

CLOUD VOICE
GETTING READY AND FAQs

How you can help

This section helps to outline the areas which you can support us, to ease the setup and ongoing running of the service.

Connectivity

- Ensuring that the necessary LAN equipment is available and able to support the site connectivity requirements of users (capacity, performance, power etc)
- Ensuring adequate rack space, desktop space and electrical power for all CPE (including phones) that need to be racked and installed
- Providing access necessary for Virgin Media Business and assigned personnel to fulfil deployment services to all sites and coordinating schedules
- Ensuring that you have internet connectivity for your IP phones which will enable the phones to auto-configure. If you're an IPVPN customer, you'll still need internet break-out

Support

- Making desired configurations on your portal using the user guides ahead of contacting us
- Supporting all handsets (out of warranty) and end-user devices
- Delegating a single administrative point of contact for Virgin Media Business service issues
- Serving as the life-cycle maintenance contact. The customer administrator will be responsible for conducting the on-going activities required to maintain and administer the account. Activities include, but are not limited to, submitting feature account changes, user profile/parameter updates such as name and office location changes
- Contacting Virgin Media Business concerning all service issues
- Assigning the Default Calling Number (DCN) to a person/agent who will be available to answer emergency calls from public safety personnel at each location
- Contacting Virgin Media Business if a user changes their associated site location in order for us to update the Emergency Services Database

Ahead of sale

- 1) Review the Special Terms to ensure you can meet all of your obligations
- 2) Do you wish to keep your telephone numbers and therefore need numbers to be ported?
 - a. If yes, you'll need to complete a Letter of Authority to authorise us to port the numbers away from your existing telecoms provider. The LoA form is within the order pack which can be provided to you
 - b. Even if you have existing numbers or voice services with Virgin Media Business, the numbers need to be ported. The porting enables the services to move from traditional voice telephony to new Voice over IP services

If you wish to have hunt groups or attendant consoles, you must purchase/port additional telephone numbers for these. As a general rule, we suggest 10% extra telephone numbers.

- 3) How many users can use the Cloud Voice service?
 - a. The volume of users of the Cloud Voice service is unlimited
 - b. Service quality to users is restricted by the connectivity/access technology and bandwidth available at the particular site/office those users are located at
- 4) How much bandwidth is required to optimise the Cloud Voice service?
 - a. You must have sufficient upload bandwidth to provide the service at a particular site
 - b. The amount of bandwidth required is dependent on how many concurrent calls are made, i.e. what is the maximum number of phone calls made at any one time. This is typically the same as the number of users in an office where employees are constantly on the phone or a third of the number of users in an office where call usage is infrequent
 - c. Typically 140kbps is needed per concurrent call
- 5) What is the maximum numbers of users I can have at my site?
 - a. We have set a recommended maximum number of concurrent calls for each connectivity type and access technology (based on Cloud Voice HD calls):
 - o Ethernet:
 1. 10Mbps upload – 36 calls
 2. 20Mbps upload – 71 calls
 3. 30Mbps upload – 107 calls
 4. 40Mbps upload – 143 calls
 5. 50Mbps upload – 150 calls
 6. 100Mbps upload – 357 calls
 7. 200Mbps upload – 714 calls
 8. 500Mbps upload – 750 calls
 9. 1Gbps upload – 1,000 calls
 - o Business Broadband:
 1. Cable 100 (15Mbps upload) – 32 users
 2. Cable 200 (15Mbps upload) – 32 users
 3. Cable 300 (15Mbps upload) – 32 users
 4. Voom Fibre (10Mbps upload) – 21 users
 5. Voom Fibre (15Mbps upload) – 32 users
 6. Voom Fibre (20Mbps upload) – 43 users
 7. Off-net – ADSL [2+] (0.5Mbps upload) – 1 call
 8. Off-net – FTTC (20Mbps upload) – 43 calls

- 6) Do you have sufficient ports on your router or LAN?
 - a. Each handset must be plugged into an Ethernet port, whether directly into your router (i.e. a Broadband Superhub) or into a switch as part of a LAN infrastructure
 - b. If you have insufficient ports for the volume of handsets purchased, it's possible to purchase switches and structured cabling, if required, from us

- 7) Do you have Power over Ethernet?
 - a. If not, you need to purchase a power supply unit for each handset to power the handsets which will need to be within a metre of each handset
 - b. We recommend for sites with more than 4 users, that a Power over Ethernet switch is purchased

- 8) Will all users know how to use the Cloud Voice service?
 - a. The telephony functions of Cloud Voice are designed to suit all users and replicate that of traditional telephone services
 - b. You can also purchase training modules. The training can be 'Train the Trainer' and/or 'Floorwalking'



Ahead of deployment

- 1) Do you need Quality of Service (QoS) on your LAN?
 - a. Though QoS is not mandatory for the Cloud Voice service, any potential quality degradation can be reduced drastically by enabling end-to-end QoS
 - b. If you're concerned about your LAN infrastructure, a LAN audit Professional Service can be purchased from us
 - c. Note: LAN QoS is not available when using the soft client

