



# HOSTED COLLABORATION - SERVICE GUIDE

---

Last Modification Date: 04/20/2022  
Exported and Shared on: 01/30/2023

*For additional information, visit [www.intervision.com](http://www.intervision.com)*

## CONTENTS

<b>1</b>	<b>Overview .....</b>	<b>1</b>
<b>2</b>	<b>Service Description and Details .....</b>	<b>1</b>
2.1	Data Centers and Geographic Redundancy .....	1
2.2	PSTN Connectivity .....	1
2.3	Standard versus Common Area Phones .....	1
2.4	Video Endpoints.....	1
2.5	Service Activation .....	5
2.6	Reporting.....	5
2.7	Remote Moves/Adds/Changes/Deletes.....	5
2.8	Training .....	6
2.9	Platform Management .....	6
2.10	Offering Specific Terms and Conditions.....	8
2.11	Offering Specific Service Level Objectives (“SLO”) .....	11

# 1 OVERVIEW

---

The Hosted Collaboration service is based on the [Cisco Hosted Collaboration Solution](#)<sup>1</sup> plus optional 3<sup>rd</sup> party solutions and includes hosted voice, video, and collaboration services.

## 2 SERVICE DESCRIPTION AND DETAILS

---

All Hosted Collaboration applications within InterVision's data centers for call processing will be supported by InterVision.

A Customer's network infrastructure can optionally be monitored and supported by InterVision with the addition of Managed Network services. This service includes switches, routers, access points, WAN circuits, and firewalls. When coupled with Hosted Collaboration InterVision's Managed Network Service provides added visibility and improved insight into the underlying infrastructure that a customer's endpoints run on which can help ensure optimal system performance and improved support resolution.

### 2.1 DATA CENTERS AND GEOGRAPHIC REDUNDANCY

InterVision has data centers that support Hosted Collaboration in St. Louis, MO and Las Vegas, NV. The typical and recommended design is to include redundancy via the use of both data centers and redundant data paths.

### 2.2 PSTN CONNECTIVITY

InterVision is a U.S. registered Competitive Local Exchange Carrier (CLEC). As a 'phone company', InterVision provides local and long-distance dial-tone services through our optional SIP trunk service. When purchased from InterVision, InterVision can seamlessly monitor, manage and support the entire communications solution from end-to-end.

### 2.3 STANDARD VERSUS COMMON AREA PHONES

The Hosted Collaboration service is priced per user for phones assigned to a user and as a Common Area Phone when not tied to an individual user (ex: conference room or lobby phone).

### 2.4 VIDEO ENDPOINTS

Customers can deploy Cisco Video Endpoints to provide video calling and conferencing features. There are 2 deployment models for Video Endpoints per below. Room acoustics and room integrations are not part of the support model for this service but are optionally available through our Professional Services organization.

#### 2.4.1 CUCM REGISTRATION

Under this model, the endpoint registers to the application servers running in the Hosted Collaboration environment.

Support for Video Endpoints on this model will cover:

- Endpoint Registration
- Hardware Issues
- Call Routing
- Vendor Escalation

---

<sup>1</sup> <https://www.cisco.com/c/en/us/solutions/collaboration/hosted-collaboration-solution/index.html>



### 2.4.2 CLOUD REGISTRATION

#### Standalone

Video endpoints registered to Cisco's cloud services without voice integration into HCS.

- Support for this model is provided directly by Cisco.

#### HCS-Connected

Video endpoints registered to Cisco's cloud services can also be integrated into the Hosted Collaboration call control to provide PSTN and Internal dialing to the video units.

This functionality is an optional add-on that requires a Local Gateway deployed in InterVision datacenters for the integration

Support under this model will cover:

- Endpoint Registration
- Hardware Issues
- Call Routing
- Vendor Escalation
- Local Gateway (vCUBE)
- Control Hub Configuration and troubleshooting for:
  - Video Endpoint Registration
  - Local Gateway
  - Call Routing

### 2.4.3 ANALOG DEVICE SUPPORT SERVICES

InterVision will troubleshoot issues with covered analog FXS ports connected to an InterVision managed voice gateway. An FXS port will be considered to be functional if a standard analog phone or Group-3 compatible fax device is functional on the port. Please note that the use of modems via an analog FXS port is NOT supported. InterVision discourages customers to connect critical business analog lines such as police and fire alarms to FXS ports served by InterVision. In these cases, the usage of POTS lines directly provided by a local carrier is recommended.

