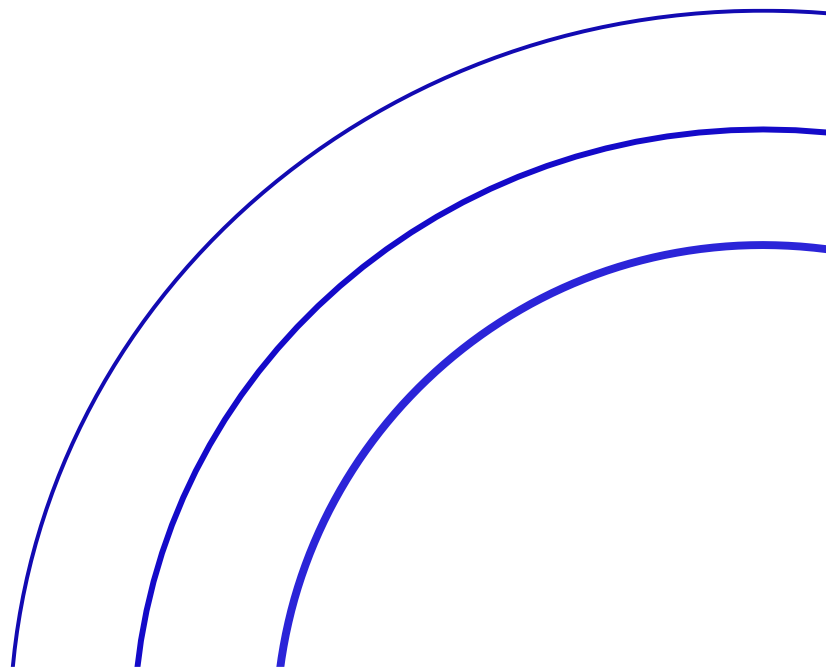




**Business Voice Service  
Description**



## Document Control

<b>TITLE:</b>	<b>Business Voice Service Description</b>	<b>DOCUMENT REF NO:</b>	QMS REC102
<b>DESCRIPTION:</b>	This document defines the services provided by Calligo's Business Voice service		
<b>OWNER/ AUTHORITY:</b>	Director, Operations Management	<b>VERSION NO:</b>	1.2
<b>DOCUMENT CROSS REFERENCE:</b>	N/A	<b>VERSION DATE:</b>	20/02/2023
<b>DISTRIBUTION METHOD</b>	Email and Website	<b>DOCUMENT CLASSIFICATION</b>	Internal

### DOCUMENT OWNER & APPROVAL

The Director, Operations Management, is the owner of this document and is responsible for ensuring that this service description is reviewed in line with the review requirements of Calligo's Information Security Management System, Project Management Frameworks as well as the guidance and requirements of the CSSF.

**Approved by the VP, Cloud Operations, Calligo ("Entity") on 23 November 2022**

### CHANGE HISTORY RECORD

VERSION	DESCRIPTION OF CHANGE	AUTHOR	APPROVAL	DATE OF ISSUE
1.0	Original Version	Director, Operations Management	VP, Cloud Operations	23/11/22
1.1	Remove Service Locations table and add link to external Service Locations document.	Director, Operations Management	VP, Cloud Operations	10/01/23

1.2	Updated supporting documentation links	Director, Operations Management	VP, Cloud Operations	20/02/23
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## 1. Service Overview

This document defines the services provided by Calligo’s Business Voiceservice. The Business Voice service is one of a suite of services within the Calligo Operating Model.

Managed Desktop is a managed Endpoint service that covers OS patching (Feature Updates, Quality Updates, Servicing Stack Updates, Critical and Security Updates) to maintain OS currency and Security for in support Windows OS versions.

## 2. Service Inclusions

### 1.1. CO-ITSM-SD

This service leverages an ITSM platform and trained Level 1 Service Desk Analysts to cover activities that provide a client facing Service Desk

### 1.2. CO-ITSM-BV

This service provides support for Teams Business Voice for Cloud PBX or related PSTN services.

## 3. Service Provisions

### 1.3. CO-ITSM-SD

#### 1.3.1. Inclusions

CO-ITSM-SD	
Scope Item	Description
Access to the Calligo ITSM platform	24/7 access to the Calligo ITSM platform that provides capabilities for clients to raise new support tickets and to access open or historic support tickets.
Telephone Support	Access to the Calligo Service Desk via the issued telephone contact numbers during regional Business Hours only.
First Line Fix	Access to the Calligo L1 Service Desk Analysts for first line fix or resolution.

#### 1.3.2. Exclusions

CO-ITSM-SD	
Exclusion Item	Description
24/7 Telephone Support	This is a chargeable addition.
Onsite support	All support delivered via the Service Desk offering is remote.

