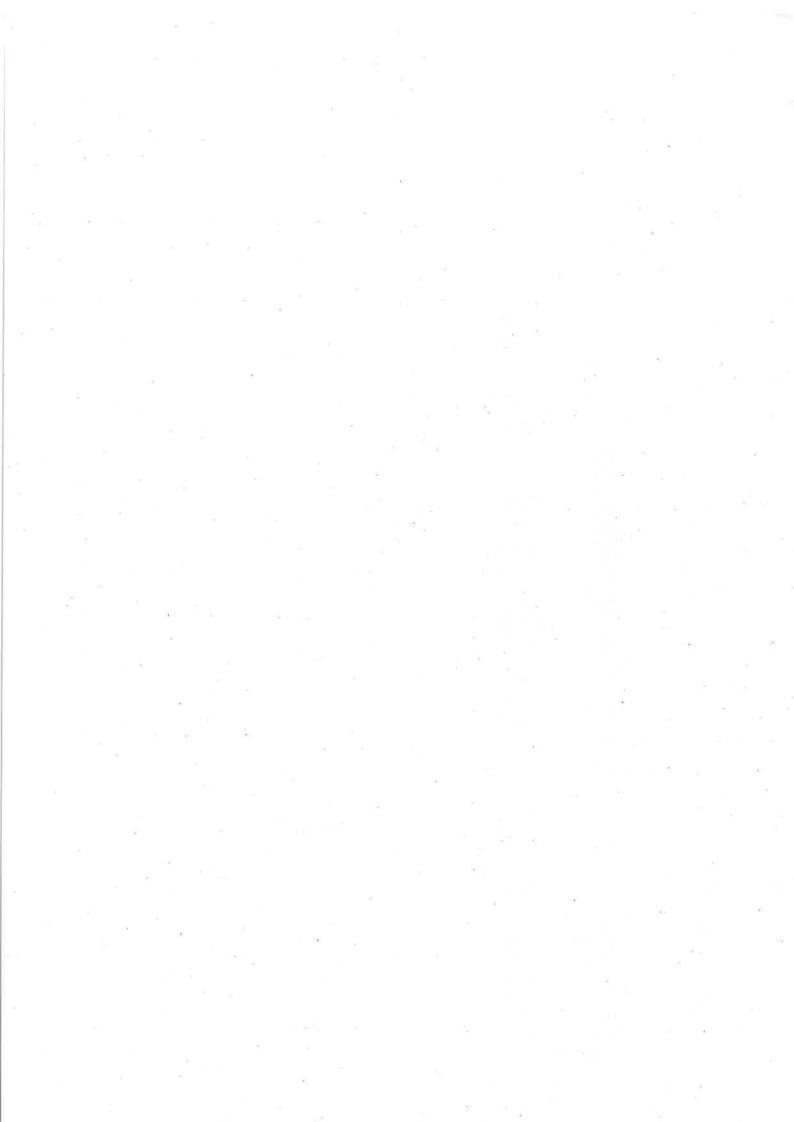# Level (3)

Lot 9 - Audio Conferencing

Ready Access Audio Conferencing Service

Notes

Call charges from other locations outside the UK are available on request.
Calls from mobile phone operators may incur charges to toll free 0800 numbers.

Description	Price	Details
Ready Access 0800 access	▮	Price per minute. Calls to 0800 xxxx number
Ready Access Fixed number access	▮	Price per minute. Calls to UK Landline number (0207 xxx)
Recording Set up	▮	per recording

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MSO Service Description

The Level 3 Ready Access Audio Conferencing service provides end users with the ability to set up an audio or voice conference call on demand for up to ▉ users per conference using a toll free 0800 or geographic number for all participants.

The service operates by providing the following:
   A Toll Free 0800 or 02xx geographic number for chairperson and participant access
   A participant PIN number
   A chairperson PIN number

This gives the ability to initiate Ready Access audio conference calls as and when required without the need for any pre booking.

Each participant dials the conference telephone number, enters the participant PIN and joins the call. No pre booking with Level 3 is required to initiate these instant access audio conference calls.

The Ready Access platform is scalable and reliable (99.999% availability).

