DAISY HOSTED VOICE

SERVICE DESCRIPTION

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Contents

1 Introduction and Purpose
- 1.1 What is Daisy Hosted Voice?

2 Daisy Hosted Voice Overview
- 2.1 Premium Handsets
- 2.2 Daisy Hosted Voice Web Portal and Clients
- 2.3 Daisy Access and Network
- 2.4 Broadsoft Call Controller platform

3 Product Offering
- 3.1 Hardware
- 3.2 Cisco hardware
- 3.3 Polycom hardware:
- 3.4 Yealink
- 3.5 Delivery of CPE – IP Phones & Accessories
- Undelivered Items
- Dead on Arrivals (DOA) & Warranty Replacements

4 Subscriptions

5 Fair Use Policy

6 Bolt-Ons
- 6.1 Integrator
- 6.2 TAPI Driver
- 6.3 Desktop Softphone
- 6.4 Smartphone App - Android & iOS
- 6.5 Desktop and Mobile Clients Usage Guidelines
- 6.6 Software Client Functional Comparison
- 6.7 Receptionist Console
- 6.8 Live Data Feeds
- 6.9 Call Queue Group
- 6.10 Call Recording Storage

7 Call Services
- 7.1 Call Termination and Call Barring
- 7.2 Local Dialling
- 7.3 DTMF
- 7.4 Non–Geographic numbers
- 7.5 CLI Presentation
- 7.6 Call Divert
- 7.7 Emergency Services Support
- 7.8 Call Services not supported
- 7.9 Alpha Tagging

8 Interaction with other Daisy services

9 What does YOUR Daisy Hosted Voice solution look like?
- 9.1 Daisy Hosted Voice System
- 9.2 Network Access
- 9.3 Daisy Hosted Voice Broadband
- 9.4 Customer Premise Equipment (CPE)

10 Number Porting
- 10.1 Installation

11 Calls
- 11.1 Geographic Calls
- 11.2 Mobile Calls

12 Fraud Management

13 Appendix 1 – Feature Explanation
- 13.1 Account codes
- 13.2 Ad Hoc Conference
- 13.3 Advanced Call Recording
- 13.4 Anonymous Call Rejection
- 13.5 Authentication
- 13.6 Authorisation codes
- 13.7 Automatic Call Back
- 13.8 Bulk Download of Call Recordings
- 13.9 Busy Lamp Fields
- 13.10 Call Admission Control
- 13.11 Call Barge
- 13.12 Call Centre
- 13.13 Call Forward Always
- 13.14 Call Forward Selectively
- 13.15 Call Forward Busy
- 13.16 Call Forward No Answer
- 13.17 Call Forward Not Reachable
- 13.18 Call From Anywhere (Remote Office)
- 13.19 Call Log/History (Top 10 missed, received, dialled)
- 13.20 Call Me Anywhere (Twining)
- 13.21 Call Notify by Email
- 13.22 Call Park
- 13.23 Call Pickup
- 13.24 Call Return
- 13.25 Call Recording Inbound and Outbound
- 13.26 Call Recording Pause and Resume
- 13.27 Call Transfer
- 13.28 Call Waiting
- 13.29 Calling Line ID Blocking
- 13.30 Calling Line ID Delivery (External)
- 13.31 Calling Line id Delivery (Internal)
- 13.32 Calling Name Retrieval.
- 13.33 Calling Policy
- 13.34 Call Hold
- 13.35 Device Customisation
- 13.36 Distinctive Ring
- 13.37 Diversion Inhibitor
- 13.38 Do Not Disturb
- 13.39 Group Paging
- 13.40 Hot Desking
- 13.41 Hunt Groups
- 13.42 Instant Group Call
- 13.43 Last Number Redial
- 13.44 Music on Hold
- 13.45 Music on Hold (user)
- 13.46 Nuisance Call Management (Call Groups)
- 13.47 Pre-set availability Profiles
- 13.48 Scheduling
- 13.49 Selective Call Rejection
- 13.50 Sequential Ring
- 13.51 Site Admin
- 13.52 Speed Dials
- 13.53 Voice Messaging

14 Support & SLA's
- 14.1 Faults

1. Introduction and Purpose

The purpose of this document is to introduce the Daisy Hosted Voice product and detail the services that are offered as part of the product offering.

1.1 What is Daisy Hosted Voice?

Daisy Hosted Voice is a complete communications service for business that provides an extensive range of fixed and mobile telephony capabilities through easy to use web and mobile interfaces. The service allows you, the administrator, to easily manage your business telephony environment whilst enabling your employees to maximize their productivity.

The service offers a range of clever features and an emphasis on control and administration through the web that takes the burden away from your IT team. For administrators, you can quickly configure the system according to your organisation's changing requirements, whilst your employees can manage calls easily and effectively through additional services such as desktop and mobile client software.

With the ability to purchase on a subscription based model, Daisy Hosted Voice is suitable for any sized business looking to improve their productivity and image or take a step into the many benefits of Hosted and Cloud Telephony.

2. Daisy Hosted Voice Overview

Daisy Hosted Voice is made up of a winning formula of industry-leading systems and services, and can be built as a complete package from Daisy.

2.1 Premium Handsets

Daisy Hosted Voice is provided using Polycom or Yealink handsets, providing high standards of interoperability and features from manufacturers you know and trust. Unlike other solutions, an installation can combine manufacturers in any configuration to ensure the best handset is used for the customer's requirement.

2.2 Daisy Hosted Voice Web Portal and Clients

Daisy Hosted Voice's web portal provides a positive and intuitive user experience when making and receiving calls, configuring the service and monitoring performance. Through the web portal, a wide range of features can be configured and managed either at a company, site (location) or individual user level giving full and easy control of an entire telephony environment, even over multiple sites.

A number of mobile and desktop clients extend key functionality to the user's desktop and mobile phone and provide advanced features such as messaging, presence, CRM integration and, specifically for mobile clients, the ability to take and receive calls from anywhere.

2.3 Daisy Access and Network

Daisy is one of the UK's largest providers of voice and data services. Our Next Generation architecture, which interconnects with all the major carriers, has been specifically designed to:

- Support the end to end automation of customer transactions between our Portal and Network platforms
- Facilitate the rapid development and deployment of new product functionality
- Ensure very high levels of system availability through multiple layers of technical and geographic resilience
- Interconnect with a range of ISPs and Community-based networks such as JANET

We also strongly recommend that Daisy Hosted Voice is provided using Daisy's wide range of Data products. For small site offices, we offer a range of voice focused and guaranteed connections through our connectivity range, whereas for head offices or larger deployments requiring data access also, Ethernet and EFM solutions are available.

The Daisy network and company philosophy leads on quality of service, reliability, scale, and security of calls, resulting in the highest quality of telephony to your end customer.

2.4 Broadsoft Call Controller platform

At the heart of the Daisy Hosted Voice product and combined seamlessly with the Daisy IP network is the world's leading call controller platform from Broadsoft. Supporting millions of business users worldwide with the broadest feature set and sole focus on delivering the richest user experience in Unified Communications, Daisy Hosted Voice has a cutting edge roadmap to ensure all your user requirements are met both now and in the future.

3. Product Offering

3.1 Hardware

The choice of end customer hardware will depend on the features required for a particular user, or may just stem from a preference between the brands.

