



## Service Document for Voice Services v5.0



Version History		
Version Number	Date Approved	Change/Reason for Change/Comments
4.0	23/08/2023	Initial document creation. Aligns to Exponential-e voice service portfolio July 2023 and Exponential-e voice service document v4.0. Version number is to align to Exponential-e version – no earlier Vysiion version exists.
4.1	07/02/2025	Amendments to Multi-Channel Recording and Enterprise Contact Centre Services.
5.0	02/05/2025	Removal of data processing details. Changes to inflationary price increase provisions.

## 1. Document Purpose

This document describes Vysiion's voice services, their service level agreements and the service-specific terms and conditions that are applicable, in addition to Vysiion's General Terms. Capitalised terms used in this Service Document which are defined in the General Terms or the Additional Terms (Section 8) shall be afforded their defined meanings throughout this Service Document.

## 2. Voice Services Portfolio

Each Voice Service is set out in a separate Service Definition attached as a schedule.

## 3. Voice Services Features

Vysiion will engage a variety of Carriers to route calls.

### 3.1 Number Porting and Number Migration

Number Porting is the transfer of telephone number(s) or number range(s) held by a Customer from a LSP (Losing Service Provider) to a GSP (Gaining Service Provider) so that any inbound calls are routed through the PSTN to the correct destination. When a customer wishes to move their telephone number(s) or number range(s) from an LSP to a GSP, a porting agreement must exist between the LSP and GSP. The Customer must confirm with Vysiion that a suitable porting agreement is in place prior to requesting a transfer. When porting a contiguous range of numbers, the entire number range must be transferred from LSP to GSP. Number migration may be possible if the LSP and GSP are the same entity. Number porting and number migration are dependent upon the co-operation of the Customer and the LSP. Vysiion cannot be held responsible for delays in delivering services using ported numbers or if numbers prove impossible to port.

### 3.2 Direct Dial In (DDI) and Non-Geographic Numbers (NGN) Provision

Vysiion can provide new geographical DDI number(s). Vysiion cannot guarantee the availability of preferred numeric digits within telephone numbers or number ranges. With the SIP Trunking Service and UCaaS Service it is not necessary to order DDI numbers with geographical significance to the location of the PBX system or users. NGNs and International DDI numbers are available upon request and will be subject to special terms and conditions.

### 3.3 Service Constraints

#### Emergency Services:

**The Vysiion Voice Services Platform (VSP) should not be considered suitable for use in an emergency, although it will be possible to call emergency service numbers, such as 999. The Customer is advised to have alternative services which can be used to contact emergency services.**

#### Use of Service:

Vysiion will provide the Customer with the ability to make and receive calls to local, national, international and NGNs on the PSTN. Vysiion does not support the use of data services, such as dial-up internet, or 3<sup>rd</sup> party messaging services via the VSP.

### 3.4 Security and Fraud

Access to public-facing portals, applications and services can only be gained by successfully completing username/password authentication. These credentials will be supplied to nominated users and/or a technical contact during the delivery phase. In the case of web portals, data confidentiality is provided by using SSL (HTTPS) web pages. Once customer access to the VSP has been granted, Vysiion cannot be held responsible for security breaches or fraudulent activity performed by the Customer or by 3<sup>rd</sup> parties who may have compromised the security of services or applications. Vysiion will put the following preventative measures in place (i) outbound calls to UK premium rate number prefixes blocked by default (can be unblocked upon request) and (ii) minimum password length/complexity. The Customer is responsible for all call charges incurred on their voice services, regardless of whether they are fraudulent or legitimate. The Customer shall take all reasonable industry-standard steps to mitigate the risk of fraud including controlling public access to the PBX using admission control / access lists and restricting physical access to PBX handsets to authorised parties only.

### 3.5 Portal

Vysiion will provide access to a Voice Services Management Portal. This portal will offer the ability to view information and change feature settings for UCaaS and SIP Trunking Services. Vysiion does not guarantee the availability of this portal and periods of scheduled and emergency maintenance may occur.

### 3.6 Quality of Service (QoS)

Where Vysiion provides connectivity to the VSP using an Ethernet access circuit, a Committed Information Rate (CIR)

and identical Peak Information Rate (PIR) will be configured based on the number of SIP channels or UCaaS users that are configured 1 voice call = 100Kbps bandwidth, 1 video call = 350Kbps for CIF resolution, 700Kbps for 4CIF resolution, 1800Kbps for 720p resolution. DSCP markings must be assigned to traffic ingress to the Vysiion demarcation by the Customer to ensure QoS prioritisation is applied. A full description of QoS services available can be found in the Service Document for Connectivity Services.

