

CCP Colt Intelligent Communications Service Description



1 Overview

Colt Intelligent Communications (CIC) combines productivity and enterprise communication in Microsoft Office 365 with Colt network and PSTN compliant voice services. In addition Colt can provide flexible enterprise billing options and Professional Services provided in your local language for design, build and transition.

2 Functional capabilities

The CIC Service is provided on the Microsoft Office 365 platform together with Colt connectivity services and includes:

- Office 365 productivity applications
- Unified communications applications with Microsoft Teams or Skype for Business
- High bandwidth and resilient connectivity
- Internet data access
- Enterprise-grade SIP Trunk voice services and tailored voice packs
- Hardware delivery, installation and support.
- Professional Services for transition, deployment, training and adoption services
- 24x7 Helpdesk and support

A modular approach to combining these components into a solution allows the service to be aligned to the Customer's requirements.

3 Microsoft Office 365 Features

The following applications are among those available with the Service.

Applications

- Windows 10
- Word
- Excel
- PowerPoint
- Outlook
- OneNote
- Publisher
- SharePoint
- OneDrive
- Teams or Skype for Business
- Access

These applications are provided in application bundles governed by different licence types subject to Microsoft's applicable End User Licence Agreement (EULA):

Main licences

- Microsoft 365 E3
- Microsoft 365 E5
- Office 365 Enterprise E1
- Office 365 Enterprise E3
- Office 365 Enterprise E5
- Skype for Business Online (Plan 2)

A more detailed list of applications provided with each licence type is available on the Microsoft public documentation.

License add-ons

The following optional services are available as licence add-ons:

- Office 365 Extra File Storage
- Office 365 Advanced Threat Protection
- Office 365 Advanced Compliance
- Microsoft MyAnalytics
- Skype for Business Plus CAL
- Office 365 Threat Intelligence
- Phone System
- Audio Conferencing

Microsoft Calling plans

Provides PSTN connectivity with destination and minute calling plans via Microsoft platform as an alternative to dedicated connectivity provided via Direct Routing

- Domestic Calling Plan (120 min)
- Domestic and International Calling Plan
- Domestic Calling Plan

The applications, license type, license add-ons and calling plans provided as part of the Service will be specified on the Customer's Order Form.

4 Connectivity options

The following Colt Services are available to provide connectivity to the CIC Services. Connectivity services are ordered separately and detailed information about each service is available from the applicable service description.

- **Colt IP Access** with voice connectivity – provides an internet connection with a wide range of connectivity options supporting voice and data services on a converged connection. This enables the service to

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support Office 365 infrastructure and a PSTN connection via Direct Route.

- **Dedicated Voice Access** – provides a dedicated connection for voice traffic that is segregated from other network traffic meaning changes or degradation to the Internet infrastructure doesn't impact voice connection quality.
- **Dedicated Cloud Access (DCA / Express Route)** – allows Customers to connect to Microsoft services via a Microsoft certified VPN connection.

5 Equipment

The following Microsoft certified hardware can be ordered with the Service.

Session Border controllers (SBC)

The Session Border Controller is a device that allows Microsoft Office 365 to be connected to the Colt PSTN network via Direct Routing.

The SBCs are configured with SIP Session licences that allow a maximum number of concurrent SIP trunk sessions. The bandwidth of the SIP trunk will be aligned in order to support the number of licensed sessions specified on the Order form. Additional SIP session licences can be added to the solution to support a higher number of SIP Trunk Sessions. . In the event the Customer exceeds the number of SIP trunk sessions the SBC has been licensed to support, Colt will advise the customer to purchase additional SBC licences. If that happens then, then service disruption may occur and the Customer may be advised to acquire additional licenses.

A number of SBC standard architectures are available:

Single device architecture

- A single SBC is installed in the Customer's premises. This SBC will work as the mediation point to the Internet (to Office 365) and also to the connectivity that will support the SIP Trunk.

Active-backup scenario

- Two SBC will be delivered as a device cluster (with just one IP address). The SIP Trunk will be delivered to the first and active device, which, similar to the single device architecture will have one interface to the internal network and additional interfaces for the Internet (Office 365) and SIP Trunk.
- If the first and active SBC fails, the secondary device will assume all the configurations without any service disruption.

Active-active scenario:

- Both SBCs will be configured and will have their own licensing and SIP Trunk connection. In an active-active scenario, both SBCs act as a standalone device.
- If one SBC fails, the other SBC will continue working

according to the same configuration.

Customer Premises Equipment (CPE) – handsets, headsets and conference phones

- The handset provides dedicated hardware for calls without relying on the PC softphone. The handsets presented on Colt portfolio for CIC are Microsoft certified and capable of receiving high quality voice.
- Headsets enable hands-free calling and can be connected to the PC receiving the call or to a handset. The headsets presented on Colt portfolio for CIC are Microsoft certified and capable of receiving high quality voice.
- Conference phones are devices intended to be installed in meeting rooms.

Other Colt Provided Customer Premises Equipment (CPE)

Other Colt provided CPE like for example Videoconference devices or integrated boards can also be part of the solution and delivered if they are mentioned on the order form.

6 Professional services

The following professional services are available to support the deployment of the solution and cover the installation of Microsoft components and transition to the Microsoft cloud. The scope of the professional services provided will be specified in a Statement of Work.

