the list below:

- 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 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; and
- Audio conferencing.

*JT does not provide Session Initiation Protocol (SIP) soft phones but can provide the Customer with the details needed to configure one from a third-party supplier.

4.9. 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.

4.10.   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 *Bring Your Own Device* (BYOD) Users to separate out business from private calls);
- Presence (absence) management. There are six 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;
- Conference call setup; and
- Hunt group login and logout.

Calling 999 should be done directly from a mobile and not from the Mobile App to ensure a connection to the correct, location-specific emergency services.

4.11.   Black and White Listing

- Incoming call blacklisting available; and
- Incoming call whitelisting available on DDIs.

4.12.   Web Portal control for administrators

The Service can be managed from a portal which provides additional control for administrators ("**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 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.

4.13.   Web Portal including Switchboard Application for Users

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 Customer Portal for Users 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);
- Making and receiving calls;
- Call transfer;
- Presence (absence) management ;
- Rules that can be set for each absence status, such as forwarding calls or recording voicemails;
- Conference call setup;
- The ability to send SMS messages from the switchboard (replies would be received on a linked mobile); and
- Hunt group login and logout.

4.14. Audio Conference Calling

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

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 or via the Customer Portal (Switchboard function).

4.15. 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* or *Genexis* 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, Application-Level Gateway (ALG) and Network Address Translation (NAT) and that is it enabled. Where the Customer uses a router/firewall and needs to allocate a port range for its Customer Provided Equipment (CPE) requirements, the Customer should allocate a range of 10000-30000 User Datagram Protocol (UDP) for media. This is the range that is configured on each Session Border Controller (SBC) on JT's network and anything out of this range will not function correctly. If the Customer has no restrictions, the SBC will dynamically allocate to the CPE within this range.

4.16. 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.

5. Service Support and Management

5.1. Customer Requests – "MACs"

Most configuration options within the Services are self-serve i.e. available to the Customer's administrator via the Customer Web Portal. Basic Customer Web 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	Number 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 hours of engineering time. If a single MAC exceeds three 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 Business Days. Alternatively, if an engineering site visit is required, the lead time is five Business Days.

Where the Customer wishes JT to make any changes to the Service for example adding new Users or upgrading licences, the Customer may contact the Service Desk, which will pass the request to a member of the sales team for further details. Alternatively, the Customer may contact their Relationship Manager directly for further details.

5.2. 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.

Customer Support Level	Support Cover
Standard	During Working Hours only
Full	**24 x 7**

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;

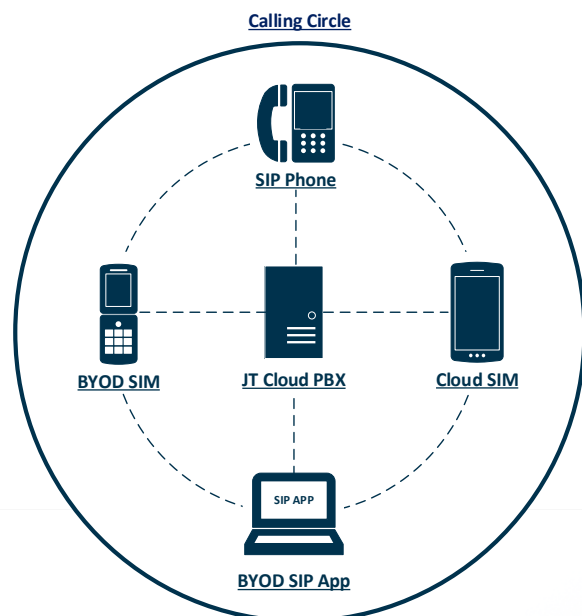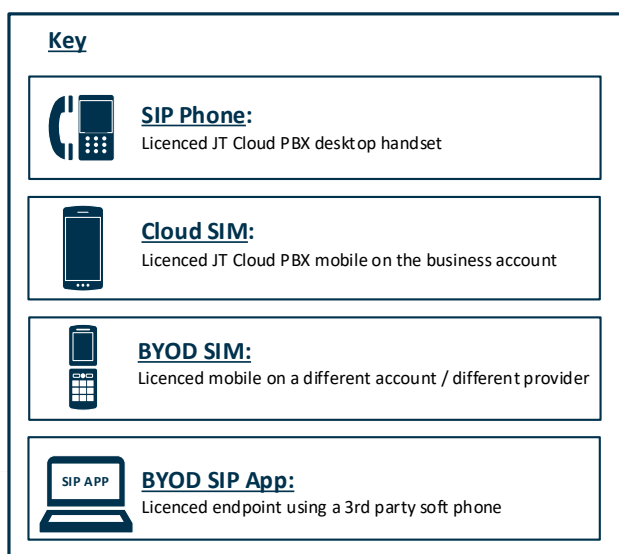| Priority Level	Definition
	• Vital business function(s) severely impacted.
Priority 2 Significant Disruption	Significant Business Impact: outage with no workaround resulting in significant loss or degraded system services to Customer; however, operations can continue in a restricted mode. • Service 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.