#### **4. Service Delivery and Acceptance**

Vysiion will liaise with the Customer to ensure that all relevant information is obtained and provide regular progress reporting and on-going support during delivery. All activities related to delivery are scheduled within Normal Business Hours. If the Parties agree to re-schedule these outside of Normal Business Hours additional charges shall apply. Vysiion will notify the Customer by email when the Service(s) is ready to be used. Where applicable to a Service, acceptance tests are set out in the relevant Service Definition. All Target Service Commencement Dates herein are estimated.

#### **5. Service Support**

##### **5.1 Fault Management**

Information on how to contact Vysiion's Customer Support Centre and fault reporting can be found in the "Customer Support Handbook", a copy of which is available upon request from Vysiion.

##### **5.2 Service Moves**

Vysiion will, if it is technically possible to move the Services from a current Customer Site to a new Customer Site, provide a quotation to the Customer.

##### **5.3 Planned and Emergency Works**

Save where set out otherwise for a Service in the applicable Service Definition, Vysiion will aim to provide at least 10 days' notice via email of any planned works. Vysiion reserves the right to carry out emergency works at any time, without notice.

##### **5.4 Complaints Procedure**

Details of Vysiion's complaints process and policy are available upon request from [customerservices@vysiion.co.uk](mailto:customerservices@vysiion.co.uk).

#### **6. Service Billing**

##### **6.1 Usage Based Charges: Rate Card**

Calls made using the Services will be subject to Usage Charges as set out in the Rate Card detailing per-minute calling rates (available upon request from [sales@vysiion.co.uk](mailto:sales@vysiion.co.uk)). Vysiion reserves the right to amend the Usage Charges within the Rate Card from time to time.

#### **7. Service Commencement Dates**

If there are delays in number porting, number migration or new DDI provision, the Service may commence, and billing begin, in advance of all Numbers being available.

#### **8. Service Levels**

##### **8.1 Service Availability**

Where applicable, the target availability for each Voice Service is provided in the relevant Service Definition. Unless set out otherwise in the applicable Service Definition, the Availability is calculated on a calendar monthly basis using a 730 hour month and the following formula:

$$P = \frac{730 \text{ Hours} - A}{730 \text{ Hours}} \times 100$$

Where P = Percentage availability; A = Sum of all events of unavailable service in that month measured in hours.

Non-availability is measured from the time an incident ticket is raised to the time the service is restored and the incident ticket is cleared by Vysiion.

##### **8.2 Service Credit Rules**

Vysiion shall have no liability for any failure to meet any target service levels due to, or as a result of, any of the following reasons ("Excused Reasons"):

- Non-availability of Vysiion connectivity services– only the service level agreement for the connectivity service shall apply;
- Non-availability of internet access or non-availability due to cyber-attack;
- Number porting, number migration or new DDI provisioning delays other than where Vysiion is at fault;
- The use of the Service for a purpose for which it was not designed or specified for;
- The diagnosis and correction of any fault in equipment for which Vysiion is not providing support services;

- Any Force Majeure Event;
- Suspension of service in accordance with the Contract;
- Customer default or delay, or any negligent, wilful or reckless act, fault or omission by the Customer or any users for whom the Customer is responsible under the Contract, or any of their representatives, employees, agents or sub-contractors;
- Access issues and delays along the route of the Service(s) or at the Customer Site(s); and/or
- Third party software including but not limited to software bugs and/or Malicious Code.

### 8.3 How to Claim

Service credit claims must be submitted to [customerservices@vysiion.co.uk](mailto:customerservices@vysiion.co.uk) within thirty (30) calendar days of the end of the calendar month in which the failure to meet the target service level has occurred. Any service credit claims not raised within this period are irrevocably waived. If service credits claimed are rightly due, they shall be calculated in accordance with the relevant Service Definition and this section (such service credits being a genuine pre-estimate of loss and not a penalty and not unconscionable) and be applied to the Customer's account. Service credits shall be the Customer's sole and exclusive remedy with respect to any failure to meet target service levels. Monthly Charges referred to in this Service Document are to the Annual Charges divided by twelve (12).

## 9. Additional Terms

The following terms and conditions apply to the provision of all Voice Services by Vysiion in addition to Vysiion's General Terms.