Supported Devices include:

- FXS Cards on Cisco ISR Routers
- Cisco ATA 190 Family
- Cisco VG 200/300/400 Family

### 2.4.4 WEBEX SUPPORT

Cisco Webex Meetings and Webex Teams complement the Hosted Collaboration solution by offering online meeting and messaging functionality. InterVision will assist the Customer with the integration of Cisco Webex Meetings and Webex Teams with Hosted Collaboration, but Customer's will need to open a case directly with Cisco for any other support-related issues.

### 2.4.5 UNIFIED COMMUNICATIONS CLIENT SUPPORT

Cisco Jabber and Webex Teams provide Instant Messaging, Presence, Softphone and Collaboration capabilities in a single client. These clients are supported in several OS (Windows, MacOS, Android, iOS, etc) and work as follows:



## HOSTED COLLABORATION - SERVICE GUIDE

---

### Webex Teams

It relies on Cisco's Webex cloud services for Instant Messaging and Presence and Cisco Unified Communications Manager for Softphone, which will be deployed as part of the hosted applications in InterVision's datacenters. This is the client deployment of choice for new service implementations. Under this model, InterVision will support:

- SoftPhone Registration to CUCM
- Control Hub Configuration specific to Webex Teams Mode
- Client log in and registration issues
- Client deployment, upgrades and troubleshooting the host Operating System and client 3<sup>rd</sup> party integrations are not part of the scope of the service

### Cisco Jabber

It relies on the Cisco IM and Presence server for messaging and presence and Cisco Unified Communications Manager for Softphone. Both of which will be deployed as part of the hosted applications in InterVision's datacenters. Under this model, InterVision will support:

- SoftPhone Registration to CUCM
- Cisco IM and Presence Server
- Client log in and registration issues
- Client deployment, upgrades and troubleshooting the host Operating System and client 3<sup>rd</sup> party integrations are not part of the scope of the service

## 2.4.6 CISCO EMERGENCY RESPONDER

Customers can optionally add Enhanced 911 support that provides dynamic phone tracking and enhanced notifications for 911 Calls. Cisco Emergency Responder application will be deployed redundantly at InterVision's Data Centers. The service includes monitoring, backups, troubleshooting support, Software lifecycle management and MACD's.

InterVision will leverage IP subnet for customer on-premises IP Phone tracking, Customers are responsible for notifying InterVision of any changes in IP subnet where IP phones are deployed.

InterVision customers have the option to not deploy Cisco Emergency Responder services to be in full compliance with the new emergency calling regulations, however, a waiver release must be signed by the customer acknowledging that they declined to add this functionality to the system.

## 2.4.7 HOSTED CISCO EXPRESSWAY

Cisco Expressways are primarily used to allow customers to deploy remote phones and softphones and have them securely registered to the Hosted Collaboration service without the need of establishing a VPN. The service includes monitoring, backups, troubleshooting and software lifecycle management.

## 2.4.8 ATTENDANT CONSOLE

There are two different levels of Cisco Attendant Console:

### Attendant Console Standard

Standalone client that communicates directly to Cisco CUCM and provides advanced receptionist features. Ideal for 1 to 5 Consoles. InterVision will support login and registration issues for the standalone client. Rolling out clients and supporting the Operating Systems is out of the scope of the service.



### Attendant Console Advanced

Server based application geared to larger deployments (More than 5 consoles). It provides advanced receptionist features. The service includes monitoring, backups, troubleshooting, software lifecycle management and MACD's. InterVision will support login and registration issues for the attendant console client. Rolling out clients and supporting the Operating Systems is out of the scope of the service.

### 2.4.9 HOSTED VIRTUAL CISCO CUBE APPLIANCE

Customers that require SIP interop with 3<sup>rd</sup> party providers will require the addition of a virtual CUBE running at InterVision's Data Canter(s). InterVision will provide the compute infrastructure and support for the virtual CUBE. The Customer will be responsible for all licensing related to this product. The service includes monitoring, backups, troubleshooting, software lifecycle management and MACD's.