Level 3 will provide local and toll free access numbers around the world in 200 countries through the Global Origination Service (GOS). Calls are then routed from the Local in–country Exchange Carrier to the Level 3 network access, backhauled across to the VoIP core to the Conference Call Routing Server. This server then intelligently routes the traffic to the appropriate bridge resource. Ditech Voice Quality Assurance devices are deployed to reduce both acoustic and hybrid audio echo.

For countries where GOS is not available, primarily due to local restrictions, calls are routed through the PSTN to centralised hub locations to then follow the same call path detailed above.

The features of the Level 3 Ready Access Audio Conferencing service include:
   Self service subscription – minimises the set up time for convenient easy access conferencing.
   Online tools – phone keypad commands and Connect app;
   Multi level passcodes – maintain chairperson control and conference security
   Geographic resilience – geographically distributed systems with intelligent routing to offer disaster protection with in country bridges located in Europe, North America and Asia Pacific
   Security – enhanced automated features implemented for additional layers of security including email notifications, secure passcodes, and chairperson passcode aging
   Conference assistance – available 24x7 and online
   Global Origination Service – global in country numbers, local convenience
   Recordings – record conferences using telephone touchtone commands or Connect application

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Connect App
The Connect application sits on a computer or mobile device and allows users to schedule, host, join and manage their Ready Access calls as well as initiating 'click to call' access directly to the conferencing bridge.

It integrates with Microsoft Outlook and provides the ability to configure access via a single mouse click and auto connection through pre defining a chairperson/participants dial in numbers and PIN codes.

The Connect application is available as a Microsoft Outlook plug in, as a desktop application for Windows and Apple OSX operating systems as well as iOS, Android and Blackberry mobile devices.

Ready Access Self Service Portal
The Level 3 Ready Access self service portal is a multi level facility for end user management of their accounts as well as company administrator control and management.

End users can self serve their profile, modifying their user name, password, subscription features, access any recordings and download the Connect applications as well as analyse their conferencing history; administrators can manage their user base, view user details and add or delete user accounts.

Feature rich facilities
The following facilities are available:
   Sub Conferencing   Private groups away from the main Conference. Participants can join the sub group, then return to the main group.
   Flexible Access Codes   Allowing for Access Code from 5 20 numeric digits in length.
   One 0800 number per customer
   Dial out (*1)
   Record (*2)
   Lock/unlock conference (*4/*5)
   Mute/unmute conference (##/99)
   Mute/unmute participants (*6/*7)
   Listen only mode (#1 on, #2 off)
   Conference Continuation (*8) –
   Roll call (*9)
   Participant count (*#)
   Operator request   conference or individual Request (00/ *0)
   List of available commands (**)
   Entry/Exit tones (silence, tones or name announce)
   Participant PIN collection (on/off)
   Security passcode (on/off)
   Sub conference (on/off)

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Waiting room (on upon lock, on upon entry or off)
Name record (on/off)
Quick start (on/off)
Account codes (on/off)
Chairperson passcode aging (on/off)
Secure chairperson passcode
Multiple language support for prompt sets   American English, French, UK English, Japanese, Portuguese, Spanish, Mandarin, and German.
Custom greetings
Custom prompt sets
Custom music on hold
Post conference email summary
Wide band audio
Talk slots

Conditions on the customer

Level 3 Customer Conditions include:

1) Each end user who wishes to utilise the Level 3 Ready Access product must be able to out dial to the 0800 or PSTN number assigned to the bridging platform.

2) Each end user who wishes to utilise the Level 3 Ready Access product must be able to provide Dual Tone Multi Frequency (DTMF) tones to the system to manage their teleconference.

3) The Customer will grant Level 3 access to its Outlook or computer controls for the Connect application to be correctly configured.

4) The Customer is prohibited from reselling any Service provided pursuant to this Service Schedule without the express written consent of Level 3.

5) The Customer is responsible for providing a fully completed Service Requirement Form.

Outline implementation plan

All Customer Orders for Audio Conferencing will progress through the stages detailed below under the direction of the Level 3 Conferencing Team and Level 3 Account Manager.

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The Level 3 Account Manager and Conferencing Team reviews all order documents to ensure necessary entrance criteria are received; all documents are properly filed and respond to the Customer contact if there are any issues.