### 9.1 DEFINITIONS

In the Contract, the following terms shall have the meanings assigned to them below:

"Call"	means a signal, message or communication which can be silent, visual (including text) or spoken.
"Call Detail Records"	means the record created by or on behalf of Vysiion at the start of a Call and terminated at the close of a Call.
"Customer Network"	the local area network, network equipment, computer systems and local cable infrastructure at the Customer Site(s), to which the Service(s) or Vysiion Equipment will be connected.
"Customer Premises Equipment (CPE)"	Vysiion Equipment located at the Customer Site(s).
"Man Day"	a cumulative amount of time of not less than seven and a half hours spent working on the project during Normal Business Hours;
"Number"	any telephone number allocated by Vysiion for the purpose of obtaining the Service(s) and includes short codes.
"PSTN"	public switch telephony network.
"Voice Services Management Portal"	the management portal for Vysiion's voice services to which the Customer is provided with access pursuant to the Contract.

### 9.2 SERVICE PROVISION

- 9.2.1 In order for Calls to be successfully made using the Service(s), the Customer shall ensure that the Customer Network is optimised so that voice traffic is prioritised over other data traffic.
- 9.2.2 Customer Site installation works for Voice Services are limited to necessary localised cabling and does not include any drilling, ducting or extended LAN cabling. All installation works will be carried out at ground level (no working at height).

### 9.3 NUMBERS

- 9.3.1 Where the Customer is issued with Numbers to use the Service(s) the following shall apply:
  - 9.3.1.1 the Customer does not acquire any proprietary rights in such Numbers by virtue of the Contract and cannot sell or transfer the Numbers; and
  - 9.3.1.2 the Numbers may be changed or decommissioned from time to time in accordance with any regulatory requirements. Vysiion will use reasonable endeavours to give the Customer as much written notice of any such change or decommission as is reasonably practicable; and
  - 9.3.1.3 upon termination of the Contract, the Numbers shall cease to be available for use by the Customer unless the Numbers are duly ported to a replacement service provider. Vysiion shall use reasonable endeavours to comply

with any number porting request made by the Customer upon termination of the Contract; subject to the existence of a relevant Number porting agreement with the replacement service provider. In the absence of any Number porting, the Customer acknowledges and accepts that Vysiion may reissue the Numbers to other customers following termination of the Contract.

#### **9.4 ADDITIONAL CUSTOMER OBLIGATIONS**

9.4.1 The Customer shall:

9.4.1.1 comply with all reasonable codes of practice, procedures and directions as are established or adopted by Vysiion in relation to Numbers; and

9.4.1.2 ensure that any equipment owned by the Customer not forming part of the Service(s) and which is connected (directly or indirectly) to the Service(s) will be technically compatible and interoperable with the Service(s) and approved for that purpose under any applicable laws and it will not interfere with the operation of the Service(s); and

9.4.1.3 provide (and shall procure that any relevant third-party vendor/supporter provides) such reasonable assistance as Vysiion shall require in relation to any agreed inter-operability testing of the Vysiion Services with any equipment owned by the Customer not forming part of the Service(s) and which is connected (directly or indirectly) to the Service(s);

9.4.1.4 obtain effective and keep effective all permissions licences and permits and to pay all rates rents taxes and charges which may from time to time be required in connection with the use of the Vysiion Equipment at the Customer Site(s) and to comply with all statutory and other obligations in relation to the use of the Vysiion Equipment; and

9.4.1.5 keep the Vysiion Equipment at the Customer Site(s); and

9.4.1.6 ensure that, where Vysiion replace a telephone handset due to a fault, the faulty telephone handset is returned to Vysiion as soon as reasonably possible, but in any event within ten (10) Working Days. Should the faulty unit not be returned as required, Vysiion shall have the right to charge the full current retail price for the replacement telephone handset.

9.4.2 The Customer shall not (and shall procure that all users of the Service(s) shall not) use the Service(s) to make an unwanted or hoax Call that causes annoyance to the receiver of the Call, and/or is of an offensive, spiteful, abusive, indecent, defamatory, obscene or menacing nature including unauthorised or 'spam' Calls and 'silent' Calls as defined by Ofcom in its 'Statement of policy on the persistent misuse of an electronic communications service' published 1 March 2006, and any subsequent update.

9.4.3 The Customer's compliance with this Clause 9.4 shall be entirely at the Customer's cost. The Customer shall inform Vysiion of any actual or suspected breach of this Clause 9.4 of which the Customer is aware.