### 2.4.10 HOSTED CISCO CONTACT CENTER EXPRESS

Customer's can optionally add a hosted instance of the Cisco Unified Contact Center Express solution. Cisco Unified Contact Center Express provides a secure, available, and sophisticated contact center software solution for up to 400 agents and interactive voice response (IVR) ports. This omnichannel solution is ideal for formal and informal small to medium-size contact centers.

### 2.4.11 HOSTED CISCO CUSTOMER COLLABORATION PLATFORM

Customers that leverage the Hosted Cisco Contact Center Express service can optionally deploy Cisco's Customer Collaboration Platform to enable Chat and Email Queues for their Contact Center agents. The service includes monitoring, backups, troubleshooting, Software lifecycle management.

### 2.4.12 IP FAX

Customer's can optionally add the InterVision hosted Xmedius IP fax solution. This service is priced per user with a cap of 300 pages per month per user on an aggregated basis.

### 2.4.13 MANAGED INFORMACAST SERVICE

Customer's can optionally integrate a customer-owned instance of Informacast paging and alerting solution with the Hosted Collaboration service for both basic and advanced licenses. The Informacast solution must be installed in an InterVision IaaS environment. Additional one-time charges for implementation and setup of the Informacast solution plus ongoing support pricing will apply. Ongoing support will include level 1 by InterVision plus escalation to the Informacast software vendor plus application backups. Any MACDs will be charged an hourly rate.

Support for Informacast Mobile and Informacast Fusion is not part of the service scope.

### 2.4.14 MANAGED CALABRIO SERVICE

Customers can optionally integrate a customer-owned instance of Calabrio call recording, quality management, or workforce management solutions with the Hosted Collaboration service. Additional one-time charges for implementation and setup of the Calabrio solution plus ongoing support pricing will apply. Ongoing support will include level 1 by InterVision plus escalation to the Calabrio software vendor plus application backups. Any MACDs will be charged an hourly rate.

Support for DataSync server, if needed, will follow standard IaaS and Managed Server Services and Pricing.

Managed Service is based on the licensed features:

---



## HOSTED COLLABORATION - SERVICE GUIDE

---

- Compliance Recording Seats
- Quality Management Seats
- Workforce Management Seats

### 2.5 SERVICE ACTIVATION

An on-boarding project team will be assigned to guide the Customer through the service activation and the work performed will be detailed in a separate professional services Work Order. It is assumed that the Customer will provide information such as user and phone assignments and DID assignments as requested by the on-boarding project team.

### 2.6 REPORTING

The Service includes standard reports for SLA adherence, ticket customer satisfaction scoring, DID usage, and capacity planning. Development of new reports or making changes to or performing any customization to existing custom reports is available but not included.

More details on the standard reports included with this service can be found in **Appendix A - Standard Reports Included with Hosted Collaboration Service.**

### 2.7 REMOTE MOVES/ADDS/CHANGES/DELETES

InterVision will perform remote Moves, Adds, Changes, and Deletes (“MACD”). A remote MACD is any remote move, add, change, or delete related to the Hosted Collaboration environment. Increments or decrements to existing service quantities or types will be billed a one-time and recurring fee as specified in the Service Order. Most moves and changes are completed at no charge, examples of which are included in Figure 1 below. **Any out of scope moves or changes will be billed per the hourly rates as detailed in the applicable Work Order.**

Scenario	Price
I want to ADD a service or increment the quantity of an existing service	Incremental
I want to modify the extension on a phone.	Included
I want to modify the calling permissions on a phone.	Included
I want to modify the voice mail settings on a phone.	Included
I want to modify the settings for voice mail notification.	Included
I want to update my Holiday greetings	Included
I want to close/open early on a specific Date and Time	Included



## HOSTED COLLABORATION - SERVICE GUIDE

Scenario	Price
I want to modify my auto attendant menu or tree	Included
I want to modify the call center or hunt group team members	Included
I want to modify the call center or IVR scripts or settings	Hourly
I want to upgrade my voice/collaboration server software due to a documented security or maintenance concern.	Included
I want to upgrade my voice/collaboration server software due to requested new features.	Included (once per 18 months)
I want to configure a new feature, including those available due to an upgrade (ex: Extension Mobility).	Hourly
I want to modify settings on our managed instance of Calabrio or Informacast	Hourly
I want to turn up a new location on my system	Hourly

### 2.7.1 SELF-SERVICE TOOLS

The Customer can perform MACDs in a self-service fashion using an online web-based tool available with the Hosted Collaboration service.

