



Touch Technology FAQs

General



What is Hosted Telephony?

Hosted telephony provides you with all of the functionality of an on-premise system, such as the ability to make and receive calls, audio conferencing, presence and more, without the need for the installation or maintenance of an expensive system within your building.

What are the benefits of a Hosted platform over a premises-based PBX?

Hosted platforms are based in the cloud so can be located in any data centre, typically in multiple locations to eliminate any single point of failure. This ensures service continuity, reducing or eliminating down time from faults. It also means that the telephony service is not limited to use from a single fixed office location, so enabling users to work from anywhere. It means also that businesses with several offices can consolidate multiple separate PBXs and provide a unified service, with consistent end user experience at any location.

What is Touch Technology?

Touch Technology is a unique hosted service that we build, maintain and operate.

What are the benefits of Touch Technology?

Key benefits include the following:

- Points of presence in Europe, North America and Asia, allowing free of charge on-net calls between your business locations and the option to build our network out to new locations on request
- Entirely browser-based tools providing access to the service from any device connected to the public Internet
- Touch Technology conferencing user interface based on our patented technology, which enables voice, video and sharing sessions at a single click of a URL from any Internet-connected device from anywhere
- Support for BYOD to allow full use of the service from work and personal mobile devices including tablets



PURCHASING



Why subscribe to a cloud service instead of buying a PBX?

Purchasing a system outright can be an expensive outlay for many businesses, with many vendors also charging for maintenance, upgrades and charges for adding users in the future. Our monthly pricing means your service can expand easily when required and reduces costs with no maintenance of on-premise servers or equipment. Hardware obsolescence is also no longer an issue – our service is based on commercial off-the-shelf hardware that we own, rather than bespoke, proprietary PBX components.

What kind of savings can I expect from going Hosted?

Organisations that move their communications services from legacy technology can expect to reduce their annual expenditure by about 25-50%. How is this achieved? Hosted platforms enable consolidation of PBXs and fixed-line services onto a single platform, meaning free on-net calls between sites regardless of geographical location. Moving from traditional ISDN lines to a hosted system also reduces call charges and line rental. Most importantly, being hosted means you have inherent business continuity options should there be a local issue, such as a power cut or flood, allowing you to re-direct your calls and continue operating from an alternative location.

How do you charge for Touch Technology?

A monthly charge applies per user. The total charge depends on your chosen service option (Touch Technology, TT Lite) and the quantity of users.

A monthly charge applies for UK DDIs (per user) and for 25GB of call recording storage (per service).

A monthly charge applies for each of the following options:

- Call Bundle – inclusive calls to 01/02/03 and UK mobiles
- Contact Centre user
- International inbound number
- Bespoke conference bridge
- Additional call recording storage

Charges for equipment (handsets, headsets, etc) and professional services are applied upfront or can be amortized over the initial contract term. Call charges apply monthly in arrears.

What contract terms are offered?

36, 48 or 60 months.

How do I cancel my contract?

You would need to give us at least 30 days' notice by letter/email to the address/email address provided in our Terms and Conditions. Cancellation charges may apply.

How do I upgrade between TT Lite and Touch Technology?

You can upgrade by contacting your Intercity account manager. They will provide you with a quotation for upgrading, including the charges that will apply for the remainder of your contract term.

How does the upgrade process work?

Our assurance team will contact your administrator to advise them of the scheduled date and time for the upgrade – typically this is outside of your normal working hours.

The upgrade is virtually instantaneous and will not affect any calls in progress. Following the upgrade, your users will have access to the additional features provided by Touch Technology.

We recommend that you arrange for your administrator and users to receive training on how to use these additional features. To receive trainer-led training at your site, you need to contract your Intercity account manager and request a quotation.

Can I combine Touch Technology and TT Lite?

No, all your users must have the same service option.

What does the Call Bundle include?

The Call Bundle includes calls to 01/02/03 numbers and UK mobiles (excluding 070 Personal Numbers).

A fair usage allowance of 5,000 minutes per user per month applies, totalled for all users.