On Daisy Hosted Voice, Daisy offers either Polycom or Yealink hardware and the differences and intended uses between the hardware ranges and manufacturers can be seen and consulted with through our hardware comparison guide or our pre-sales team.

3.2 Cisco hardware

The following is available on Daisy Hosted Voice:

- SPA 504
- ATA 122

Expansion unit available for all SPA 5XX phones

3.3 Polycom hardware:

The following is available on Daisy Hosted Voice:

- SoundStation IP 7000
- VVX 411
- VVX 600
- VVX Colour Expansion Module
- VVX Mono Expansion Module

3.4 Yealink

- Yealink W52P DECT phone
- Yealink DECT Repeater

All phones used with the Daisy Hosted Voice offering are ordered and dispatched through Daisy to ensure the correct configuration is applied. Please note, all hardware is sold with the Daisy Hosted Voice settings pre-configured. Daisy does not offer a service to unlock the handset and remove these settings at the end of a customer contract.

Daisy does not support any 3rd party handsets. Please be aware Daisy does not support the use of Fax with an analogue adaptor on Daisy Hosted Voice.

3.5 Delivery of CPE – IP Phones & Accessories

Undelivered Items

The delivery agent delivers to the nominated address, rather than the User and requires a signature before the package is handed over. Where no one is available they will attempt to deliver to a neighbouring business or neighbour. If this is not possible then it will be delivered to a local Post Office and held for 16 calendar days. A card will be left informing the recipient of the attempted delivery and where the parcel can be collected from.

Dead on Arrivals (DOA) & Warranty Replacements

If the unit is delivered and found to be faulty or damaged, then under the terms of the contract length warranty, Daisy will replace the unit within 72 hours of accepting the fault.

4. Subscriptions

Within the Daisy Hosted Voice product, we offer one subscription type called Premium. Unlike other hosted offerings we don't break down each component of a customer's phone system and charge you for each item, but instead, provide you a single subscription per user which covers all requirements from Call Forwarding to Call Recording. We then apply a defined set of group capabilities such as Auto Attendants and Hunt Groups, based on the number of users requested. For each order placed with Daisy a recommended amount of Auto Attendants, Hunt Groups and Voicemails will be suggested however can be adjusted as needed for specific customer deployments.

Across each Premium subscription the following feature set is available:

Account codes	Ad Hoc Conferencing
Authentication	Anonymous Call Rejection
Automatic Call Back	Authorisation codes
Call Admission Control	Busy Lamp Fields
Call Forward Busy	Call Forward Always
Call Forward Not Reachable	Call Forward Selectively
Call Log/history (Top 10 missed, received, dialled)	Call Forward No Answer
Call Notify by Email	Call From Anywhere (Remote Office)
Call Pickup	Call me Anywhere (Twining)
Call Recording Inbound	Call Park
Call Transfer	Call Return
Calling Line Id Blocking	Call Recording Outbound
Calling line Id Delivery (Internal)	Call Waiting
Calling Policy	Calling line id Delivery (External)
Diversion inhibitor	Calling Name Retrieval
Device Customisation	Call Hold
Hot Desk	Do not Disturb
Hunt Group – Circular	Group Paging
Hunt Group – Simultaneous	Hunt Group – Regular
Hunt Group – Weighted Distribution	Hunt Group – Uniform
Last Number Redial	Instant Group Call
Music on Hold User	Music on Hold
Number Presentation	Pre-set availability Profiles
Selective Call Rejection	Nuisance Call Management (Call Groups)
Sequential Ring	Scheduling on Auto Attendant
Voice Messaging – User and Hunt Group	Scheduling on Hunt Group
	Speed Dials

For feature explanations for the above, please refer to Appendix 1 of this document.

5. Fair Use Policy

Whilst we do not charge per feature and aim to provide unlimited access to the relevant feature groups, we do have to ensure we provide equal access to services over the Daisy Hosted Voice platform for all customers.

With this in mind, we would ask Customers to be fully aware of how many features they request and hold against its account, and the recommendations made at the point of order for the number of users requested.

Daisy may at times perform retrieval projects to re-claim features allocated but not in use by Customers, where no justifiable reason has been given for their allocation.

In some very rare circumstances, Daisy may also refuse to provide service where a specific installation configuration exceeds the recommended allocation for that order.

6. Bolt-Ons

Bolt-Ons have been designed outside of the core Daisy Hosted Voice service in order to add further and more specialised customisation of the core Daisy Hosted Voice service.

The following bolt-ons are available to all customers:

- Integrator Desktop Client with optional CRM integration
- PC/MAC Desktop Softphone
- Smartphone App - Android & iOS
- Receptionist Console
- Live Data Feeds (for Akixi Call Management Reporting Service)
- Call Queue Group
- Call Recording Storage
- Call Centre Agent
- Call Centre Agent Client
- Call Centre Supervisor Client

6.1 Integrator

Integrator is a powerful piece of software that all allows a user to control their Daisy Hosted Voice service from their desktop without having to log in to their Daisy Hosted Voice portal or navigate through phone menus. In addition, the software integrates with a user's Outlook program making contacts easily accessible and dial-able from Outlook and the desktop. Accessing key features and settings becomes very quick and easy, and finding and dialling contacts very fast - helping users to work more efficiently and be more productive. Telephony presence (with Click to Dial) is also provided for up to 20 work colleagues, definable by each user. Furthermore, for those businesses who use Microsoft Lync ®, they will enjoy the benefit provided by the integration of Daisy Hosted Voice's phone status with a user's Lync status (on a call or DND).

Key features provided are:

- Click to Dial from Outlook ®
- Screen popping from Outlook ® contacts and Daisy Hosted Voice Company Directory
- Click to Dial from web pages
- In-call control features – hang up, hold, deflect, consult and transfer
- Desktop feature control – Do Not Disturb and Forward All Calls
- Desktop Address with Click to Dial (searches Daisy Hosted Voice Company Directory and Outlook Contacts)
- Desktop Call History
- Desktop Recent Call Search
- Telephony Presence (with Click to Dial)
- Integration with MS Lync ® status (on a call or DND) Integrator CRM

Integrator CRM provides the full functionality and associated benefits of Integrator, as well as providing integration with 20 of the top CRM systems in the UK market today. The additional CRM functionality provides screen popping and click to dial from the chosen CRM and integrates it with certain desktop features such as desktop contacts searching.

The following CRMs are supported:

CRM	Versions Supported
Act!	2007 - 2009 / 2010+
Autotask	2017.1
Bullhorn	Enterprise and Corporate Edition
Desk.com	Using API V2
Dezrez	N/A
eGroupware	1.0 - 1.8
EMIS	Web
GoldMine	5.5 - 9.2, 2013, 2014 (Premium), 2016
Google Contacts	N/A
Infor CRM / Saleslogix	8
InfusionSoft	N/A
LDAP	N/A
Lotus Notes	7 - 8.5
Maximizer	9 - 12, 2016
Maximizer CRM Web Access	2012, 2015, 2015 R2
Microsoft Access	2000 - 2013 and Office 365
Microsoft Dynamics CRM	3, 4, 2011, 2013, 2015 to 2016 & Office 365
Microsoft Dynamics NAV (Classic & SQL DB)	4, 5, 2009, 2013, 2013 R2, 2015 and 2016
Microsoft Outlook 32 bit	2000 - 2013 and Office 365
Microsoft Outlook 64 bit	2010 - 2013 and Office 365
Microsoft Outlook	2016, Office 365
National Directories	Eniro (SWE), tel.search.ch (SWI), Infobel (BEL)
NetSuite	2010 - 2013, 2015 and 2016
Patient Connect	N/A
PCHomes	6.5
PerfectView	N/A
Rezi	N/A
RPM	2.21
Sage 50 Accounts (UK Edition)	2008 – 2013
Sage 50 Accounts (US Edition)	2012 – 2013
Sage Act!	2008 – 2013
Sage CRM	7.0 - 7.1
Sage SalesLogix	7.2 - 7.5
Salesforce	Enterprise
Salpo	N/A
Service Max	N/A
Sugar CRM	5.0 - 7.2, 7.6 - 7.9
SuperOffice	6.1 - 7.1 and 7.2