## 2.8 TRAINING

Online training, including but not limited to the following courses, is provided at no additional charge and is accessible via InterVision academy and end user guides.

- Communications Provisioning Manager (i.e. Akkadian Self-Service Tools)
- Hosted Collaboration End User Guide
- Contact Center Agent End User Guide

## 2.9 PLATFORM MANAGEMENT

### 2.9.1 APPLICATION BACKUP

InterVision backs up configuration and user data using the InterVision BaaS service. A weekly backup is performed on Sunday and these backups will be retained for 14 days. Some clients may require a longer retention policy. For example, compliance requirements might dictate that a business retains call recordings for many years. InterVision can accommodate these special requirements at an additional charge. If a customer chooses to discontinue service, all backups are subject to deletion on the service termination date unless a prior agreement is made in writing.





## 2.9.2 APPLICATION UPGRADES

In software currency versioning, the current release version is known as N and the prior major version of the software as N-1. InterVision will assess and certify major releases of Cisco collaboration software and, as part of the service, upgrade the Unified Communications Manager (Cisco Call Manager) application on an N-1 basis. At that time, InterVision may also upgrade other applications within the suite for compatibility, stability, security, and features. InterVision may delay the release of an upgrade until such time that InterVision deems it to be stable and compatible with other software and hardware used to deliver the service. At its discretion, InterVision will deploy minor software updates and patches for security and defects within the platform applications.

## 2.9.3 ROLES AND RESPONSIBILITIES MATRIX

Application and Device Support	InterVision	Customer
Subscription licenses – Cisco Flex Enterprise Agreement		X
Application software maintenance (via Cisco Enterprise Agreement)		X
Cloud hardware and software maintenance	X	
24 x 7 x 365 remote support	X	
Alarms for fault monitoring, performance thresholds, and SNMP traps	X	
Customer portal for service tickets and device management	X	
Customer portal for reports	X	
Vendor escalation and case management	X	
Firmware release and software patching analysis and recommendations	X	
Capacity Management	X	
On-premise collaboration hardware and software		X
Backup verification and management	X	



## HOSTED COLLABORATION - SERVICE GUIDE

Application and Device Support	InterVision	Customer
Desktop/Device/Mobile client hardware and software upgrades		X

## 2.10 OFFERING SPECIFIC TERMS AND CONDITIONS

### 2.10.1 SUPPORT AND MAINTENANCE COVERAGE AND LIMITATIONS

- Remote access to devices or applications must be available for certain applications and feature support. The client is responsible for out of band access, along with in-band access.
- Phone hardware maintenance is not included. Cisco SmartNet hardware service contracts are available as an option.
- Network devices can optionally be monitored and supported by InterVision with the addition of Managed Network services. This includes switches, routers, access points, WAN circuits, and firewalls.

### 2.10.2 UNAUTHORIZED USE

The Customer is responsible for the payment of charges for all calls originated using the Customer's provisioned Services including, but not limited to, payment for calls or services originating at the Customer's number(s); accepted at the Customer's number(s) (i.e., collect calls); forwarded or transferred by the Customer's number(s); and billed to the Customer's number via third number billing. Customer is responsible even if the charges were incurred as the result of unauthorized use. It is the Customer's responsibility to protect username, passwords, and pins for accessing the system. InterVision disclaims any responsibility to protect username, passwords, and pins. Any charges or fees incurred from unauthorized access via Customer credentials will be the sole responsibility of the Customer.

