

# Service Description

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## Introduction

This handbook will provide a detailed overview of the HV.Select proposition. However please note this information is not exhaustive and may refer out to other relevant specialist documents, which will include various user guides.

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## The Proposition

HV.Select is a white label communications service, based on a core network that is managed by BT to ensure the service is always available. It provides all the functionality of a traditional telephone system plus more advanced functionality made possible through the BT central cloud service, which includes video calling and mobile extension services. Business end users that don't have an onsite telephone system (PBX) can create HV.Select sites using the BT cloud PBX offering, or if they have an existing onsite PBX then they can create SIP Trunking sites. If they would like to use both of these technologies in tandem, then they can create a Mixed Estate site using a blended variant. With online access to self configuration portals – one for you and one for your end users – to make changes as needed, it provides a highly flexible solution.

A flexible unified communications service; it can be tailored to the needs of any size of customer, large or small. The complete proposition includes lines, calls, numbers, phones and connectivity, available as bundles or separate components, with a variety of term options to suit everyone. They simply pick and choose advanced features to add to the HD Voice service, such as call logging, calling plans, hunt groups, call handling, hot desking, Instant Messaging (IM), web collaboration and Smartphone and tablet integration to significantly improve business efficiency. It helps to tie up all your customers' communications and boost your 'Share of Wallet'.

Unified Communications (UC) is a huge selling opportunity. Not just because it's changing the way people communicate but also because it's changing the way people work. For fast, low-risk entry to this rapidly growing market, all you need is our HV.Select solution.

**What is Unified Communications?** UC is about integrating many different communications services together, usually under one common service offering. It can be made up of different products but unified through a common interface such as an ordering or feature management portal. UCs main purpose is to optimize business practices, make communication simpler for businesses/users and offer a choice of how to communicate.

**Delivering IP Communications from the cloud** - The cloud involves the delivery of communications as a service rather than a product, whereby shared resources, telephony features and software can be provided to businesses and Users as a Utility over the internet. The core processing engine and its associated services are run and operated from a location that does not belong to the user of the service. Instead, the service is run from a series of data centres, geographically spread for resilience, and the users of the service access the service by connecting into the platform via a direct or indirect internet connection.

As the cloud communications are accessible from the internet, it means, anywhere there is internet connectivity, whether wired or wireless, a user is able to use the service, from a variety of internet capable devices. This provides flexibility and allows multiple geographically spread offices, including homeworkers, to use and be a part of the same communications network.

Users of cloud services benefit from being part of a community that has different requirements and perspectives. This drives a variety of requirements into the cloud owners research and development teams, who can then take forward new ideas, which all members of the community benefit from. It also means new service features can be rolled out quickly, without the need to update or install new software onto customer owned systems. Instead, new features can be made available to all users simultaneously.

Being part of a cloud also provides redundancy which mitigates a business from losing their communications in the event of disaster. For example, a localized event, such as a fire, at a business premises, will not destroy the communications service, as this is located in a datacentre. It also means the users of this communication service can continue to use this from alternative office locations, including home. For the business this means a limited impact on their business.

**What Technology drives HV.Select?** The technologies behind HV.Select can be referred to by any of the following:

- **Centrex/Hosted** - HVS, HV.Select, Hosted Voice Select, Hosted seat, Hosted IP, IP Telephony, Hosted VoIP and Cloud PBX.
- **SIP Trunking** - HVS SIP, Hosted SIP, HVS-S, HV.Select SIP

The term “Hosted” refers to a product delivered as a service from the cloud and outsourced to a 3rd party, which is exactly what HV.Select does. Despite HV.Select using a local onsite PBX, it can still be referred to as Hosted, as a number of functions and features sit above this and within the HV.Select Cloud

With HV.Select, CPs can operate as an independent provider but with the benefit of a service that is backed and run by Giacom and BT. This means they do not need to build, invest in, or manage complex IP UC networks. Instead, they can concentrate on selling the UC service and managing their customer relationships whilst Giacom and BT run the overall network and invests in innovative new technologies to meet the rapidly evolving UC market.

- **Teams Direct** - HV.Select Teams Direct Connect

HV.Select Teams Direct Connect uses the Microsoft Teams Operator Connect feature to integrate with HV.Select SIP Trunking. You can even mix and match Hosted PBX, Hosted SIP Trunking and Teams on one site.

The core components of the HV.Select Seat solution are:

- >HVS User licence - user feature packs (Mobile or Foundation)
- >Numbers - new & ported
- >Calls - Voice & Video calls
- >CPE - IP Phones
- >Add-ons - Bolt on packs to provide improved functionality.