CRM	Versions Supported
TallEMU	Desktop (Add-in) (version 2.6 (Classic Add-in))
Team leader	N/A
TITAN	N/A
vTiger	4 -5, 6 and 7
WebCRM	N/A
WinSIMS	N/A
Workbooks	N/A
Zendesk	
Zoho	Standard, Professional and Enterprise
Zoho Phonebridge	N/A

6.2 TAPI Driver

The Daisy Hosted Voice TAPI Driver has been designed to complement Daisy Hosted Voice and provides simple telephony and call control integration via Applications that can make use of a TAPI interface.

The extent of the integration is entirely dependent on the specific Application and Daisy cannot provide any advice, help, and assistance in configuring the Application, the onus is on the Application vendor or the end user's IT team, to make use of the TAPI Driver interface.

Note: The TAPI driver is a 1st party service only and this needs to be qualified with the end user from the very outset. **THE DAISY HOSTED VOICE TAPI DRIVER CANNOT BE USED IN A 3RD PARTY MODE.**

The TAPI driver can be used in conjunction with the standard Daisy Hosted Voice Integrator BUT not with the Daisy Hosted Voice Integrator - CRM and for clarity the Daisy Hosted Voice TAPI does not provide any end user features, for example, click to dial, it is simply a middleware driver and all capability is dependent on the CRM Application itself.

6.3 Desktop Softphone

This desktop client allows the user to make and receive calls from their PC or MAC (using an appropriate headset), as well as quickly accessing key settings for their Daisy Hosted Voice service. This is an ideal bolt-on for users who often work remotely; work from different locations where it is not practical to install a handset or who are regularly on the move with access to Wi-Fi (e.g. hotel stays).

In addition to the above, the softphone also provides presence and instant messaging between users who also have a softphone (or smartphone app).

The key features provided are as follows:

- Make and receive calls
- Instant messaging and presence (includes Group Chat with up to 4 participants)
- Daisy Hosted Voice company directory (with Click to Call from the softphone itself or the user's desk phone)
- Call history (with Click to Call from softphone or desk phone)
- Desktop dialler
- Settings management
- Twinning
- Remote office
- Forward calls
- DND
- Withhold my number
- Visual Voicemail

6.4 Smartphone App - Android & iOS

The Smartphone app allows a user to make and receive calls on a mobile device, as well as accessing key settings for their service. It provides all the same functionality as the desktop client above, with the exception of Click to Call and Group Chat. This is an ideal bolt-on for users who often work remotely or who are regularly on the move with access to Wi-Fi (e.g. hotel stays).

6.5 Desktop and Mobile Clients Usage Guidelines

Please carefully consider the following advice on the use of mobile and desktop clients:

We cannot guarantee any aspect of setting up and conducting a Daisy Hosted Voice call over any mobile network, whether using a Daisy Hosted Voice mobile client or desktop client on a tethered laptop. Mobile networks provide no prioritisation of signalling and voice payload packets and some networks will either block or slow down VoIP packets.

Customers who experience call quality or availability issue on a desktop or mobile client, need to ensure that they have checked that a mobile network is not being used to connect to the platform, as we are unable to provide support for such incidents.

Using the clients over 3/4G will consume data that may either result in charges being raised by the user's mobile operator or be counted against the user's monthly data allowance.

6.6 Software Client Functional Comparison

The below table compares the features available with each client:

Functionality	Integrator*	Integrator – CRM*	Desktop Softphone	Smartphone App**
Click to Dial from Outlook Contact Directory	Yes	Yes	No	No
Click to Dial from a Web Page	Yes	Yes	No	No
Click to Dial from a CRM System	No	Yes ~	No	No
Screen Popping of Contact Name from Outlook Directory	Yes	Yes	No	No
Screen Popping of Contact Name from CRM Directory	No	Yes	No	No
Screen Popping of Contact Name from Daisy Hosted Voice Directory	Yes (Company Directory)^	Yes (Company Directory)^	Yes (Company Directory)^	Yes (Company Directory)^
Softphone – make and receive calls from PC (no separate handset required)	No	No	Yes	Yes
Telephony Presence	Yes	Yes	Yes ^^	Yes^^
Presence Integration to Outlook Calendar	No	No	No	No
Instant Messaging – within Daisy Hosted Voice Company	No	No	Yes	Yes
Instant Messaging – External to the Daisy Hosted Voice Company	No	No	No	No
Desktop Collaboration / File Sharing	No	No	No	No
Video Calling	No	No	No	No
Call Control Features:				
Call Forwarding	Yes	Yes	Yes	Yes
Do Not Disturb	Yes	Yes	Yes	Yes
Twinning	No	No	Yes	Yes

* PC only (MAC not supported)

** Android and iOS only

~ Internet Explorer only

^ Not available for the External Company or User Directories

^^ Only when both parties have an active soft client

6.7 Receptionist Console

To complement the Daisy Hosted Voice web interface a dedicated receptionist console is available to manage incoming calls over a single or multiple site.

This console provides the ability to:

Monitor incoming calls to key numbers over all Daisy Hosted Voice sites

Monitor fixed (200) or dynamic (800) users over all Daisy Hosted Voice sites

Monitor call queues and adjust the priority of callers within these queues

Add notes to contacts to show related information such as leave

Establish and manage conference calls in the site

The receptionist console is provided when this additional bolt-on is provisioned and uses the chosen receptionist user subscription, therefore, does not incur additional subscription costs over and above the cost of the console bolt on.

6.8 Live Data Feeds

Daisy Hosted Voice is designed to enable the attachment of external offerings utilising Daisy Hosted Voice data to complement a Customer's solution. Where this is requested or offered by Daisy, a secure, read-only data feed can be provided to extract call information.

A list of companies utilising this capability is listed below: Akixi call management reporting service

In the majority of cases unless specified support for these services is managed by a contractual relationship between the Customer and 3rd party provider. Daisy will only provide access information to this feed to the Customer.

6.9 Call Queue Group

This is a basic simultaneous Hunt Group with the ability, should all users be engaged, to queue up to 25 calls at the network level. Each Call Queue Group can be customized with its own Welcome, Comfort, and Hold music/messaging, and has the added capability of a user breakout.

Charging is only applied to a user who can be part of a Call Queue Group; therefore you could have 3 users over multiple groups and only be charged for those 3 users, rather than users per group.

6.10 Call Recording Storage

This is provided in a range of charging tiers based on retention period.

Call recording is charged per user with retention periods up to 36 months.

7. Call Services

7.1 Call Termination and Call Barring

Daisy will support voice calls to all UK, mobile and international destinations.