### 2.10.3 PRIVACY

Customer Proprietary Network Information ("CPNI") is Customer information acquired by InterVision from provisioning regulated telecommunications services to Customer. CPNI includes, among other things, Service identities, quantities and locations; information on how Service is being used; and Service billing information. InterVision will not share Customer CPNI with third-parties without Customer's prior written approval except as required to furnish the Services or as required by legal process or a governmental entity. Data and voice transmissions related to the Services may traverse public airways and circuits such as the Public Switched Telephone Network ("PSTN") or Internet. InterVision disclaims any responsibility for disclosure of Customer information that is communicated through public airways and circuits.

### 2.10.4 EMERGENCY 911 SERVICE NOTICE

Federal Law requires that InterVision as the provider of your IP (Internet Protocol) telephony services, notify its customers of important differences between the Hosted Collaboration service and traditional telephone service, with respect to the availability of 911 or E911 services. Please read this important Notice. If you have any questions regarding the information contained in this Notice, please contact our Operations Center at 314-392-6907.

For Outline Services in systems manufactured or placed into service on or after February 16, 2020, InterVision's Hosted Collaboration service will comply with applicable federal and state laws pertaining to emergency calling services.



## HOSTED COLLABORATION - SERVICE GUIDE

---

InterVision Hosted Collaboration Service provides the following services for emergency calls made in the United States:

- **Direct Dialing of 911:** Enable the user to dial 911 without having to dial any prefix or access code, such as the number 9. 911 Calls will be routed to the nearest Public Service Answering Point (PSAP) as it is technically feasible by InterVision and its upstream telephone carriers.
- **Emergency Call Notification:** InterVision will send an email or text notification of the emergency call to a contact designated by the customer per location where InterVision is providing HC services. The notification will be sent as soon as the 911 call is made and will contain information such as date and time of the call, a callback number and location where the call was made from.
- **Dispatchable Location Conveyance:** When 911 calls are made, InterVision will automatically convey the street address, and additional location information to adequately identify the caller's location. If InterVision cannot feasibly determine the caller's location automatically, the call will be routed to the most recent information provided by the Customer that identifies the location where the call was made. As a last resort, the call will be routed to a centralized emergency call center to ascertain the caller's location.

For systems manufactured or put into service prior to February 16, 2020, Customer will be required to make modifications to their existing systems to include Direct Dialing of 911, Emergency Call Notification and Dispatchable Location Conveyance to Customer's system unless it requires substantial upgrades to the hardware or software of Customer's system and the cost to do so requires a significant purchase. InterVision will furnish Customer a Change Order for these upgrades specifying the costs to provide Direct Dialing of 911, Emergency Call Notification and Dispatchable Location Conveyance features to their Hosted Collaboration Service. Customer acknowledges that the modifications and upgrades may be required by applicable laws. If Customer rejects the Change Order and declines to add these features, Customer waives any and all liability against InterVision and releases InterVision from any damages, costs, expenses, suits, fines, penalties and all claims of any kind arising or resulting from or related to Customer's decision not to upgrade their existing systems. Customer shall indemnify, defend and hold harmless InterVision from and against any and all damages, fines, penalties, claims of any kind including claims of third parties, costs and expenses (including reasonable attorneys' and expert fees) (each a "Claim") arising from or related to Customer's decision not to make modifications and upgrades to its existing systems. InterVision shall provide Customer will prompt notice of any Claim for indemnification.

Should Customer use the public Internet for connectivity to the Services, Customer then shall recognize that the quality of voice calls may be affected, and that Customer may not be able to dial 911.