- 2) Do you need Quality of Service (QoS) outside of your LAN?
 - a. Though QoS is not mandatory for the Cloud Voice service, any potential quality degradation can be reduced drastically by enabling end-to-end QoS
 - b. QoS is only available over Ethernet based circuits within a WAN. Introductions/amendments of QoS on the WAN must be completed via the usual Virgin Media Business IPVPN alteration methods, completing a CR3 form
 - c. QoS is not available over MIA and Business Broadband access circuits

- 3) Will the handsets be configured correctly?
 - a. It's advised that handsets are plugged in as you receive them to ensure a smooth handover from us and all configurations can be applied
 - b. All handsets purchased alongside the Cloud Voice product will already be provisioned and allocated against a user and therefore it's possible to plug the phone into the router/LAN port and it will auto-download the correct configurations and be ready to use within minutes, so long as internal networking allows Cloud Voice traffic (see internal firewall instructions above)
 - c. All handsets not purchased alongside the Cloud Voice product will need to be configured against a user for the Cloud Voice product to work. The handset must be on our approved handset list and configuration of the handset can be completed using the respective user guide found on the virginmediabusiness.co.uk support pages

- 4) Do you have an internal firewall?
 - a. If so, the firewall must follow your firewall instructions to allow the Cloud Voice traffic using the below tables. Further guidance may be required from your firewall vendor:
 - o Business Portal access:

Device	Protocol	Destination	Destination port
Business Portal	HTTPS	Vmbcloudvoice.yourwhc.co.uk/businessportal 193.113.10.13 193.113.11.13	TCP 443
Call Analytics portal (where relevant)	HTTPS	icscallanalytics.yourwhc.co.uk 40.115.5.58	TCP 443
Voice Recording portal (where relevant)	HTTPS	callrecorder.yourwhc.co.uk 193.113.10.32 193.113.11.34 Note browser access is via a redirect from the Business Portal.	TCP 443

- o Virgin Media Business provided handsets:

Device	Protocol	Destination	Destination port
Polycom download and configuration	HTTPS	dm.yourwhc.co.uk 193.113.10.10 193.113.11.10	TCP 443
Yealink download and configuration	HTTPS	dm.yourwhc.co.uk 193.113.10.10 193.113.11.10	TCP 443

- o Customer provided handsets:

Device	Protocol	Destination	Destination port
IP phone and ATA signalling	SIP	_sip_udp.ipcomms-btwbslnws09.bt.com 147.152.35.102/29 147.152.35.110/29	UDP/TCP 5060 to 5075
IP phone and ATA Media	RTP	147.152.35.100/29 147.152.35.108/29	UDP16384 to 32766
IP phone and ATA	NTP	europe.pool.ntp.org	UDP/TCP 123
IP phone and ATA	DNS	Supplied locally	UDP/TCP 53
Cisco Linksys download and configuration	HTTPS	dm-linksys.yourwhc.co.uk 193.113.10.34 193.113.11.36	TCP 443
Cisco Small Business download and configuration	HTTPS	dm-csb-yourwhc.co.uk 193.113.10.33 193.113.11.35	TCP 443
Panasonic download and configuration	HTTPS	dm.yourwhc.co.uk 193.113.10.10 193.113.11.10	TCP 443

In-life service

- 1) How does the service stay up-to-date?
 - a. Virgin Media Business and our partners ensure the Cloud Voice product remains up-to-date and supported. We strive to develop the service to meet current market demands
 - b. Most changes can be made unnoticed. However, any amendments that may impact your service will be communicated to you following the correct change procedure and providing sufficient notice

- 2) What happens if Cloud Voice doesn't work?
 - a. If there is only one-way speech, try re-dialling
 - b. Please call Virgin Media Business with a fault on 0800 052 0800

- 3) Can I add users?
 - a. Please contact your sales representative who will arrange this for you
 - b. You must make sure you have sufficient upload bandwidth to accommodate the additional users

- 4) Can I add users to an existing service for a short period?
 - a. It's possible to add users to an existing service for less than a full year long contract term at a slightly higher monthly rate
 - b. Please contact your sales representative to discuss this
 - c. If you'd like to have additional users for less than a month, please let us know the start and end dates of the licences
 - d. If you'd like to have additional users for between one month and one year, please indicate the start date. They'll then continue on a daily rolling term until you provide us with a minimum of 5 days' notice ahead of the end date

- 5) Can I change users?
 - a. It's possible to amend user names within the Business Portal. Please note that the telephone number will remain the same
 - b. Please contact your sales representative if you'd like to change a User licence
 - c. All changes to users which impact the Emergency numbers database must be communicated to us

- 6) Can I remove users?
 - a. It's possible to remove users from the Cloud Voice services. If the user is still in contract term, early termination charges may be applied based on the user monthly charge and the remaining term left of that user

- 7) Can I change my chargeable features?
 - a. All chargeable features are contracted on a rolling monthly term and therefore can be amended monthly
 - b. Please contact your sales representative to add, change or remove chargeable features
 - c. All non-chargeable features can be amended on the Business Portal on a company, site and user level depending on portal user permissions

- 8) Can I end the service if it's no longer wanted?
 - a. Please inform your sales representative or visit virginmediabusiness.co.uk and request to cease the service. If you're still in contract, for any of your users, you may face early termination charges

9) What do I do with unwanted handsets?

- a. You own the handsets therefore it's your responsibility to dispose of the handsets as per WEEE regulations