### 1.4. CO-ITSM-M365APP

#### 1.4.1. Inclusions

CO-ITSM-BV	
Scope Item	Description
Client-owned phone number porting	Initiate number porting via Admin Teams Centre
Direct dial number assignments / removals	Assign numbers to users and auto attendants
Setup of toll-free or service numbers	Setup auto attendants and assign numbers and licenses to Resource account
Setup and maintenance	<ul style="list-style-type: none"> <li>Call queues/auto-attendants</li> <li>Teams Virtual Assistant</li> </ul>

	<ul style="list-style-type: none"> <li>Calling policies</li> </ul> International and domestic licensing
Review on-premises conference phone hardware compatibility and make recommendations	Review existing hardware, to check compatibility of hardware, and produce findings report/review with customer
IVR Functionality	<ul style="list-style-type: none"> <li>Configuration and editing of auto-attendant</li> <li>Configure recording messages for auto-attendants</li> <li>Configure holidays, Business hours and After hours call routing</li> </ul>

## 1.4.2. Exclusions

CO-ITSM-BV	
Exclusion Item	Description
Escalation to Microsoft for anything relating to a CSP subscription not provided by Calligo.	Client is responsible for any direct Microsoft escalations regarding Teams Business Voices services.
Troubleshooting of applications and services not identified as in-scope for this service.	Calligo does not provide support for user's individual Team's preferences and settings
Call Record Messages and templates	Calligo does not provide call recording services for voicemails or auto attendants This element of service requires SI: <b>CO-ITSM-M365APP</b>
Onsite Service	This element of service requires SI: <b>CO-ITSM-ONSITE</b>

## 4. Roles and Responsibilities

The table below provides a responsibility matrix for the core Business Voice elements:

Service Activities – Core Elements	Calligo	Customer
<b>CO-ITSM-BV</b>		
Direct dial number assignments / removals	R, A	C, I
Setup of toll-free or service numbers	R, A	C, I
Setup and maintenance of: <ul style="list-style-type: none"> <li>Call queues/auto-attendants</li> <li>Teams Virtual Assistant</li> <li>Direct routing</li> <li>Calling policies</li> <li>International and domestic licensing</li> </ul>	R, A	C, I
Review on-premises conference phone hardware compatibility and make recommendations	R, A	C, I
IVR Functionality <ul style="list-style-type: none"> <li>Setup and editing of auto-attendant</li> <li>Recording messages for auto-attendant</li> <li>Holidays, Business hours and After hours call routing</li> </ul>	R, A	C, I
Physical phone endpoints (e.g., Phones, headsets, conference systems, etc)	I	R, A, C
Voice call quality troubleshooting	C, I	R, A
<b>CO-ITSM-SD</b>		
Raising support requests	R	R, A
Contacting Calligo Service Desk via telephone for P1 Support Requests	I	R, A
Correctly assigned the right category and priority to all incoming support requests	R, A	C, I
Providing full and detailed information when creating new support requests	I	R, A
Providing detailed and regular ticket updates	R, A	I

Responding to all ticket updates where additional information or testing is requested from Calligo Service Desk	I	R, A
Providing prompt confirmation of ticket closure agreements.	I	R, A

R=Responsible, A=Accountable, C=Consulted, I=Informed

## 5. Reporting

The table below provides details on the additional Monthly Reporting and Analytics for Business Voice that are included in the core service:

Service Item	Reporting Item	Description	Frequency
CO-ITSM-BV	Call Usage Reports	Call Usage Reports Report showing call usage details for users, and auto attendant accounts	One monthly

## 6. Data Residency

[Calligo Data Residency](#)

## 7. Service Requirements

Service Item	Requirements Item
CO-ITSM-SD	Client is provided information on support access methods
CO-ITSM-SD	All Priority 1 incidents are logged, and the client must follow up with a telephone call into support.
CO-ITSM-BV	<p>Full 'Microsoft 365 Voice' service item functionality requires one of the following license sets:</p> <ul style="list-style-type: none"> <li>Option 1 If your business has Microsoft 365 Business Basic/Standard/Premium Licensing, you will require the add-on 'Microsoft 365 Business Voice without Calling Plan' for each user who requires voice calling.</li> <li>Option 2 If your business has Microsoft/Office 365 E1/E3 Licensing, you will require the add-on 'Microsoft 365 Phone System' for each user who requires voice calling.</li> </ul> <p>Option 3 If your business has Microsoft/Office 365 E5 you already have access to the Microsoft Phone System.</p>
CO-ITSM-BV	<p>Toll Free Numbers: To use toll free numbers, "Communication Credits" are required to purchase. Toll-free calls are billed per minute and require a positive Communication Credits balance. Initial purchase of Communication Credits requires a minimum spend, and can be topped up automatically via credit card or other purchasing agreement. Communication Credits cannot be purchased via CSP, and must be purchased through the Office 365 portal directly</p>

## 8. Access Requirements

Requirements Item
Administrative (Local) access to all assets in scope as required for remediation actions

## 9. Support Locations

[Calligo Support Locations](#)