CUSTOMER HEREBY ACKNOWLEDGES AND UNDERSTANDS THAT 911 AND E911 HOSTED SERVICES WILL NOT BE AVAILABLE TO IT UNDER THE FOLLOWING CIRCUMSTANCES: (A) TELEPHONE DEVICES ARE DEPLOYED IN NEWLY CREATED INTERNAL IP NETWORK SUBNETS WITHOUT NOTIFYING INTERVISION OF THE CHANGE; (B) THERE IS AN OUTAGE, DEGRADATION OR OTHER DISRUPTION OF POWER AT THE CUSTOMER'S LOCATION; OR (C) THERE IS OUTAGE, DEGRADATION OR OTHER DISRUPTION OF POWER AT THE CUSTOMER'S LOCATION; CONNECTION, WHETHER SUCH CONNECTION IS PROVIDED BY INTERVISION OR ANOTHER PROVIDER, UNDER ANY OF THE CIRCUMSTANCES LISTED, CUSTOMER AGREES AND ACKNOWLEDGES THAT INTERVISION SHALL NOT BE LIABLE FOR ANY INABILITY TO DIAL 911 USING INTERVISION VOICE SERVICES, AND FURTHERMORE CUSTOMER AGREES TO DEFEND, INDEMNIFY AND HOLD HARMLESS INTERVISION, ITS DIRECTORS, EMPLOYEES, OFFICERS, AFFILIATES AND AGENTS AND ANY OTHER SERVICE PROVIDER WHO FURNISHES SERVICES TO CUSTOMER IN CONNECTION WITH INTERVISION'S VOICE SERVICES, FROM ANY AND ALL CLAIMS, LOSSES (INCLUDING LOSS OF PROFITS OR REVENUE), DAMAGES, FINES, PENALTIES, COSTS AND EXPENSES (INCLUDING, WITHOUT LIMITATION, REASONABLE ATTORNEY FEES) BY, OR ON BEHALF OF, CUSTOMER OR ANY THIRD PARTY OR USER OF INTERVISION'S VOICE SERVICES RELATING TO THE NON-AVAILABILITY OF 911 DIALING. INTERVISION'S SUPPLIERS SHALL NOT BE LIABLE TO CUSTOMER FOR ANY DAMAGES FOR ANY REASON.



### Limited Availability of Traditional 911 or E911 Dialing Service

InterVision Hosted Collaboration Service is designed to permit callers to dial “911” and reach a local emergency call center near your address. However, there are certain circumstances where this service is not available, and certain features of the service that are unlike traditional 911 or E911 dialing service:

- When a user dials 911 and reaches a local emergency call center, the local emergency call center may not be able to determine the user's exact location within the premises or have the user's specific call-back number. The user must therefore provide his or her specific location and telephone number to the local emergency call center in order to get help.
- The InterVision Support Center requires a 24-hour notice of a change of address for the 911 or E911 service on fixed IP Phones. InterVision has the right to de-activate any fixed phone that has been moved to a new address without proper notification to InterVision. 911 or E911 dialing service is not available through any “softphone” (a PC-based software phone) using InterVision Hosted Collaboration Service.
- InterVision requires that Customer notify the Operations Center within 5 business days of changes on the customer location IP subnet changes for addition, deletions or redesign. Hosted Collaboration dispatchable location capabilities for 911 calls depend on this information. Failure to provide this information to the InterVision Operations Center in a timely manner will cause emergency services not being able to locate the caller's location when dialing 911.
- 911 or E911 dialing service may not function in the event of a power failure or disruption. If there is an interruption in the power supply, the Hosted Collaboration Service, including 911 dialing, may not function until power is restored. Following a power failure or disruption, you may need to reset or reconfigure Equipment prior to using the Hosted Collaboration Service, including 911 dialing.
- Service outages due to suspension or termination of your account will prevent all service, including 911 and E911 dialing, from functioning.

Customers should inform any person who may be present at the physical location where the InterVision Hosted Collaboration is used of these limitations on the availability of traditional 911 or E911 dialing service.

On January 6, 2022, emergency dispatchable location conveyance will be required for nomadic endpoints. While InterVision currently supports emergency location conveyance for such endpoints in the customer enterprise network environment, the current solution does not include location tracking for these endpoints outside the customer's corporate network. Providing support for this scenario will require a change order to the Hosted Collaboration service prior to the date this new regulation goes into effect.

InterVision does not have any control over whether, or the manner in which, Hosted Collaboration calls to “911” are answered or addressed by any local emergency response center. InterVision disclaims all responsibility for the conduct of local emergency response centers and the national emergency calling center. InterVision relies on third parties to assist it in routing 911 calls to local emergency response centers. InterVision disclaims any and all liability and responsibility in the event the third party's data used to route calls is incorrect or causes a wrong result. InterVision, its officers and employees will not be liable for any claim, damage or loss, and Customer hereby waives and releases InterVision from any and all such claims or causes of action arising from or relating to 911 or E911 dialing services provided through InterVision Hosted Collaboration, unless such claims or causes of action arose from InterVision' gross negligence, recklessness or willful misconduct. You will defend, indemnify and hold harmless InterVision, its officers, directors, employees, affiliates and agents, and any other service provider that furnishes services to you in connection with InterVision Hosted Collaboration, from any and all claims, losses, damages, fines, penalties, costs and expenses (including without limitation attorneys' fees) by, or on behalf of, you or any third party relating to the absence, failure or outage of InterVision Hosted Collaboration, including 911 or E911 dialing service, incorrectly routed 911 calls, and/or the inability of any user of InterVision Hosted Collaboration to be able to use 911 or E911 dialing service, or to access emergency service personnel.