Call barring is available for the following destinations:

- UK national – 01, 02, 03
- UK mobile – 07
- UK Premium Rate (09)
- International – 00, 155
- Directory Enquiries (118 XXX)
- Allow free phone calls
- Allow 084
- Allow 087

Coupled with this a full company level bar is available with the option to either bar calls, but allow a primary/secondary number, or transfer all outgoing calls to a primary or secondary number

7.2 Local Dialling

Local dialling, where you dial a number without the area code, is supported on Daisy Hosted Voice and a full area code does not need to be dialled for local calls. Please note that the local area is defined as the user's DDI, or where not assigned the main site DDI that the user is associated with.

Both Customers and End Users should aim to use the full dial code where possible, otherwise, network announcements may well be returned.

7.3 DTMF

DTMF is supported over Daisy Hosted Voice

7.4 Non–Geographic numbers

Non-geographic numbers (e.g. 0845, 0844, 0870, and 0871) cannot be added or used within the core Daisy Hosted Voice system.

As part of the overall solution to a non-geographic number can be used for inbound calls only, if set up on Daisy's simple translation product, and pointed to a geographic number on Daisy Hosted Voice.

For the avoidance of doubt MyInbound is not at present compatible with the Daisy Hosted Voice service, and therefore should not be used to add additional features and services to a solution.

7.5 CLI Presentation

CLI Presentation is supported on Daisy Hosted Voice and allows an administrator to present a choice of either the "Site" number, "Withheld / Private", Connect Mobile Number, "Other (UK)", "Other (Int)" or "User DDI".

The numbers presented have to be Daisy Hosted Voice numbers either allocated at the point of order or ported to the Daisy Hosted Voice product.

Alternative Number Presentation is also available where any number owned by an End User can be presented, as long as it meets Ofcom guidance on CLI Presentation.

This means it must be:

- A number that can be reached/dialled
- A number that has been received, from the public network and passed on unchanged
- It will have been allocated either to the caller or if allocated to a 3rd party only used with the 3rd party's explicit permission
- It must not be a number that generates an excessive call charge (i.e. one prefixed 090 or 091)
- It is supported by an underlying network number and service
- For calls to the Emergency Services Operator, the presentation to the Called Party will always default to the Site Number allocated to the Company, and where address information is stored.

The Other (UK) CLI field will accept the following formats

- National Significant with leading zero (01NNNNNNNNN, 02NNNNNNNNN, 03NNNNNNNNN, 07NNNNNNNNN (excluding 070), 08NNNNNNNNN) for UK numbers
- SIP E.164 - with leading plus - (+441NNNNNNNNN, +442NNNNNNNNN, +443NNNNNNNNN, +447NNNNNNNNN, +448NNNNNNNNN) for UK numbers

The Other (Int) will accept the following format only

- SIP E.164 - with leading plus - (+CCNNNNNNNNN) for non-UK numbers.

The presentation of any other A-Number CLI types, badly formatted CLI A-Numbers or UK revenue sharing numbers (9NNNNNNNNN, 09NNNNNNNNN, 449NNNNNNNNN, +449NNNNNNNNN, and 00449NNNNNNNNN) is not supported by Daisy.

Presentation of Mobile A-Number CLI types (07NNNNNNNNN and +447NNNNNNNNN) excludes Personal numbers (070).

Daisy cannot guarantee consistent presentation of intended CLIs for calls made to mobile or international carriers as successful presentation of the intended CLI is entirely dependent on the mobile or international carriers use of these numbers and specific call flow.

Mobile missed calls and voicemail notifications can often use the default CLI – the underlying network CLI (PAID CLI) - which is the customer selected default number or the first number in the Daisy allocated account range, rather than the intended CLI for presentation. Daisy was aware that calls to mobile carriers cannot guarantee consistent presentation of the intended CLI as successful presentation is entirely dependent on the carriers' use of these numbers and specific call flow. For instance, missed calls and voicemail notifications will often use the underlying network number rather than the intended CLI as the presented number.

Please note that some combinations of CLI presentation and call recording will result in the call recording not recording calls for the call flow required. Please check the Call Recording Interaction guide for further detail.

Should you experience any issues related to CLI Presentation, please raise a fault in the usual manner.

7.6 Call Divert

Where Call Divert is setup from the Daisy Hosted Voice user account to an external number then the following rules will be applied:

User Provided CLI / Outgoing Caller ID	Presentation to Called Party *	CDR Record *
Site Number	Site Number	Site Number
Private	The displayed "presentation" to the called party will be dependent on what is supported within the destination network. For example "Unavailable" or "Private Number" may be presented to the called party.	Site Number
Individual CLI	Individual CLI	Individual CLI

* Note: In the case of call divert, the Presentation CLI and CDR Record entry will be a number from the DAISY HOSTED VOICE Platform, not the originating CLI of the calling party.

7.7 Emergency Services Support

The emergency services can be accessed through Daisy Hosted Voice by dialling either 999/112.

All mid-call functions, such as call transfer, for emergency call types, are forbidden on the system, this is done to ensure that during an emergency a call is not accidentally lost.

When provisioning the Daisy Hosted Voice service Daisy will ensure that the site CLI defined by the Customer is logged in the emergency services database, with a VoIP service type and address information provided to us.

This will ensure that where an emergency call is presented the operator will always aim to confirm the address with the customer because of the nomadic capabilities of these numbers. However aside from this, the call will be handled no differently to a traditional analogue call.

For outbound CLI presentation to 999/112 the users DDI number will be used. If the user does not have a DDI number then the site DDI number will be used.

Please note that maintaining the correct site CLI and address details for the site, is the Customers responsibility, however, it is accepted for remote users this will be based on best efforts.

Daisy Hosted Voice also does not operate identically to traditional phone systems and lines when contacting 999 or 112 emergency services, in that if an underlying component of an IP network fails, calls cannot be made.

Scenarios that could impact the ability to make emergency calls are:

- During a service outage, where an end customer loses connectivity, for example, owing to a power outage or the failure of DSL routing equipment
- If an end –customer's account has been suspended
- In such circumstances the end customer should ensure they have an analogue phone available to plug into a PSTN line, however, in reality, it is likely mobile devices will be available to use.
- Other consideration should be given on design and installation for sites where specific issues are known, e.g. power outages and backup power options.

Please note: That in the event of such an emergency, there are a number of features Daisy Hosted Voice can implement to ensure the incoming business is maintained whilst the emergency is dealt with. Please discuss this with your account manager if you need specific examples of disaster recovery plans that could be implemented.

7.8 Call Services not supported

Daisy Hosted Voice does not at present support the following services:

- Analogue phones and devices, although a terminal adapter box can be used to connect these if required
- ISDN Data Calls
- Numbers not allocated to the Daisy Hosted Voice platform
- International number presentation (we cannot guarantee presentation of a UK CLI across International carriers)

7.9 Alpha Tagging

With this feature, the handset will display the inbound and outbound caller name. The data is taken from both the company directory and a user's personal directory. The provisioning process remains unchanged for this feature to be active. Please be aware, that this will not work for calls originating from the Soft Clients or the Cisco IP323 DECT handset.

8. Interaction with other Daisy services

In order to create a full solution for your client, you may wish to combine Daisy Hosted Voice with other Daisy services such as mobile or 08 numbers for inbound calls. The below bullet points are designed to advise on how these can be used and known issues with certain combinations

Daisy's Inbound service is not supported for use with Daisy Hosted Voice. We are working through a full test plan of scenarios of CLIP, Call Recording, and Inbound features and if you have a sizeable deployment that may require such interaction please ensure you discuss this with our pre-sales team.