For example, if you have 50 users, the total allowance is $50 \times 5,000 = 250,000$ minutes per month. Unused minutes expire at the end of each calendar month.

Calls to any other numbers (e.g. international) and call minutes above the allowance are charged at our standard call tariff.

Can I select the Call Bundle for some users and your standard call tariff for other?

No, if you select the Call Bundle, it applies to all your users. If you do not select the Call Bundle, our standard call tariff applies to all your users.

Can I downgrade from Touch Technology to TT Lite?

Yes, although you will need to cancel your contract (cancellation charges may apply) and sign a new contract for TT Lite. If you wish to do this, then you need to contact your Intercity account manager.

How does the downgrade process work?

Our assurance team will contact your administrator to advise them of the scheduled date and time for the downgrade – typically this is outside of your normal working hours.

The upgrade is virtually instantaneous and will not affect any calls in progress.

Following completion of the downgrade, users will no longer have access to any data associated with features that are no longer available to them, e.g. Instant Messaging chat sessions.



INSTALLATION



What is the installation process?

Installation is managed by a dedicated Project Manager who will be your point of contact throughout the process. Installation begins with a handover call including you, our sales specialists involved to date and our Project Manager. We will then compile a Solution Design Document with your assistance to ensure we deliver all aspects of the service that you require.

If you decide to install any handsets yourself you will also need to make the necessary changes to your firewall, connect the handsets to your network, and agree a date that the service should begin. Typically this date is after we have ported your numbers from your previous service provider.

If you have requested professional services from us we will perform a site survey to ensure that all infrastructure requirements are present. We will then advise what, if any, alterations are required. Following this we will ask you make the necessary changes to your firewall and we will dispatch handsets as required for your use to perform some test calls.

On an agreed date our engineers will attend your site(s) to deploy the handsets in the required locations and ensure the service is fully working before confirming your approval that it is ready for use. If you have ordered training, we will then conduct this with your users and/or administrators.

What equipment do I need to set up Touch Technology?

If you are using Polycom desk phones or Gigaset DECT then you will require:

- An internet connection
- A firewall
- Power for the phones (usually through a PoE switch that you can order from us)
- Polycom or Gigaset DECT device
- RJ-45 cables

For users using an account on a mobile or analogue device there are no setup requirements.

What is your service availability?

Our target service availability is 99.999% over a rolling 12-month period.

How much bandwidth do I need?

This is proportional to the number of concurrent calls you intend to make or receive. A Voice over IP call uses about 100kbps. As a best practice, we recommend that you use a voice-only dedicated

connectivity solution to your site or enable QoS (Quality of Service) on your shared connectivity, with bandwidth allocated for voice services.

We can also provide MPLS-enabled connections between your site and our service delivery platform (rather than via the public Internet) to assure call quality.

I have a firewall. How will it work with Touch Technology?

We have a list of ports that will need to be opened to ensure the service works. For reasons of security we will ask you to open the requisite ports and ensure they are locked down to specific destination IP addresses. The ports required are comparable to any hosted service and are for services such as SIP traffic, time and date information and the provisioning of handsets.



SERVICE

Can I transfer my existing phone numbers to you?

Yes, provided that porting agreements are in place between our respective service providers. We check at the earliest possible stage whether there are likely to be any issues regarding porting.

What about Disaster Recovery?

We have redundant service delivery platforms in Europe, North America and Asia. If any single platform fails, subsequent calls route via the nearest geographically-available instance. Each location also has resilience for its outbound calls with a primary and secondary carrier. For issues arising at any of your locations, you can route inbound calls to alternative locations, if necessary, and your staff can use the service from any location, too.

Who manages Touch Technology?

We manage the service delivery platform. Your administrator manages your end users, general service settings and assets, such as extensions, conference rooms and inbound number routing. Your end users manage their own service profiles.

Who do I contact for help or support?

To raise an incident:

- Call 611 from a Touch Technology device
- If you are calling from an external device in the UK call: 0800 015 5989
- If you are calling from an external device outside the UK call: +44 207 339 1703
- For non-urgent enquiries, email: support@intercity.technology



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TECHNOLOGY



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Enquire today on 0330 332 7933