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

# 6.   How calls are charged on the Service

6.1. Users

Each User can have up to four devices linked to a DDI. These can be IP desk phones, mobile handsets, or SIP soft phones. If a user has more than one 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 a User is 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).

Calling Circle

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

SIP Phone

BYOD SIM   JT Cloud PBX   Cloud SIM

SIP APP

BYOD SIP App

JT

Cloud PBX Calling Diagram

These diagrams display how the calls are set up and routed for each of the end points:
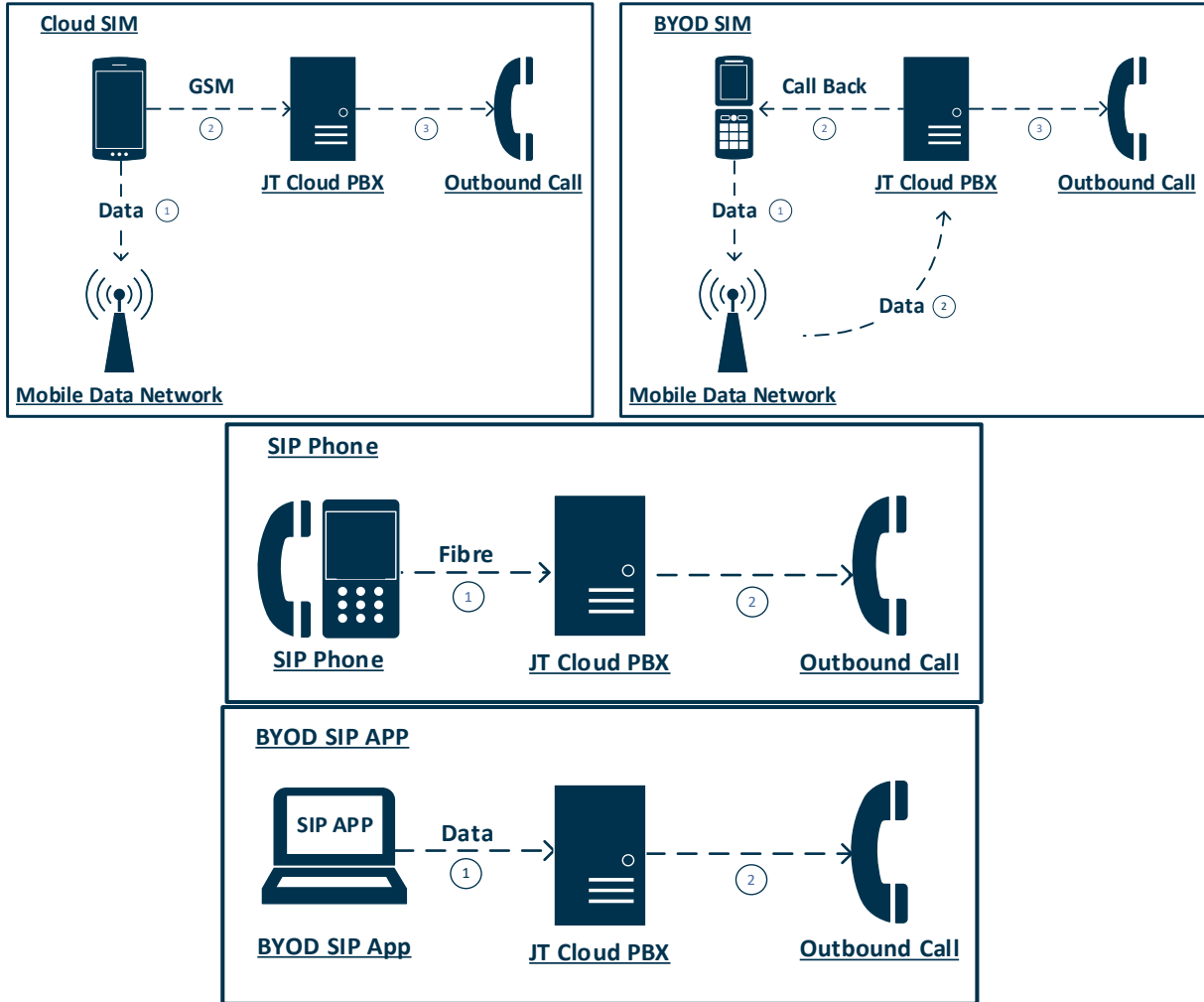
6.2. Call Charges