Simple Translations – Whilst Inbound can't be used to provide a 08 number for incoming call routing, you do have the ability to set up a non-geographic number as a simple translation and point this to a Daisy Hosted Voice DDI. When this is done testing should be carried out to ensure the customer is happy with the inbound number presentation.

Mobile – We strongly recommend the use of Daisy mobile with Daisy Hosted Voice. Combining Daisy Mobile with Daisy Hosted Voice starts to form the basis of Fixed to Mobile Convergence when used with twinning, remote office, and the new client offerings. At present please note that mobile numbers cannot be added to the Daisy Hosted Voice system for call routing purposes.

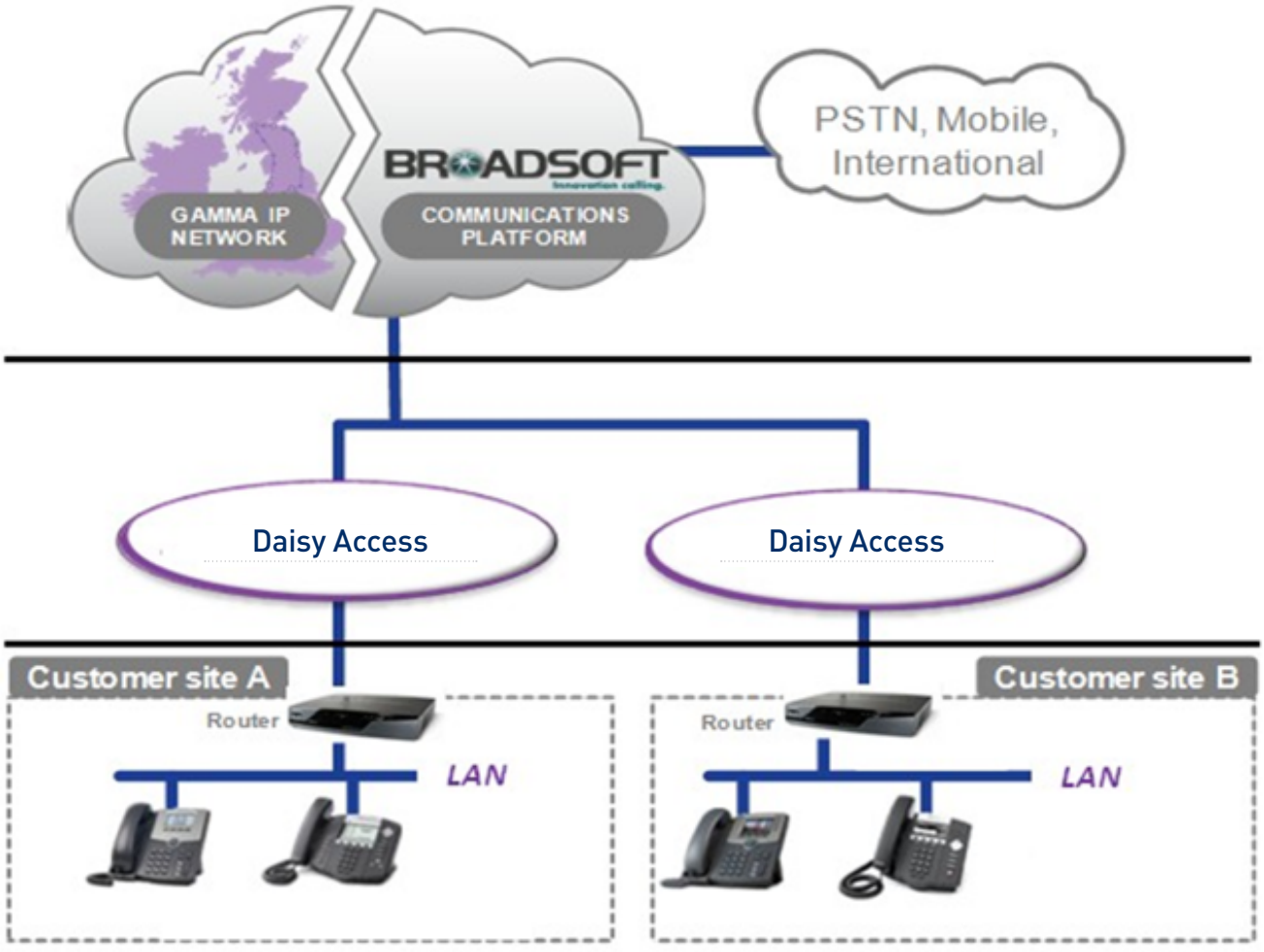
IPDC, FeaturePlus, Communicator – Daisy's other IP Products cannot be used or managed through the Daisy Hosted Voice system, however, you do benefit from zero-rated call charges between both SIP trunk and Hosted product sets, which may mean a combination is beneficial in certain deployments depending on requirements. For the avoidance of doubt hardware on Daisy's hosted services cannot at present be reused between the offerings.

WLR and CPS – Daisy Hosted Voice does not use WLR or CPS products except where supporting an underlying access connection. Calls between WLR and CPS lines and Daisy Hosted Voice are fully supported.

Data and Access products – We strongly recommend the use of Daisy's Ethernet product when installing Daisy Hosted Voice.

9. What does YOUR Daisy Hosted Voice solution look like?

The below diagram shows a network overview of our recommended deployment of Daisy Hosted Voice separated into 3 distinct sections, Daisy Hosted Voice, Access, Customer Site.



9.2 Network Access

Daisy Hosted Voice, like all IP offerings, needs to be delivered over a voice focused and well-managed network, ensuring that the required amount of bandwidth has been provided based on the number of consecutive calls and codec (G729, 711, 722) being used.

Daisy's Data services have been specifically designed to provide this essential connectivity platform on which to run your business communications, and also allow you to run either dedicated pipes for data and voice or where required a fully converged solution through our Ethernet offerings.

Through using our Data services with Daisy Hosted Voice you will benefit from:

- Increased accountability with a provider who can see from your site, through to termination of the call
- A connection from a UK provider, with a network, focused at routing voice over IP
- Flexible offerings, and dedicated/uncontested bandwidth
- 24/7 monitoring and helpdesks, being proactive and easily contactable, rather than raising a ticket and passing it on
- Service Level Agreements covering performance, delivery, availability and time to fix

9.3 Daisy Voice Broadband

Daisy Voice Broadband is a true Quality of Service (QoS) voice and data Broadband service, designed for Daisy Hosted Voice. It prioritises voice traffic through our network, and through to the customer's premises.

The service is provided with a managed enterprise class router * equipped with Integrated WiFi for a one box solution with a separate VLAN for telephony to protect devices on the LAN. The service is available with 4 package options to tailor make your solution, all of the below packages come with unmetered usage:

SoHo * (The router supplied for this product is not a managed router).

Superfast Fibre designed for small businesses and homeworkers. The Small services supports up to 10 concurrent calls and is recommended for up to 10 hosted seat users.

Medium

Superfast Fibre designed for small to medium businesses. The medium service supports up to 10 concurrent calls and is recommended for up to 50 hosted seat users.

Large

Superfast Fibre designed for medium to larger businesses. The Large service supports up to 20 concurrent calls and is recommended for up to 50 hosted seat users.