The core components of the HV.Select SIP solution are:

- >HVS SIP Trunks – group of 1 or more channels
- >HVS SIP Trunk Channels – each concurrent call available on the Trunk
- >HVS SIP Lines – user feature packs (Trunking, Functional, Fixed and Mobile)

- >Numbers – new & ported • Calls – voice & video calls
- >Add-ons – bolt on packs to provide improved functionality

The core components of the HV.Select Teams Direct Connect solution are:

- >HV.Select Teams Direct User Licence – One required per Teams user
- >HV.Select Teams Direct Virtual Licence – one required per Teams calling feature (Auto Attendant or Call Queue)
- >HVS SIP Trunk Channels – each concurrent call available on the Trunk
- >HVS SIP Lines – user feature packs (Trunking, Functional, Fixed and Mobile)
- >Numbers – new & ported
- >Calls – voice & video calls
- >Add-ons – bolt on packs to provide improved functionality

In addition to the above, a CP will need to ensure the following is in place:

- >Structured cabling to support their Users LAN
- >Router/s to terminate the IP connectivity line
- >Ethernet switches to enable multiple phones to be connected
- >Enough bandwidth to support the required amount of concurrent calls
- >PBX for SIP Trunking

## Supercharged Proposition

The Hosted Voice Select Supercharged Proposition is unique to Digital Wholesale Solution Partners and not offered to BT Wholesale Partners direct. The proposition is designed to support our Partners meet the demands of an evolving IP Voice marketplace, enabling lower

cost licences with more inclusive features to be used to win new business against competitors offering more comparable features within the licence (Voicemail and Analytics).

The offer consists of:

1. A new lower cost "Supercharged" licence price for all new Hosted Voice Select Mobile Licences provisioned on the platform on or after the 1st January 2023.
2. Inclusive Insight Monitored users and one Supervisor user licence (per site) for all new and existing Mobile User licences<sup>2</sup>.
3. Voicemail included Free of Charge on all new and existing Foundation licences<sup>2</sup>.
4. Flexible payment options on IP Phones on resigned licences. (see section 1.4 for full details).

A new Mobile licence will not have been live on the platform prior to 1st January 2023 and excludes without limitation any licence that has been live on the HVS platform on a Company, on either a renumber, with the same CLI, the same Username, and /or registered against the same IP Phone MAC address.

Giacom reserve the right to charge with immediate effect standard Mobile licence pricing prior to 1 st January 2023 if it is deemed that licences are being ceased and re-provisioned to gain new pricing or that the Supercharged proposition is not being used in good faith it was intended.

<sup>2</sup>Giacom reserve the right to review Inclusive Call Analytics and Foundation Voicemail offer at any time and advise that the offer should be used in good faith, meaning additional inclusive features are added when required by the end user customer for use. Inclusive Call Analytics and Voicemail packages will be reviewed on a regular basis and may be withdrawn if not in use not given less than 30 days' notice.

## **Licence and Hardware Terms**

Hosted Seat Licence Options and OPEX Hardware Bundles.

Handsets can be purchased up front by selecting the 1-day term on Business Zone or alternatively, purchased on an OPEX (recurring) pricing structure, detailed in the HV.Select (HVS) rate card over a 36- month term when purchased in conjunction with the HVS Hosted Mobile User Licence or HVS Foundation User Licence. Note: Total cost for hardware for upfront purchase and 36 month purchase options may differ.

Hardware can be purchased over a 36-month term in conjunction with a HVS Hosted Mobile User Licence or Foundation User licence. This option is selected on Business Zone by selecting the 2 years+ term. This option is not available on other licence types such as SIPT User variants.

**Note:** The 2 years+ term should only be selected when hardware is required. The 36-month term is chosen by selecting 2 years + on Business Zone.

**1 day - Licences (30-day term/ upfront hardware purchase)** – partners that require to purchase a Hosted Mobile user licence or Hosted Foundation User Licence without hardware on a 30 day only term or where they are ordering hardware as an upfront purchase, should select the 1-day contract licence terms on Business Zone.

**1 year** – Please do not select this option.

**2 year + Licences (36 month term/ licence and hardware)** – OPEX Hardware Bundles options should only be ordered where the partner wishes to take the option of hardware paid on a recurring basis over a 36-month term. Should partners order this licence option (OPEX Hardware Bundle), the total price charged per month will include both the licence rental and hardware recurring element as per the HV.Select Rate Card. If the option is selected without hardware, the price charged per month will be licence rental, plus, the cost for the handset available in the OPEX hardware bundle model which are the Yealink T43U & Polycom VVX250.