Location Item	Description	Location
Service Desk	Calligo Service Desk (L1 to L3)	UK, Ireland, Channel Island, Canada
Operations Centre	Calligo Network Operations Centre	Sri Lanka, Canada
Operations Management	Calligo Operations Management Team	UK, Canada, Sri Lanka

## 10. Service Catalogue Request Items

Catalogue Item	Fulfilment Time	Qualifying Criteria	Included Requests
Mailbox Migrations	40BHR	Customer supplied list of mailboxes to migrate.  May require project scheduling depending on size and scope of request.	1 Monthly
Add/Remove asset from scope	8BHR	Supplied list of assets	1 per week

## 11. Standard SLO's

[Service-Level-Agreement.pdf \(calligo.io\)](#)

### Related Documents

Supporting documents for this service:

Any clients onboarding to Calligo will require the following document as an introduction to service

[Calligo – Welcome to Support for Clients](#)

## 12. Optional Services

In addition to the Business Voice service, Calligo can provide the following service items as optional add on services for Business Voice:

Service Item	Service Item Reference	Description
M365 Business Voice	CO-ITSM-BV	This service provides support for Teams Business Voice for Cloud PBX or related PSTN services.
M365 Applications	CO-ITSM-M365APP	This service provides M365 application support and patching activities via tooling or M365 Portal and Servicing Channels
Onsite Support	CO-ITSM-ONSITE	As required on-site support for in-scope hardware as defined by the required service item(s).
Licensing	CO-SW-LICENCE	Calligo's Licencing Service provides Application, OS and Appliance licensing procurement as well as Provisioning and Management of service subscriptions. Reporting of license usage as well as monthly Invoicing provides detailed status of all current client licensing.
365 User Protected User	CO-BAAS-365USER	Calligo's M365 Application and data level backups provides data assurance for all supported M365 applications.

<b>Service Delivery Manager</b>	CO-ITSM-SDM	The Service Delivery Manager will be responsible for the business as usual and account management relationship. This will include service reviews, point of escalation, responsible for Information Technology Infrastructure Library (ITIL) practice adherence, interfacing with third-party suppliers also participating under the customer's Service Integration and Management model and ensuring that Calligo meets or exceeds Service Level Objective (SLO) targets.
<b>Technical Account Manager</b>	CO-ITSM-TAM	The Technical Account Manager will be responsible for the technical collaboration between the customer and Calligo support teams and will play a key role in technical service improvement, managing deployment of new services or configuration changes, ensuring optimal performance and uptime of the application stack, and interfacing with third-party suppliers as required under the customer's support model.

## 13. Auxiliary Services

### 1.4.3. Service Onboarding & Transition

To launch Business Voice service successfully, service design, onboarding and transition will be required to prepare and test both the environment and the managed services processes. Calligo will undertake several workshops to discuss and confirm each element of the service to ensure all parties are aware of roles and responsibilities in advance of service launch.

Service transition and onboarding covers areas such as ticket management setup, platform readiness with knowledge share, and finalising all ITIL practices. A test and acceptance criteria are captured and signed off, to allow for the Business Voice service to commence.

After service launch, Calligo uses a formal service transition framework as the basis to carry out acceptance into service procedures, for new services landing into managed services. We typically engage at the initial stages of a project to ensure service operation adoption and readiness is planned and carried out correctly. This materializes as follows:

- To review designs, build and test artefacts to ensure supportability.
- Attend change review boards to gain early sight of changes by way of knowledge acquisition.
- To witness and validate designs and builds are delivered as proposed and intended.
- Complete operational into service documentation, training, and runbook enablement, which is required as part of the service hand-over.

### 1.4.4. Change Request and Change Control Process:

All infrastructure changes introducing risk to the environment will require change control which includes, but not limited to, Microsoft Security Patching, Infrastructure Upgrades, Deployments, Configuration Item status change. This can be generated from maintenance or an event such as an upgrade required on the system released by Third Party vendors, requested by the customer, or from a monthly release of security patches.

Where possible Standard Changes will be used with minimal risk, repeatable implementation steps, and prior approval from the customer in the form of an email.

An Emergency, or unplanned, change process will be raised to resolve a Priority 1 or 2 incident or to implement an emergency Security Patch. This accelerates the time to implement and resolve.



All Requests for Change will be reviewed internally, assessed internally and authorized or rejected through Calligo ITSM tool.

#### 1.4.5. Superseded patch scenarios

This relates to the behavior which occurs when a newer update is released after the patch cycle has started:

- **Revisions** - When a metadata only revision to an update is made, the update identified in the deployment is still installed. There is no new update released by the vendor for this. Updates with material changes (binaries) are considered superseded updates and the supersede rule applies.
- **Supersede** - When the update source marks an included patch as superseded, the superseded update will not be installed. The newer update will need to be included at a future patch cycle.
- **Expiration** - At the time of installation, when a patch has been included for installation but is marked as expired by Windows Update, the install of that patch will not occur. The asset will report compliant since the patch no longer meets the requirements to install. Where a newer update becomes available it will need to be included on a future patch cycle.