X- Large

Ultrafast Fibre designed for medium to large businesses. The X-Large service supports up to 30 concurrent calls and is recommended for up to 50 hosted seat users.

General Connectivity Requirements

When using non Daisy products you should ensure that the networks adhere to the following recommendations:

- Delay Latency less than 150ms one way

When considering the one-way delay of voice traffic, you must take into account the delay added by the different segments and processes in the network.

- Jitter no more than 30ms

While network latency effects how much time a voice packet spends in the network, jitter controls the regularity in which voice packets arrive. Typical voice sources generate voice packets at a constant rate. The matching voice decompression algorithm also expects incoming voice packets to arrive at a constant rate. However, the packet-by-packet delay inflicted by the network may be different for each packet. The result: packets that are sent in equal spacing from the left gateway arrive with irregular spacing at the right gateway.

- Packet loss less than 1%

Packet loss is a normal phenomenon on packet networks. Loss can be caused by many different reasons: overloaded links, excessive collisions on a LAN, physical media errors and others. Packet loss starts to be a real problem when the percentage of the lost packets exceeds a certain threshold (roughly 5% of the packets), or when packet losses are grouped together in large packet bursts. In those situations, even the best CODECs will be unable to hide the packet loss from the user, resulting in degraded voice quality. Thus, it is important to know both the percentage of lost packets, as well as whether these losses are grouped into packet bursts.

- Voice quality Measure

MOS score ranging between 1 (worst) and 5 (best). A MOS of 4 is considered "toll-quality" voice. It is recommended that the Customer allows approximately 85-100kbps of bandwidth for each G711/G722 call and approximately 24-35kbps for a G729 call. This will depend upon the network overhead which relates to the Network type the service is running on. It is the Customers responsibility to ensure a suitable IP connection is supplied to their end user.

It is essential that the following is also taken into consideration:

- Number of simultaneous calls required during busy hours
- Traffic Type Inbound and Outbound calling patterns
- Calls per second
- Choice of Codec Type , G711, G722 or G729
- If video is to be supported then considerations on bandwidth need to be carefully planned
- Available Upstream (if using ADSL) as this determines the amount of concurrent calls supported.

9.4 Customer Premise Equipment (CPE)

In order to provide a working Daisy Hosted Voice solution, the following CPE must be available at a Customers Site:

- Router to terminate an IP circuit, i.e. Broadband Router
- Switch to connect IP Phones into the router, i.e. 8-Port Ethernet switch
- IP Phone to make & receive calls
- This is not withstanding any structured cabling that will need to be in place to bring the items together.

10. Number Porting

In order to port a number Daisy must have a porting agreement in place with both the current owning provider and the original range holder. A full list of porting agreements can be found on the Daisy Portal or through the Daisy support desks. Please note for Daisy Hosted Voice orders, port requests can only be submitted once a Daisy Hosted Voice company has been established and the order closed.

For all geographic number ports to Daisy Hosted Voice, these should be submitted through the existing GNP order forms on the Daisy Portal.

An End User is able to request geographic number(s) to be ported to the service. Number porting has two variants; Single Line Porting (SL) and Multi-Line (ML) Porting.

Please note all quoted lead-times are the minimum amount of days required to progress the number import. We recommend that you allow at least a further 3 days on top of these lead-times.

Single Line

Single Line Porting typically caters for an individual line that terminates onto a socket where one number is provided, i.e. a PSTN line. Where a single line number terminates onto a Feature line service, for the purpose of porting, this is usually classed as a Multi-Line order.

Multi-Line

Multi-Line Porting caters for PBX groups or single lines that terminate on equipment, i.e. ISDN or 11+ single lines at a single address. There are three types of DDI porting requests that come under Multi-Line requests:

- Multi-Line (30 Lines or Less) – is where main billing numbers and associated numbers terminate on ML equipment, i.e. PBX. In this scenario the numbers have not been built as a DDI range.
- Multi Line Simple DDI (31 Lines or greater) – is where an entire block of numbers is to be ported over. This includes the main billing number and associated DDI's.
- Multi-Line Complex DDI – as per Simple DDI but block is to be broken up, with some lines being ported, some being ceased and some remaining on a TDM service such as ISDN.

The above lead-times are based on a porting agreement in place with the Communications provider who is losing the number, losing CP (LCP). If this is not in place then please allow an extra 80 days for service establishment to be setup.

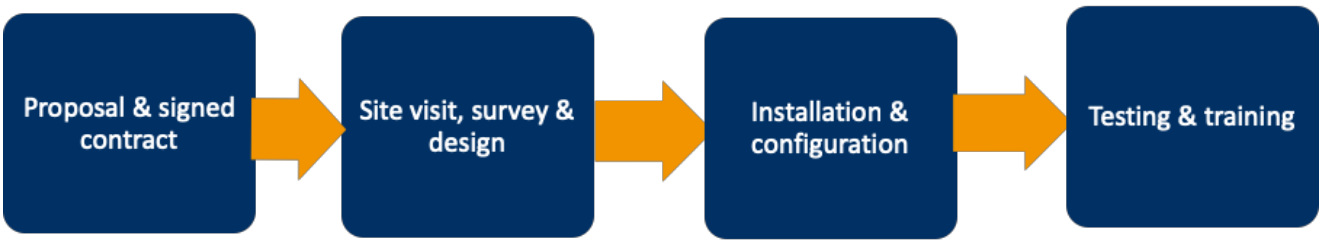
Please note if you ask for a number to be ported from a another Communications Provider to Daisy Hosted Voice, the existing telephone line for that number will cease as a result of the number being ported away from the service.

Please ensure that any DSL services or Redcare services are moved before a porting request is made or this could cause issues during the porting process.

Additionally, lines can have chargeable directory entries at the time of porting, when details of these services appear Daisy reserve the right to charge for these as per our standard chargeable directory entry pricing. As standard lines can have one free of charge listing in the local phone book, Daisy will not charge for this listing only chargeable 'additional' or 'special' phone book entry listings.

10.1 Installation

Installation of the Daisy Hosted Voice service will be carried out by one of our accredited Partners. Each installation at a customer's site will be different, depending on the size of the building, the number of users, and existing infrastructure.



The above is a high level guide to the order journey.

11. Calls

11.1 Geographic Calls

Inclusive within the Daisy Hosted Voice license is a 5000 minute call bundle. This is made up of up to 2,500 minutes per subscription per month of calls to 01, 02 and 03 are free. The number of calls to 03 must not exceed 15% of the total number of calls made by the user. And up to 2,500 minutes per subscription per month of calls to UK mobiles (FM1, FM3, FM4, FM5 and FM6) are free.

The threshold is applied at the company level, not at the level of the individual subscriptions. For example, if a company has 4 subscriptions, it will get up to 10,000 free minutes to 01, 02 and 03 and 10,000 free minutes to mobile, both of which can be pooled across any of the individual subscriptions. Where these conditions are exceeded the calls will be rated standard IP rates.

12. Fraud Management

The Fraud Management System feature allows Daisy Hosted Voice Customers to monitor and automatically bar Daisy Hosted Voice Companies based on a user-defined monetary threshold, per Company.

13. Appendix 1 – Feature Explanation

Please see below explanation of features available on the Daisy Hosted Voice service.

13.1 Account codes

Enables the tracking of calls made to external parties by prompting users for an account code prior to making a call. Account codes are managed by the administrator of the Company and can be 2 to 14 digits in length.