Services enabling the solution

- Skype for Business to Teams migration and configuration
- SBC installation & configuration whether single or resilient deployment
- O365 application configuration, for example Exchange, SharePoint, Active Directory

Solution assessment and adoption services

- Site survey
- Teams/Skype for Business assessment
- Technology adoption services
- Floor walking

Training services and solution enablement

- Skype for business/Teams training (admin)
- Office 365 training (admin)
- Specific online tutorials (end user)

7 Support and management

Support and management services are available covering the following items:

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Office 365 and Microsoft licensing

- Office 365 licenses acquired from Colt will be covered by Helpdesk and remote support as part of the licensing fee.
- Helpdesk providing Office 365 application support
- Colt advises the use of frequently asked questions and other application guidance material before contacting the Helpdesk.

Session border controller

- The SBC will be supported and managed as part of the service being provided by Colt as documented in the Service Level Agreement.

Handset and Headsets

- Handsets and headsets will be covered under an Advanced Hardware Replacement package if the Customer specifies this optional service on their Order form. The replacement mechanism follows the description in the SLA document.

The Service Level Agreement provides more information about Office 365 Support Services, Hardware Support Services and the Advanced Hardware Replacement (AHR) package.

8 Moves, Adds and Changes (MACs)

Office 365 Licensing:

The license supporting the solution can be increased and decreased according to Microsoft's rules under the Microsoft EULA. If the number of licences is changed during a billing period then the licence cost for that period will be determined on a pro-rata basis (for example for part of a whole month).

The Customer can increase and decrease the total number of licences provided that when decreasing the number of licences the Customer cannot reduce the total number of licenses below 75% of the original Order during the Initial Term of the Contract.

Office 365 license Add-ons can be added in order to expand the license functionalities and these will follow the same billing rules.

The following chargeable service requests are available for Office 365 changes:

Teams/Skype for business

- Add a new user
- Single user DDI Change
- Service Number Porting Request
- Add a new Call Queue
- Amend existing Call Queue
- Add a new Auto Attendant
- Amend Existing Auto Attendant

Other applications

- Add new Exchange user
- Create distribution groups, add members
- Create mail flow rules
- Create shared mailbox
- Add SMTP domain
- Update retention policies
- Update Exchange Online Protection
- Update connectors

SBC

The SBC moves and changes will be executed remotely and cover the following:

- Single inbound rule for blocking a number
- Single user DDI masking
- Add additional SIP session license
- Change to DNS server IP address
- Change to NTP server IP address
- Certificate renewal
- SBC Software Upgrade
- Call routing change (Single DDI) routing to existing destination

Additional licensing to support more SIP sessions or other functionalities will require an order to be placed and lead times of delivery will apply as per SLA document.

CPEs (Handsets and Headsets)

Changes to the CPE will be done on a case by case scenario.

Data and SIP Trunk

Changes to Data connectivity and SIP Trunk Services are subject to the terms and change mechanisms specified in the separate Order for those services.

9 Network Readiness

In order to deploy the solution the following information about the Customer's existing infrastructure will be required.

Domain - it's necessary for a domain to be provided in order to deploy the Microsoft Office 365 platform, this domain can be provided by the Customer or it can be provided by Colt as an additional option of the Service.

LAN audit – an assessment required to ensure the Customer's environment meets the minimum performance specifications detailed below and is adequate to operate real-time applications.

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It is the Customer's responsibility to ensure that the site meets the minimum performance specifications. Colt can provide Professional Services to conduct the LAN audit and assess network readiness. Alternatively the Customer can self-certify according to the tests and minimum performance specifications detailed below :

In the event the Customer self-certifies network readiness and if Colt is required to perform must perform additional tests or remedial work during the deployment of the service to ensure the customer environment meets the minimum performance specifications then this work will be chargeable and agreed in advance with the Customer.

The steps and network performance parameters required to ensure the solution can be correctly installed are as follows and must be complied with as part of any Customer self-certification :

- For Skype for Business, Execute the bandwidth calculator: <https://www.microsoft.com/en-us/download/details.aspx?id=19011>
- When installing Microsoft Teams the Microsoft Network Planner should be executed: <https://myadvisor.fasttrack.microsoft.com/CloudVoice/NetworkPlanner>

The parameters from the tests should meet or exceed the following minimum performance specifications:

Metric	Client to Microsoft Edge	Customer edge to Microsoft edge
Latency (one way)	< 50 ms	< 30 ms
Latency (RTT or Round-trip Time)	< 100 ms	< 60 ms
Burst packet loss	< 10% during any 200 ms interval	< 1% during any 200 ms interval
Packet loss	< 1% during any 15 s interval	< 0.1% during any 15 s interval
Packet inter-arrival jitter	< 30 ms during any 15 s interval	< 15 ms during any 15 s interval
Packet reorder	< 0.05% out of order packets	< 0.01% out of order packets

Skype for Business Network Assessment Tool:

For each site the Skype for Business Network Assessment Tool must be run. This can be downloaded from: <https://www.microsoft.com/en-us/download/details.aspx?id=53885>.

10 Support Level

24x7 First line support Help Desk in English, German, Italian, French and Spanish from 7am to 7pm from Monday to Saturday.

Higher level support defaults to English but may be available in local language during local Business Hours.

Further information is detailed in the Service Level Agreement.

11 Definitions

Business Hours: 9.00 AM to 5.00 PM local time.

24x7 means continuous availability 24 hours a day, 7 days a week, and 365 days a year.