The key responsibilities of the Level 3 Account Manager and Conferencing Team for order management include:
   Confirm specifications and requirements
   Manage pending orders through the configuration process to ensure delivery to lead time
   Provide a clear escalation path

Where the order is incomplete or contains errors, it may be rejected.

OUTLINE IMPLEMENTATION PLAN
Stage 1: Customer Places Order   Day 0
Order placed on CCS portal for services, Level 3 responds to the customer with a Customer Requirements Document (CRD) for completion and return. This document provides the initial data capture.

Stage 2: Order Confirmation – Day 1 2
Level 3 Account Manager passes the Customer Information through to the Level 3 Conferencing Team to create the customer account. The Account Manager also confirms the order with the customer and send through an order form to capture the user details (user name, email, phone number etc.).

Stage 3: Implementation   Day 3 4
The Level 3 Account Manager passes the order form and account details to the Conferencing Team who assign the conference bridge number, user PIN and chairperson PIN to each request.

Stage 4: Order completion   Day 5
Upon completion of the provision a notification is sent to either the central Customer contact, or if required, each user in the order. User instructions, bridge PSTN number, User PIN and Chair PIN are provided for each requested user.

ACCEPTANCE TESTING
Once notification is sent to the Customer confirming that the service is complete, the Customer will make and receive a series of test calls to ensure the service is functioning correctly. If errors are detected, the Customer can contact the Level 3 Service Desk to register a service incident for investigation and resolution.

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MIGRATION FROM EXISTING SERVICES

The Customer would be responsible for managing the local changes from the legacy supplier to the Level 3 services and providing end user communications of the service change.

ADDITIONAL SERVICES

All aspects described above are included as part of standard delivery and will incur no additional charges.

At the Customer's request or for large or complex deliveries, additional consultancy to provide analysis and guidance can be delivered by Level 3's Professional Services Team at an extra cost.

Service Level Agreement (SLA)

The Level 3 Audio Conferencing service is delivered in line with Service Levels, Service Credits and Performance Monitoring as set out in the Network Services Framework (RM1045), Schedule 6 of the Call Off Terms.

SERVICE TIME

The Services will be made available in accordance with the Service Maintenance Level selected by the Customer as set out below:

Service Maintenance Level 1   Monday – Friday (excluding Bank Holidays) 08:00 18:00

Service Maintenance Level 2   Monday – Saturday (excluding Bank Holidays) 08:00 18:00

Service Maintenance Level 3   Monday – Sunday (including Bank Holidays) 07:00 21:00

Service Maintenance Level 4   Monday – Sunday (including Bank Holidays) 00:00 23:59 (24 hours per day, 7 days per week)

INCIDENTS

Incidents are classified to one of the following four severity levels:

Severity 1   The Services are Unavailable across the entire Customer's estate

Severity 2   The Services are Unavailable at one of the Customer's sites

Severity 3   A Customer experiences a single circuit complaint or a single end user complaint and such complaint is referred to Level 3, Level 3 will perform reasonable efforts to isolate the given trouble. Level 3 by policy will not perform any alternate routing circuits based upon on a single circuit or single end user complaint

Severity 4   All other Incidents, including any Incidents raised initially at a higher Severity Level that were subsequently deemed to be attributable to the Customer or in any other way not attributable to Level 3.

Level 3 shall manage any Incident to resolution whilst keeping the Customer appropriately informed of progress.

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AVAILABILITY
Service Credits shall be payable when availability falls below the Service Level Threshold associated with the Service Maintenance Level selected by the Customer as set out below:
Service Maintenance Level 2 – Service Level Threshold 95%
Service Maintenance Level 3   Service Level Threshold 97%
Service Maintenance Level 4   Service Level Threshold 99%

SERVICE CREDITS
Performance Criteria, the Service Level Threshold and the Service Failure Threshold and is calculated by using the formula below:
Service Credit % = (m*(a x) + c), where
a is the Service Level Threshold (%) below which Service Credits become payable;
b is the Service Failure Threshold (%);
x is the Achieved Service Level Performance Criteria (%) for a Service Period;
c is the minimum Service Credit (%) payable if the Achieved Service Level falls below the Service Level Threshold;
d is the maximum Service Credit (%) payable if the Achieved Service Level Reaches the Service Failure Threshold;
M is a coefficient defined for the services, which is calculated from the Formula m = (d c)/(a b).