Account codes can also be implemented on a per call basis in which users have the option to enter an account code by dialling the feature access code prior to a call.

Once these codes have been used they will appear in the 12th field of the Daisy CDRs, enabling a Customer to implement their billing system to bill accordingly.

Please note you can't have Accounts codes activated whilst authorisation codes are in use.

13.2 Ad Hoc Conference

Enables the ability to invite other participants to a call creating a conference call. Maximum of 4 people partaking.

13.3 Advanced Call Recording

This feature enables the administrator to search for up to 3 months' worth of recordings. They can download up to 1000 inbound & 1000 outbound recordings in one go and up to 1000 recordings can also be deleted at once.

13.4 Anonymous Call Rejection

This feature enables a user to reject calls from anonymous parties who have chosen not to present their number. By implementing this service the caller will receive a message stating that the applied number is not receiving anonymous calls.

13.5 Authentication

This service provides authentication via SIP Registrar and SIP Invite to secure a phone's incoming or outgoing calls with the Daisy Hosted Voice service.

13.6 Authorisation codes

Performs an authorisation of calls made to external parties by prompting a user for an authorisation code prior to making a call. Calls will not be connected unless a valid code is entered.

Authorisation codes are managed by the administrator of the Company and can be 2 to 14 digits in length. Please note you can't have Authorisation codes activated whilst account codes are in use.

13.7 Automatic Call Back

This feature enables a call back to be set when dialling a user within the Daisy Hosted Voice group if a busy tone is received.

13.8 Bulk Download of Call Recordings

The service enables an administrator to select up to a 14-day consecutive period and the feature will then collate the entire volume of recordings associated to the specified period and download them to the Administrators PC desktop in the form of a ZIP file. Once the batch has downloaded the Administrator will then have the option to delete the call recordings from the storage platform.

13.9 Busy Lamp Fields

Busy Lamp Fields allows a user to monitor a defined extension by the colour of the lamp of the line key assigned. It also acts as a speed dial which when pushed will call that extension or user.

13.10 Call Admission Control

This feature provides the ability to limit the number of external calls that can be made from a Daisy Hosted Voice site. This can be implemented by the Customer ensuring that the bandwidth that has been scoped for external calls from a customer's site is backed up by a call control to avoid quality issues.

13.11 Call Barge

The Call Barge feature allows a managing user to connect into an existing call and set up a Three-Way Call. This means that there will be a set of users (Managing Users) that can Barge-In into calls of a set of users (Monitored Users) which are configured to be able to be monitored.

13.12 Call Centre

An extension to the Daisy Hosted Voice hosted telephony platform, this add-on service enables businesses to easily manage their call centre environments, boost productivity of call centre agents and the overall efficiency of their call centre and help them deliver first-rate service to their customers.

Additional Licences that can be ordered are:

- Call Centre Agent
- Call Centre Agent Client
- Call Centre Supervisor Client

Call Centre has a separate guide available.

13.13 Call Forward Always

Allows a user to redirect all incoming calls to an alternative destination. Users have the option to activate and deactivate this service through dialling a feature access code or configuring the service via their web interface.

13.14 Call Forward Selectively

Connect users, will be able to forward calls selectively depending on the number that was called e.g. if someone calls 'my fixed number' then calls can be forwarded to 01234 567890 and if someone calls 'my mobile number' then don't forward calls.

Note: the Connect App cannot be used to configure these settings.

13.15 Call Forward Busy

Allows a user to redirect calls to an alternative destination when an incoming call encounters a busy tone. Users have the option to activate and deactivate this service through dialling a feature access code or configuring the service via their web interface.

13.16 Call Forward No Answer

Allows a user to redirect calls to an alternative destination when an incoming call is not answered within a specified number of rings. Users have the option to activate or deactivate this service through dialling a feature access code or configuring the service via their web interface.

13.17 Call Forward Not Reachable

Call Forward Not reachable is designed to forward a call in the event that the subscriber's device is not registered with the Daisy Hosted Voice platform. In the case of a call group, all devices associated with the call group need to be unregistered for the not reachable forward to be applied. The Call Forward Not Reachable divert only occurs in the event that the device or devices become unregistered from the Daisy Hosted Voice platform, typically due to an issue with connectivity between Daisy Hosted Voice and the site/device being hard down, this should not be considered as a DR feature for any other scenario outside of this.

13.18 Call From Anywhere (Remote Office)

Provides the ability for the user to define a location potentially outside of the Daisy Hosted Voice service i.e. hotel room, where they can receive and make calls, whilst out of the office. This feature works through re-routing incoming calls to the defined destination, as well as implementing a 2 staged call setup when using click to dial through the Daisy Hosted Voice service.

13.19 Call Log/History (Top 10 missed, received, dialled)

Provides the user with a short term view of both incoming and outgoing calls, and the relevant results of each, through easy to use and interpret graphs displayed on the dashboard of the service.

13.20 Call Me Anywhere (Twining)

Allows the user to define one or more locations that can be used as extensions to the user's desk phone. These locations when defined and activated would also ring at the same time as a desk phone when an incoming call is delivered.

13.21 Call Notify by Email

Provides the ability to define which call types you would like to be notified about via email. This could range from missed calls during business hours through to outgoing calls from devices which should be locked or out of use.

13.22 Call Park

Enables a call to be parked and retrieved from another phone within the same Call Park group, through using the relevant feature access codes and user extension.

13.23 Call Pickup

Enables an incoming call to be picked up by another user within a Call Pickup group, through using the relevant feature access code and user extension. If there is more than one call ringing within a Call Pickup group, the call that has been ringing the longest will be retrieved.

13.24 Call Return

Allows a user to call the last party that called assuming a CLI was presented, regardless of whether or not the call was answered.

13.25 Call Recording Inbound and Outbound

Provides the ability to record calls both inbound and outbound, over users, hunt groups and auto attendants, so that the recordings can be accessed later through the Daisy Hosted Voice system.

In order to implement call recording, please refer to the call recording scenario's guide as depending on CLI being presented or incoming call route, some call recording scenarios are not currently available.

Additional charges are applied to the maximum storage used within each month.

13.26 Call Recording Pause and Resume

If a user is recording a call, with sensitive data that does not need to be recording, then a user can pause the recording and resume when they are ready. An example of when this could be used is credit card payments being taken over the phone.

13.27 Call Transfer

Enables a user to redirect a ringing, active, or held call to another number or directly to voicemail. Prior to forwarding the call, a user can choose to answer it and put the caller on hold whilst they contact the 3rd party to be transferred to.

13.28 Call Waiting

Provides sight of additional incoming calls to the user's device while the user is engaged on another call.

13.29 Calling Line ID Blocking

Allows a user to block or allow their user identity (name and number) to be presented to a called party.

13.30 Calling Line ID Delivery (External)

Allows a user to present their user identity (name and number) for external calls.

13.31 Calling Line id Delivery (Internal)

Allows a user to present their user identity (name and number) for internal calls within the Daisy Hosted Voice service

13.32 Calling Name Retrieval.

Provides the ability to deliver a user's name, as well as a number for calls made and received.

13.33 Calling Policy

Enables an administrator to define the Calling Policies for both site and user to restrict or allow specific call routing, i.e. Call barring

13.34 Call Hold

Allows a call to be put on hold for any length of time, whilst the user performs other activities.

