SCHEDULE D: SERVICE DEFINITION: CALL REPORTING SERVICE

1.   Call Reporting Service Description

This Service allows the Customer of Exponential-e's VSP to view call information relating to UCaaS Services. Exponential-e will provide this service from a centrally-hosted platform, giving users the ability to view/download call reporting information from a secure web portal. The Call Reporting Service provides live call reporting information. Reports can be customised and can be scheduled to run automatically. A more basic version of this Service is available as a feature within the UCaaS Service. The Call Reporting Service is available in three variants: "Lite", "1000" and "2000" as set out in the table below.

PRODUCT FEATURES	Lite	1000	2000
Historic call logging and reporting	✔	✔	✔
Cradle-to-grave call visibility	✔	✔	✔
Trend analysis by timeframe	✔	✔	✔
Scheduled reporting	✔	✔	✔
Real-time call analytics		✔	✔
Wallboard app (Android and iOS)		✔	✔
Abandoned call recovery		✔	✔
Monitor extension activity		✔	✔
Call control		✔	✔
Extension BLF view		✔	✔
Alarms for key performance metrics		✔	✔
1000 wallboard		✔	✔
Analysis by Hunt Group			✔
ACD statistics*			✔
ACD agent BLF view*			✔
Status analytics for 'Do Not Disturb' and 'Agent Not Available'			✔
Calls by Account Code statistics			✔
2000 wallboard			✔
Presence		●	●
Call recording plug-in	●	●	●

✔ Standard features   ● Optional Bolt-on

2.   Call Reporting Service Demarcation Point (SDP)

The Call Reporting SDP is the point up to which Exponential-e's Call Reporting service obligations apply and is the point up to which the Call Reporting Service Level Agreement covers. The Secure HTTP-based web portal is available via the Internet and will be the SDP.

3.   **Target Service Commencement Date**

Call Reporting Service   30 Working Days*

*From date of delivery of UCaaS Services

4.   **Call Reporting Service Level Agreement**

Call Reporting Availability

The Call Reporting Service is defined as available when it is accessible to the Internet for the purpose of reviewing call report information, for each particular Customer Site.

	Target availability
Call Reporting Service	99.95%

No service credits are offered for any unavailability of the Call Reporting Service.

5.   **Data Processing**

When Exponential-e provides Call Reporting Service, this may result in Exponential-e Processing Customer Personal Data. The following applies to the Processing of such Personal Data by Exponential-e:

Subject Matter of Processing

Phone numbers, call records, content of voicemails, email addresses, passwords/codes and usernames used in conjunction with the Service and/or Service portal.

Nature of the Processing

Storage, collection and reporting.

Location of Processing

The Processing will take place within the UK and/or EEA.

Appropriate Technical and Organisational Measures

With respect to the requirement set out in the General Terms in Clause 10.15 at point (ii), the Customer agrees that as far as it is concerned the security measures set out in the Contract and Exponential-e's maintenance of the ISO27001 (Information Security Management) standard or any replacement or equivalent of either subsisting from time to time (the "Security Measures") fulfils the requirement of appropriate technical and organisational measures and the Customer agrees not to contend otherwise, recognising that the Charges for the Call Reporting Service directly relate to the Security Measures to be applied.