Based on the above diagrams, this is how each part of the call is charged:

6.2.1. On Net (On the JT Network)

Source (A)	Destination (B)	Call Back?	Charge to A	Rate	Charge to Cloud PBX	Rate
Cloud PBX 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

Source (A)	Destination (B)	Call Back?	Charge to A	Rate	Charge to Cloud PBX	Rate
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 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 PBX SIM on Cloud PBX Account	Cloud PBX User	N	Y	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

6.2.2. 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.

7. Contacting the Service Desk

The Service Desk is the point of contact for all Incidents and enquiries related to JT Cloud PBX. This Service Desk ensures that all calls are dealt with efficiently and professionally and are integrated into the highly experienced and dedicated team of resolvers and engineers trained to industry-recognised standards.

Customers can raise Incidents via the following methods:

(a)　　　By email: smc@jtglobal.com.
(b)　　　By telephone Jersey: +44 1534 882345 option 1 (24 x 7 x 365).
(c)　　　By telephone Guernsey: +44 1481 882345 option 1 (24 x 7 x 365).

Priority 1 Incidents must be logged via telephone as well as email.

Regardless of the process that is used to raise an issue, all calls are logged into the JT central service management tool and a unique reference number issued for ease of tracking.

7.1. Incident Logging

All Incidents shall be logged with the Service Desk using the contact details provided to enable a prompt response to a logged Incident. The following information is required:

(a)　　　company name,
(b)　　　Cloud PBX or Service Number,
(c)　　　any corresponding Incident references,
(d)　　　name of person reporting the Incident,
(e)　　　technical Site contact, if different from the person reporting the Incident,
(f)　　　contact information, direct contact number, mobile number, and any alternative numbers, and
(g)　　　a description of the symptoms.

The Incident will be logged on the JT Incident management system, and the Service Desk will provide the Customer with an Incident reference number. The Incident will then be assessed and assigned to the appropriately skilled engineer for investigation.

JT bases Incident recording on ITIL principles. JT will record the following information to track the history of an Incident from registration through to resolution:

(a)　　　unique identification number of the Incident,
(b)　　　date and time of recording,
(c)　　　Service Desk agent responsible for the registration,
(d)　　　caller/User data,
(e)　　　description of symptoms and Priority level,
(f)　　　links to related problem records,
(g)　　　description of activities undertaken, and
(h)　　　resolution and closure time and date.

8. JT Network Planned Works

Although not part of JT Cloud PBX, as a network provider, JT operates public networks which inevitably support JT Cloud PBX. Changes to these networks are classified as planned works and differ to the Customer changes detailed in this document.

JT will endeavour to perform maintenance (or non-emergency works) on its own networks during maintenance windows with advance notice to Customer. JT will from time to time be notified by its providers or partners of third party planned works and manage these in a similar manner. "**Normal Maintenance**" refers to:

(a)   upgrades of hardware or software,

(b)   upgrades to increase capacity, or

(c)   other scheduled network activity.

JT will use all reasonable endeavours to restrict Service-affecting maintenance where practicable. To minimise Customer impact, JT will choose the most appropriate day to carry out this maintenance. JT shall inform the Customer by email, a minimum of five Business Days prior to non-Service affecting maintenance and a minimum of ten Business Days prior to Service-affecting maintenance. Any outages that form part of Normal Maintenance activity will be excluded from the availability calculation.

The procedures for change control will be as follows:

(a)   All changes to be initiated by JT to network equipment/systems that has the potential of changing User functionality or cause a risk to the operability of JT Cloud PBX will be fully documented by JT using the change control form.

(b)   A planned works ticket will be raised using a change ticket reference in the Service Desk.

(c)   JT will notify the Customer's nominated representative of plans to change the equipment and/or services.

(d)   Any Customer reference should be documented in the change ticket.

(e)   During the planned works windows, the Service Desk will take appropriate actions related to any monitoring or alarms and be informed by engineers when works are complete.

(f)   Any follow-up actions requiring Customer contact will be highlighted on completion of the planned works and communicated to the Customer via the Service Desk or the Service Delivery Management team, where applicable.