13.35 Device Customisation

This is available on:

- Cisco SPA 502
- Cisco SPA 504
- Cisco SPA 525
- Polycom SoundPoint IP 450
- Polycom SoundPoint 650
- Polycom VVX 310 (line keys only)
- Polycom VVX 410 (line keys only)
- Polycom VVX 411 (line keys only)
- Polycom VVX 500 (line keys only)
- Polycom VVX 600 (line keys only)

This feature provides the ability to manage the available button roles against soft and line keys (and any associated sidecar) within the Daisy Hosted Voice interface. This feature is permission driven allowing assignment to an end user, or control by an administrator. Any selected programming within the interface would be maintained on the device through feature and firmware updates

13.36 Distinctive Ring

Ability to set different ring tones for external and internal calls.

13.37 Diversion Inhibitor

Enables a user to prevent calls made being redirected again by the called party, i.e. redirecting calls to voicemail when trying to forward a call

13.38 Do Not Disturb

Allows a user to set their phone to unavailable so that incoming calls are given a busy tone. This feature can be enabled through feature access codes, on supported devices, or through the Daisy Hosted Voice GUI.

13.39 Group Paging

Group Paging is a group feature that allows for unidirectional paging to a group of users by dialling a group paging directory number (DN) or extension.

13.40 Hot Desking

Provides the ability for any user to login to any device assigned to their Company throughout all sites. A user can log in to a device through either activating the phone on supported devices, or through the Daisy Hosted Voice GUI, or Company Voice Portal.

When activated that user will have the ability to make and receive calls as themselves, however programmed line keys or BLFs will only show when logged into their assigned device.

13.41 Hunt Groups

Allows the delivery of incoming calls to users in predetermined and configured routing. Group administrators can choose from any of the following "Hunt" routing, and attach users and configuration as required:

- Circular – sends calls in a fixed order. The call is sent to the first available user on the list, starting with the user following the last user to receive a call
- Regular – sends calls to users in the order they are listed. The call is sent to the first user in the list, always starting with the first user
- Simultaneous – sends calls to all users within a group. The first user to pick up the phone will have the call routed to them
- Uniform – sends calls to the user who has been idle the longest. Once a call is completed that user will be moved to the bottom of the list. Calls received but not routed through the Hunt Group will not be applied to this routing
- Weighted – sends calls to users based on a weighted % of calls to answer. For example, out of 10 calls, 2 users may be weighted as 40% and 60% meaning 4 calls and 6 calls are delivered as defined to the associated users

Administrators can also define call waiting to enable calls from outside of the Hunt Group routing to be delivered and answered.

13.42 Instant Group Call

Provides an instant conference bridge connecting all members within the group. When a member of the group calls the specific group number, all users will receive a call inviting them to join the group. Maximum 20 (members) + 1 (Dialler) (internal or external).

13.43 Last Number Redial

Enables users to redial the last number they called through supported devices or through a feature access code.

13.44 Music on Hold

Allows the administrator to set up and maintain audio files that can be used in various call scenarios (e.g. Call Park, Call Hold). These files can be recorded through supported devices or uploaded through saved files.

The preloaded default audio files may be used freely as part of the Daisy Hosted Voice Service. Where the customer chooses to upload and use other audio files then it is the customer's responsibility to obtain the necessary licence rights for their use, and Daisy accepts no responsibility for any breach of third party rights as a result of the use of such files by the customer. By using the upload facility the customer agrees to indemnify Daisy against any claims for such infringement. Please also note that Daisy Hosted Voice cannot support live feed music.

13.45 Music on Hold (user)

Allows users to enable or disable music on hold on a per call basis, through either a feature access code or via the Daisy Hosted Voice GUI. This service is especially useful when attending conference calls or similar where you may wish to put a line on hold.

The preloaded default audio files may be used freely as part of the Daisy Hosted Voice Service. Where the customer chooses to upload and use other audio files then it is the customer's responsibility to obtain the necessary licence rights for their use, and Daisy accepts no responsibility for any breach of third party rights as a result of the use of such files by the customer. By using the upload facility the customer agrees to indemnify Daisy against any claims for such infringement. Please also note that Daisy Hosted Voice cannot support live feed music.

13.46 Nuisance Call Management (Call Groups)

Allows for the rejection of incoming calls from a user-defined list and/or anonymous numbers directly into a Hunt, Auto Attendant, Call Queue, and Call Centre type Call Groups.

Incoming calls with a caller ID found to exactly match a number on the Blacklist will be rejected with an appropriate announcement before automatically terminating the call. The end user can enter up to a maximum of 12 numbers onto the Blacklist per Call Group instance.

Incoming calls where the caller ID is anonymous or withheld can also be set to reject to an appropriate announcement before being terminated.

13.47 Pre-set availability Profiles

Allows a user to enable a predefined availability profile, in order to implement specific call routing. These are defined as:

- Available in the Office
- Available out of the office
- Busy
- Unavailable

13.48 Scheduling

Allows the definition of set schedules for business hours, and other company-specific events. These schedules can then be implemented over Auto Attendants or Hunt Groups to provide specific routing during set hours or days.

13.49 Selective Call Rejection

Enables a user to define criteria to prevent incoming calls being delivered, i.e. a blacklist. This ranges from specific numbers, through to the time of day and day of the week.

13.50 Sequential Ring

Allows a user to define a "find me" list of numbers that incoming calls will route to, sequentially. While the incoming call is routed, callers will hear comfort announcements and can interrupt the search to leave a message. The user must set the number of rings after which the service will move on to the next number.

13.51 Site Admin

Allows the creation of an administrator who will just manage a single site. This means the Company Admin will still have all the admin capabilities for a company and the Site Admins will have the following facilities for their respective sites within the company:

- Manage Users
- Device Management
- View & Download Call Recordings
- View Statistics

13.52 Speed Dials

Allows a user to define either 1 or 2 digit speed dials that can be made from their device to key external or internal destinations. Local speed dials can also be established, however, we recommend using the system to ensure both the phone and Daisy Hosted Voice GUI is in sync.

13.53 Voice Messaging

Enables voicemail services to be established either against users or hunt groups so that messages can be left and accessed by users. Please note that Daisy Hosted Voice does not display voicemails in its system, but enables a Voicemail to email function or access via the Daisy Hosted Voice devices.

14. Support & SLA's

14.1 Faults

To log an issue or a fault please email : smallbusinesscsqueries@daisygroup.com

Tel: 0845 450 4520

Please note that the following table excludes service requests and is based on the assumption that the incident has been successfully reported by telephone to the appropriate Daisy department. There are some exceptions to this model, for example, WLR and Broadband faults are logged on the WLR or Daisy portal direct by the Customer. In this scenario, only escalations would be reported by telephone to the service desk.

All resolution timescales are based on delivery of either full resolution or workaround, and any issue requiring significant product development will follow service request principles. For faults that Daisy need to hand off to external suppliers, the following SLAs may not apply, although the target resolution timeline will still be our aim. All timelines are in working days unless otherwise stated.

Product	Priority/Care Level	Target Resolution Timeline
Daisy Hosted Voice	Critical Fault - Loss of service - Multiple resellers/ services affected	4 clock hours
Daisy Hosted Voice	High - Loss of service - single reseller or service	8 clock hours
Daisy Hosted Voice	Medium - Disrupted service - multiple or single reseller or service	3 working days
Daisy Hosted Voice	Low - Single number destinations/QOS	7 working days