#### **9.5 INDEMNITY**

9.5.1 The Customer shall indemnify and keep Vysiion indemnified and hold Vysiion harmless from and against all losses, liabilities, damages, costs, claims, demands and expenses arising out of, or in relation to, any breach by the Customer (or any user of the Service(s) for whom the Customer is responsible pursuant to Clause 7.8 of the General Terms) of the provisions of Clause 9.4.1.5 and/or Clause 9.4.2 and/or Clause 10 below.

#### **9.6 TERM AND TERMINATION**

9.6.1 Upon termination of a Service and/or the Contract for any reason, the Customer shall immediately cease to make use of the relevant Numbers (if applicable).

9.6.2 Clauses 9.4, 9.5 and 9.6 shall survive termination and continue in full force and effect.

#### **9.7 PORTAL SECURITY**

9.7.1 The Customer has the sole responsibility for putting in place and maintaining the controls that they require around the ability of persons to log into Vysiion portals via the Customer's log-in details. The Customer must use best industry practice for selecting and regularly changing passwords.

#### **9.8 SUSPENSION**

9.8.1 Vysiion may suspend provision of the Service(s) in the event of suspected fraudulent call activity in accordance with its Fraudulent Calls Process (as current from time to time) (copy available upon request from [sales@vysiion.co.uk](mailto:sales@vysiion.co.uk)).



- 9.8.2 Vysiion shall be entitled to suspend the Service(s) in the event that it has reasonable belief that the Customer has failed to comply with the PSA Code of Conduct and/or in the event that Vysiion is instructed to suspend the Service(s) by the Phone-Paid Services Authority ("PSA").

#### **9.9 PSA CODE OF PRACTICE**

- 9.9.1 If the Customer is a premium rate service provider as defined pursuant to the PSA Code of Conduct 2016 (Fourteenth Edition) as amended or replaced from time to time ("Code of Conduct"), the Customer must be registered with the PSA and shall maintain such registration for the duration of the Contract with Vysiion. The Customer shall provide reasonable documentary evidence of such registration to Vysiion upon request.
- 9.9.2 The Customer shall comply with all of its obligations under the Code of Conduct and any directions made by the PSA in accordance with the Code of Conduct.
- 9.9.3 The Customer acknowledges and agrees that the PSA shall be entitled to enforce clauses 9.9.1 and 9.9.2 above.
- 9.9.4 The Customer acknowledges and agrees that where directed to do so by the PSA, Vysiion may immediately:
- 9.9.4.1 retain such amount of money as the PSA may require out of monies payable by Vysiion to the Customer until permitted by the PSA to do otherwise; and/or
- 9.9.4.2 retain some or all money payable to the Customer in respect of certain numbers or premium rate services (as may be specified) until permitted by the PSA to do otherwise; and/or
- 9.9.4.3 retain all money payable to the Customer until informed by the PSA that it may do otherwise; and/or
- 9.9.4.4 pay over to the PSA such an amount of money retained pursuant to clauses 9.9.4.1, 9.9.4.2 and 9.9.4.3 above or withheld pursuant to the Code of Conduct by a Network Operator (a premium rate service provider who forms part of the premium rate value chain), as the PSA may require in order to satisfy outstanding fines and/or administrative charges; and/or
- 9.9.4.5 pay refunds on behalf of the Customer when so required by the PSA pursuant to paragraphs 4.9.1 and 4.9.2 of the Code of Conduct.
- 9.9.5 The Customer acknowledges and agrees that Personal Data collected by Vysiion by means of any Service in respect of which the Customer is a premium rate service provider may be transferred to the PSA for regulatory purposes.
- 9.9.6 Breach of Clauses 9.9.1 and 9.9.2 by the Customer shall be deemed a material breach of the Contract which is not capable of remedy.

#### **9.10 REBATE**

- 9.10.1 Where Numbers provided by Vysiion will generate revenue for the Customer (including but not limited to those with 0871 and 0905 prefixes) ("Revenue-Generating Numbers"), the following provisions shall apply:
- 9.10.2 Provided that:
- 9.10.2.1 the Customer continues to contract with Vysiion for the Service(s) in respect of which incoming Calls are made to the Revenue-Generating Numbers referred to in Clause 9.10.1 above; and
- 9.10.2.2 Vysiion receives sums in the form of rebate from the Network Operator (being a premium rate service provider who forms part of the premium rate value chain), of the Revenue-Generating Numbers for incoming Calls made to the Revenue-Generating Numbers.
- Vysiion shall as soon as reasonably practicable upon receipt of such rebate notify the Customer of the amount of rebate it is entitled to for that period.
- 9.10.3 The Customer shall upon receipt of such notice from Vysiion invoice Vysiion for the amount notified to it. Subject to Clause 9.9 above, the invoiced amount shall be payable by Vysiion to the Customer within thirty (30) days of receipt of the aforementioned invoice.