FAULT RECTIFICATION
The maximum resolution times for the Audio Conferencing service are set out according to each Service Maintenance Level:
Service Maintenance Levels 1 and 2
    Severity 1 – End of the next working day
    Severity 2 – End of the next working day
    Severity 3 – 5 working days
    Severity 4 – 1 month
Service Maintenance Level 3
    Severity 1 – Incident reported by 13:00, resolved same day; reported after 13:00, resolved by 13:00 next Working Day
    Severity 2 – 5 Incident reported by 13:00, resolved same day; reported after 13:00, resolved by 13:00 next Working Day
    Severity 3 – End of the next working day
    Severity 4 – 15 working days
Service Maintenance Level 4
    Severity 1 – 6 hours
    Severity 2 – 6 hours
    Severity 3 – End of next working day

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Severity 4 – 10 working days

Achieved Incident Resolution is calculated as a percentage of the total number of Incidents in a Service Period that should have been resolved within the Maximum Incident Resolution Time using the following formula:

Achieved Incident Resolution % = ((TI FI) x 100)/TI

Where:

TI means the total number of Incidents raised by the Customer during the Service Period (excluding Severity 4 Incidents); and

FI means the total number of Incidents raised by the Customer during the Service Period that were not resolved within the Maximum Incident Resolution Time (excluding Severity 4 Incidents).

Where an Incident is reported outside the Agreed Service Time, the Incident will be treated as if it has been reported at the beginning of the next Working Day.

The Incident will only be deemed to be Resolved once the Services are Available. However, Level 3 shall not formally close any Incident until the Customer has confirmed that the Services are Available.

SERVICE DESK AVAILABILITY
The following shall be used for Service Desk Availability.
Coefficient (m) = 5
Service Level Threshold % (a) = 99%
Service Failure Threshold % (b) = 95%
Minimum Service Credit % (c) = 5%
Maximum Service Credit % (d) = 25%

INCIDENT RESOLUTION
When the number of Incidents per Service Period are 39 or fewer:

Coefficient (m) = n/a
Service Level Threshold (a) = No more than 2 Incidents are   Resolved in excess of the max Incident Resolution Times
Service Failure Threshold (b) = 5 or more Incidents are Resolved in excess of the max Incident Resolution Times
Minimum Service Credit % (c) = 2.5% (payable when 3 Incidents breach the Service Level Threshold in any Service Period)
Maximum Service Credit % (d) = 5% (payable when 4+ Incidents breach the Service Level Threshold in any Service Period)

When the number of Incidents per Service Period are 40 or more:

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Coefficient (m) = 0.25
Service Level Threshold (a) = 95%
Service Failure Threshold (b) = 85%
Minimum Service Credit % (c) = 2.5%
Maximum Service Credit % (d) = 5%

SERVICE DESK QUALITY
Calls Answered within 60 seconds
  Coefficient   0.25
  Service Level Threshold   90%
  Service Failure Threshold – 80%
  Minimum Service Credit – 2.5%
  Maximum Service Credit – 5%

Email responded to within one (1) Working Day
  Coefficient = 0.083
  Service Level Threshold – 90%
  Service Failure Threshold – 60%
  Minimum Service Credit – 2.5%
  Maximum Service Credit – 5%

Abandoned Calls
  Coefficient   0.25
  Email responded to within one (1) Working Day   95%
  Service Failure Threshold – 85%
  Minimum Service Credit – 2.5%
  Maximum Service Credit – 5%

MONTHLY PERFORMANCE MEETINGS.
On mutually agreeable dates and times, each of Level 3 and the Customer agree to participate in monthly conference calls or physical meetings to review any performance issues relating to Customer's usage of the Level 3 Audio Conferencing Service.

CRITICAL SERVICE LEVEL FAILURE
A Critical Service Level Failure will be deemed to have occurred if the performance of the Services falls below the same Service Failure Threshold on 3 occasions in any 6 consecutive Service Periods

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