## 2.11 OFFERING SPECIFIC SERVICE LEVEL OBJECTIVES (“SLO”)

### 2.11.1 SERVICE COMMITMENT

InterVision commits that the Hosted Collaboration Service will be available 100% in a given calendar month. The service credit applied will be calculated by multiplying the Monthly charges for HCS during the month we failed to meet the commitment by the percentage credit you qualify for in the table below:

Hosted Collaboration Monthly Availability %	Service Credit
<100% to 99.9%	3%
<99.9% to 99.5%	5%
<99.5% to 99.0%	10%
<99.0%	20%

### 2.11.2 DEFINITIONS

The InterVision “Hosted Collaboration Service” represents applications for processing calls, calling routing, voicemail, call center, and other voice applications. "Hosted Collaboration Service Monthly Availability %" is calculated on a monthly basis, as 100% minus: Total Hosted Collaboration Service downtime minutes, divided by total minutes in a given month. Downtime minutes are accrued starting after the first 20 minutes during which the Hosted Collaboration Service was reported unreachable and continue until the ability to communicate is restored. Service Credits will be applied only for the portion of Hosted Collaboration Service that was effected and unavailable.

### 2.11.3 CHRONIC OUTAGE

Customer shall have the right to terminate their Hosted Collaboration Service in the event of any “Hosted Collaboration Chronic Service Quality Problem” (as hereinafter defined) upon fifteen (15) days written notice to InterVision. As used herein, the term “Hosted Collaboration Chronic Service Quality Problem” shall mean: five (5) or more confirmed Interruptions lasting more than one hour each in any thirty (30) day period. In the event of a termination of Hosted Collaboration Service for a Chronic Service Quality Problem, Customer shall only be responsible for the payment of charges for the Service incurred prior to the termination date plus any applicable Early Termination Fees relating to Broadband Circuits.

### 2.11.4 EXCLUSIONS

The inability to access to the Hosted Collaboration Service due to any of the following are not covered by this SLA:

- Customer does not elect to deploy Hosted Collaboration Service redundant resources in geographically diverse InterVision Data Centers.
- Any equipment or communication failures by customer or 3<sup>rd</sup> party between the customer locations and the InterVision HCS Platform.
- Any violation to the InterVision Hosted Café Acceptable Use Policy.
- Outages caused by manufacturer software defects.



### 2.11.5 APPENDIX A - STANDARD REPORTS INCLUDED WITH HOSTED COLLABORATION SERVICE

#### **CUCM:**

##### Standard Service Reports

- User Count
- Device Count
- User Associated Lines/Devices
- Call Detail Records (Inbound and Outbound Calls)

##### Standard System Reports ([2Click Here for Report Definitions & Added Details](#)<sup>3</sup>)

- Stale LSCs
- UCM Users with out-of-date credential algorithm
- Unified CM Cluster Overview
- Unified CM Data Summary
- Unified CM Database Replication Debug
- Unified CM Database Status
- Unified CM Device Counts Summary
- Unified CM Device Distribution Summary
- Unified CM Directory URI and GDPR Duplicates
- Unified CM Extension Mobility
- Unified CM GeoLocation Policy
- Unified CM GeoLocation Policy with Filter
- Unified CM Lines Without Phones
- Unified CM Multi-Line Devices
- Unified CM Phone Category
- Unified CM Phone Feature List
- Unified CM Phone Locale Installers
- Unified CM Phones With Mismatched Load
- Unified CM Phones Without Lines
- Unified CM Shared Lines
- Unified CM Table Count Summary
- Unified CM User Device Count
- Unified CM Users Sharing Primary Extensions
- Unified CM VG2XX Gateway
- Unified CM Voice Mail
- Unified Confidential Access Level Matrix