#### **9.11 FEES AND PAYMENT**

- 9.11.1 Vysiion shall be entitled to increase the Annual Charge::
- 9.11.1.1 in line with any increase in costs as a result of legal and/or regulatory changes; and/or
- 9.11.1.2 in line with inflation (where any such increase shall be limited to the change in the UK Retail Price Index (or any materially-equivalent replacement index) plus two percent (2%) since signature of the Contract (in the case of the first such inflationary increase) or since any previous inflationary increase (in the case of any subsequent inflationary increases); and/or
- 9.11.1.3 in line with any increases in costs imposed on Vysiion by its suppliers.

Vysiion will provide reasonable documentary evidence to support such price increase to the Customer, upon request.

- 9.11.2 If the Contract involves the purchase by Vysiion of goods and/or services in a currency other than sterling and there is a greater than one percent (1%) change in the exchange rate between sterling and that other currency due to the weakening of sterling between (a) the date of Order acceptance and (b) the date that Vysiion pays the relevant supplier, Vysiion reserves the right to pass on to the Customer the additional costs incurred by Vysiion as a result of the change in exchange rates and the Customer agrees to pay the same.

## **9.12 SOFTWARE**

- 9.12.1 The following Patch management policy shall apply in respect of the Service(s). Software/Firmware patches shall be applied when deemed necessary by the Vysiion Operational Centre. Patching could be triggered under various conditions:
- 9.12.1.1 A remotely exploitable security vulnerability is identified and the vendor releases a patch for the vulnerability. Vysiion software release management function conducts a regular review of new vulnerabilities and assesses the functional and security risk to platforms under its remit. It is often the case that vulnerabilities are only applicable if certain configuration is present on the device in question, and if certain features are enabled. If the net effect is that no vulnerability is exposed, then the patch would not be applied. If vulnerability is exploitable but it is feasible to amend configuration in such a way as to prevent the vulnerability being exploited, then the patch would also not be applied – however in this case the work-around configuration would be introduced under the normal change control procedures;
- 9.12.1.2 A normal end of lifecycle upgrade may be triggered when vendor support of the technology in question is no longer available. In certain circumstances a hardware refresh or upgrade would be required, which falls outside the scope of this patch management policy;
- 9.12.1.3 A bug is identified which is adversely affecting the reliable operation of the device. It is frequently the case that bugs are triggered only under certain specific conditions which are not present in all environments. Under these circumstances Vysiion will assess whether the bug potentially has widespread impact (in which case the patch would be rolled out to all similar devices under Vysiion management), or the condition is isolated (in which case only the particular affected device would be patched).
- 9.12.2 Patch Management excludes security hardening required for regulatory or compliance purposes. This will be a chargeable Professional Services engagement.
- 9.12.3 The following Release management policy shall apply in respect of the Service(s). Only software updates relating to the operating system supported by the vendor shall be implemented by the Vysiion Operational Centre. Software is managed within the following guidelines:
- 9.12.3.1 Vendor announcements and vulnerability announcements are continually reviewed by Vysiion in order to identify new software vulnerabilities;
- 9.12.3.2 In case a vendor announces a new remotely exploitable vulnerability and releases a patch to address the vulnerability for which no workaround exists, an upgrade will be initiated by Vysiion. In many cases a particular vulnerability requires a specific configuration to be present. Vysiion will analyse the impact of the vulnerability on Vysiion managed devices, as covered by the Contract, and propose either an upgrade or a workaround if the vulnerability is remotely exploitable;
- 9.12.3.3 A release of software becomes end of support due to the end of lifecycle as determined by the vendor;
- 9.12.3.4 A specific bug is identified that impacts the Customer environment in terms of performance or stability of the platform.
- 9.12.3.5 The Customer may request an upgrade to a version of the operating system software fully supported by Vysiion as part of the Service through a service request.
- If none of the above scenarios are met, Vysiion will not proceed to release a new software revision.
- 9.12.4 VYSIION SHALL HAVE NO LIABILITY FOR ANY SECURITY INCIDENTS OR SERVICE FAULTS/ERRORS/FAILURES TO THE EXTENT DUE TO THIRD PARTY SOFTWARE.