#### **Example 1:**

HV.Select Hosted Mobile User Licence ordered on 2year+ on the 1st June 2020 with no hardware will be charged from the 1st of June 2020 for the HV.Select Hosted Mobile User Licence and the hardware bundle price of a Yealink T43U or VVX250 as per your Rate Card and as per OPEX Hardware Bundle.

#### **Example 2:**

HV.Select Hosted Foundation User Licence ordered on 2year+ on the 1st June 2020 with no hardware will be charged from the 1st of June 2020 for the HV.Select Hosted Foundation User Licence and the hardware bundle price of a Yealink T43U or VVX250 as per your Rate Card and as per OPEX Hardware Bundle.

The OPEX model proposition intended use is with the purchase of an HVS Hosted Mobile User Licence or Hosted Foundation User Licence and a single device. As such, the hardware will be used with the licence purchased for the full length of the 36-month term. The Hardware/Handset OPEX model has been made available to enable partners to consume the HVS Hosted Mobile Licence or Hosted Foundation Licence & Hardware solution as a pay monthly service.

As such, the OPEX model is not available on HVS SIP Trunking or in conjunction with SIP Trunking or SIPT Users or as a hardware only recurring OPEX payment model.

Giacom reserve the right to charge Early Termination Fees (ETF's) for hardware purchased on the OPEX model should the HVS Hosted Mobile User Licence or Hosted Foundation Licence associated with the hardware be ceased within the initial 36-month term.

For the avoidance of doubt a cease of the HVS Hosted Mobile User Licence includes the conversion to other Hosted and SIP User types.

## **Additional IP Phones - Flexible Payment Terms**

If a partner has Hosted Mobile licences that have been live on the Hosted Voice Select platform for 36 months or longer and is resigning these Hosted Mobile Licences into a further 36-month term, Giacom will allow Additional IP Phones to be ordered against the Mobile licence from Business Zone via the Additional CPE Process and the payment terms adjusted over 36 months.

The below criteria must be met and the Flexible Payment Terms process followed.

- The Flexible payment terms on Additional IP Phones is applicable to the Hosted Mobile Licence only. All Additional hardware purchased for a Foundation Licence User must be paid for upfront, as per the standard charging process.
- All Additional IP Phones ordered must be associated with a resigned Hosted Mobile Licence that has been resigned into a further 36-month agreement within a week of the Additional IP Phones ordered.

- The Flexible Payment Terms on IP Phones process detailed in section 1.5 must be followed.
- For all Additional IP Phones that are ordered and are not associated with a live Hosted Mobile Licence, the cost of the Additional IP Phones will be charged upfront as per the standard charging process for Additional Hardware.

Giacom reserve the right to remove the Flexible Payment Terms for IP Phones option if it deemed that no Hosted Mobile Licences are associated with the Additional IP Phones ordered or that the process is not being used in good faith and in accordance with the intention it was provided.

## **Flexible Payment Terms Process for additional hardware with the Mobile Licence**

If partners wish to take advantage of the flexible payment terms for IP phones on resigned Mobile Licences, they must follow the below process.

Partners must raise a Billing ticket on the Cloud Market Portal within 5 working days with the following details, requesting the hardware is charged on a recurring term:

- Partner name
- Account number
- Company name
- Date Additional IP Phones ordered
- Order ref
- Username
- Telephone number of user resigned
- MAC addresses of the IP Phones

Once billing have received this information, they will change the charging term from “Upfront” to a Recurring model.

**Any requests received outside of the 5 working days period will be rejected without exception.**

Any Additional hardware on flexible payment terms which is deemed to not have a Hosted Mobile licence attached or a Hosted Mobile Licence that has ceased with the 36-month term will receive an upfront charge for the remaining term of the hardware.

## Headsets – Flexible Payment terms

Partners now have the option to purchase headsets on a recurring term.

If a partner wishes to purchase Headsets on a recurring term they must follow the below process.

Partners must raise a Billing ticket on the Cloud Market Portal within **5 working days** with the following details, requesting the hardware is charged on a recurring term:

- Partner name
- Account number
- Company name
- Date Headsets ordered
- Description of product ordered (ie: Jabra Pro 930 Mono)
- Order ref
- CLI of user
- Site ID the Headsets were ordered on

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### Links:

[https://static.helpjuice.com/helpjuice\\_production/uploads/upload/image/14629/3561579/1697529063337-HV.Select%2BService%2BDescription%2BV%2B4.6%2BOct%2B2023.pdf](https://static.helpjuice.com/helpjuice_production/uploads/upload/image/14629/3561579/1697529063337-HV.Select%2BService%2BDescription%2BV%2B4.6%2BOct%2B2023.pdf)

### Glossary:

N/A