#### **UCXN:**

---

<sup>2</sup> [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/connection/10x/administration/guide/10xcucsagx/10xcucsag300.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx/10xcucsag300.html)

<sup>3</sup> [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/crs/express\\_11\\_5/user/guide/UCCX\\_BK\\_U6A2CAD2\\_00\\_uccx-report-description-guide-115/UCCX\\_BK\\_U6A2CAD2\\_00\\_uccx-report-description-guide-115\\_chapter\\_010.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_11_5/user/guide/UCCX_BK_U6A2CAD2_00_uccx-report-description-guide-115/UCCX_BK_U6A2CAD2_00_uccx-report-description-guide-115_chapter_010.html)



## HOSTED COLLABORATION - SERVICE GUIDE

---

### Standard System Reports ([4](#) [Click Here for Report Definitions & Added Details](#) [5](#))

- Phone Interface Failed Logon Report
- Users Report
- Message Traffic Report
- Port Activity Report
- Mailbox Store Report
- Dial Plan Report
- Dial Search Scope Report
- User Phone Login and MWI Report
- User Message Activity Report
- Distribution Lists Report
- User Lockout Report
- Unused Voice Mail Accounts Report
- Transfer Call Billing Report
- Outcall Billing Detail Report
- Outcall Billing Summary Report
- Call Handler Traffic Report
- System Configuration Report
- SpeechView Activity Report By User
- SpeechView Activity Summary Report
- HTTP(S) Networking Sync Error Report

### **UCCX/CIUC:**

### Standard System Reports ([Click Here for Report Definitions & Added Details](#) [6](#))

- Abandoned Call Detail Activity Report
- Aborted Rejected Call Detail Report
- Agent All Fields Report
- Agent Call Summary Report
- Agent Detail Report
- Agent Login Logout Activity Report
- Agent Not Ready Reason Code Summary Report
- Agent State Detail Report
- Agent State Summary by Agent Report
- Agent State Summary by Interval Report
- Agent Summary Report
- Agent Wrap-up Data Summary Report
- Agent Wrap-up Data Detail Report
- Call Custom Variables Report
- Called Number Summary Activity Report
- Common Skill CSQ Activity Report
- Contact Service Queue Activity by CSQ Report
- Contact Service Queue Activity by Window Duration
- Contact Service Queue Activity Report

---

4 [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/connection/10x/administration/guide/10xcucsagx/10xcucsag300.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx/10xcucsag300.html)

5 [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/crs/express\\_11\\_5/user/guide/UCCX\\_BK\\_U6A2CAD2\\_00\\_uccx-report-description-guide-115/UCCX\\_BK\\_U6A2CAD2\\_00\\_uccx-report-description-guide-115\\_chapter\\_010.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_11_5/user/guide/UCCX_BK_U6A2CAD2_00_uccx-report-description-guide-115/UCCX_BK_U6A2CAD2_00_uccx-report-description-guide-115_chapter_010.html)

6 [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/crs/express\\_11\\_5/user/guide/UCCX\\_BK\\_U6A2CAD2\\_00\\_uccx-report-description-guide-115/UCCX\\_BK\\_U6A2CAD2\\_00\\_uccx-report-description-guide-115\\_chapter\\_010.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_11_5/user/guide/UCCX_BK_U6A2CAD2_00_uccx-report-description-guide-115/UCCX_BK_U6A2CAD2_00_uccx-report-description-guide-115_chapter_010.html)

---



## HOSTED COLLABORATION - SERVICE GUIDE

---

- Contact Service Queue Activity Report by Interval
  - Contact Service Queue Call Distribution Summary
  - Contact Service Queue Priority Summary
  - Contact Service Queue Service Level Priority Summary Report
  - CSQ Agent Summary Report
  - CSQ All Fields Report
  - Detailed Call by Call CCCR Report
  - Detailed Call CSQ Agent Report
  - Priority Summary Activity Report
  - Reason Code Report by Agent Grouping
  - Reason Code Report - Reason Grouping
  - Traffic Analysis Report
-