

VTCloud® UCloud Frequently Asked Questions

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Introduction

1. **What services are included in UCloud?**

Venture's UCloud solution is a complete IP voice and unified communications (UC) solution. It replaces your existing phone system and also includes dial tone and unlimited local calls. UCloud incorporates many features not found in traditional key, PBX, or TDM systems. Based on Cisco Systems' Unified Communications technology, the solution includes traditional telephony features such as voicemail, conference calling, call transfer, voicemail to email, call hold, call pickup, call park, speakerphone, speed dial, soft phone and many more.

UCloud also includes Cisco Jabber to help you streamline communications and enhance productivity by integrating presence; instant messaging (IM); desktop sharing; and audio, video, and web conferencing into a single client. Jabber can be accessed on your Windows PC or Mac desktop or laptop or on your smartphones or tablets.

2. **What are the advantages of Venture's Hosted VoIP and UC solution over a premise-based solution?**

With UCloud, Venture handles everything for you. You'll enjoy the benefits of advanced IP communications without the hassles and expense of owning and operating an in-house system. All of the central hardware and software is hosted and managed by us in our secure Data Center. We perform all installation, training, maintenance, backup, support, and administration. And our 7/24/365 Data Center staff ensures continuous, error-free operations.

3. **How do customer sites and tele-workers connect to UCloud?**

Users connect to UCloud via the Internet or private data lines to Venture's Data Center in Jackson, MS. Venture will recommend the most cost-effective connectivity solution for each customer site and remote worker. Large sites typically require private or large Internet connections; medium sites connect via Internet VPN; tele-workers connect via the Internet.

Features and Benefits

4. **Can existing phone numbers be used with UCloud or are users required to change phone numbers?**

In most cases, customers may retain their existing phone numbers with UCloud. Venture's UCloud Activation Team will port existing phone numbers to UCloud during the conversion process.

5. **Does UCloud support presence and secure instant messaging?**

Yes, Cisco Jabber is now FREE for UCloud users. Jabber is an integrated desktop software tool that includes Presence, IM/Group Chat, VoIP audio, video, conferencing, and a soft phone.

6. **What mobile features are available with UCloud?**

UCloud allows smart phones to function as an IP phone. This option is enabled by downloading the free Cisco Jabber smart phone application for the iPhone or Android devices. With Cisco Jabber, users may enable Single Number Reach (SNR), move active calls between their IP phone and smart phone, and visually manage their voicemail. In addition, calls from your smartphone can appear to be coming from your office so you can communicate with clients and patients on the go without sharing your personal cell phone number.

7. **Does UCloud support soft phones?**

Yes, a Windows-based soft phone application is standard with UCloud. Users will need to separately purchase audio devices – microphones, speakers, headsets, etc. Mac users will need to purchase the WebEx Connect option.

8. **Does UCloud support existing telephone handsets or non-Cisco IP Phones?**

In order to ensure the most reliable, cost-effective hosted unified communications services, UCloud only supports approved Cisco IP phones.

9. **Does the standard UCloud service support long distance and toll-free service?**

Long distance and toll-free usage are metered and billed as additional charges by the minute at the rates specified in Venture's published UCloud rates. UCloud also supports service to international and extended U.S locations.

10. **Does UCloud support E-911 service?**

E-911 service is included as a standard feature of UCloud at locations where available. If not available via UCloud, customer may provision 911 services via a single analog line from a third-party carrier. This will require an optional router from Venture, used to route dialing 911 on a UCloud phone to the proper local emergency services provider.

11. **Does UCloud support customized greetings?**

Yes. As part of the implementation process, Venture will assist with setting up greetings for primary telephone numbers and individual numbers.

12. **Is UCloud Secure?**

The central UCloud components are hosted in Venture's secure data center and are configured with private IP addresses. Venture's Tier 3 Data Center employs the most advanced physical and electronic security technology.

Optional Features

13. **Is an IP phone included with the UCloud service?**

A variety of Cisco IP phones are available for a small monthly cost per phone. The Cisco 7945 IP phone is the standard, but UCloud supports any Cisco IP phone, such as the advanced 9900 series.

14. **What about phones and service for public use, conference rooms, and administrators?**

All “public space” phones are UCloud options. We offer Cisco IP phones specifically designed for use in common areas such as conference and break rooms. Each public space phone will include a dedicated telephone number. We recommend the Cisco Unified IP Conference Station 7937G for conference rooms.

15. **May UCloud subscribers outright purchase IP phones?**

Yes. However, additional monthly charges for Venture’s support of operating phones may apply.

16. **Is an attendant console available with UCloud?**

A powerful, easy-to-use Windows-based “soft” console is available as an option. The soft console includes drag and drop functionality that offers powerful call control and a corporate-wide real-time Busy Lamp Field (BLF) and extension visibility.

17. **Does UCloud support fax machines?**

Yes, fax machines retain their existing number and connect via an optionally available analog interface. Fax Machines require a UCloud port and an analog voice gateway. Or, existing analog lines may be used. We also recommend subscribing to our RightFax fax-to-email service as an option.

18. **Does UCloud support Call Detail Reporting (CDR)?**

Yes, a CDR option is available. The tool is web-based and provides a variety of call accounting reports designed to monitor usage, allocate costs, and analyze telecom phone traffic.

19. **Is detailed billing available with UCloud?**

Yes. Detailed call detail, with minutes and amounts per long distance call as well as detailed applicable taxes/surcharges and fees will be published and accessible via secure web portal. Monthly billing will be provided through Venture’s standard invoice which will include single line items for detailed long distance and taxes/surcharges and fees, which will correspond with the detail provided via the portal.

Provisioning and Activation

20. What about installation and provisioning?

Upon receipt of fully executed contracts and a Price Schedule Attachment (PSA), Venture will begin working with the customer's contact to coordinate a convenient migration date, based on the telephone number porting schedule as provided by customer's existing carrier and Venture's SIP carrier. Venture will employ the same implementation processes as utilized on a premise installation - project management, planning and design; custom configuration of the IP Communications Manager, Unity Voicemail and UC applications; call routing, IP phone setup, etc. Venture will also provide train-the-trainer training.

21. What hardware and software must be installed at each customer location to support UCloud?

Venture's UCloud system is a cloud-based service. All of the call management, voicemail and central hardware and software systems are operated and maintained by Venture in our Data Center. Because the system is IP based, telephone handsets (supplied with our service), simply plug into your existing network by sharing an Ethernet port with your desktop PC or laptop. We will determine if your existing LAN is ready for UCloud. The primary requirement is that your network switches support Power over Ethernet (POE) and in some cases, that your router is capable of VPN connectivity

22. Does UCloud require phone lines from third-party carriers?

No. Most sites will connect to UCloud via SIP (Session Initiation Protocol) technology, which reliably routes voice traffic over the Internet. UCloud users save money by eliminating their carrier-based PRIs and other analog voice circuits. In certain remote areas, where SIP services are not available, UCloud may require that retention of third-party carrier analog phone lines. These sites may still enjoy the advanced IP telephony features of UCloud such as 4-digit dial between users at any location.

Support and Maintenance

23. **What kind of support can I expect for UCloud?**

UCloud includes 24/7/365 support from our local Help Desk. Our support team is available by toll-free phone or email. Note that Venture is a user of UCloud. We rely on the same service to operate our company.

24. **Will users of Venture's UCloud be responsible for installing any updates or patches from Microsoft or any other vendors?**

No. One of the biggest benefits of UCloud is that Venture owns and maintains the entire environment – hardware, software, phone lines and network infrastructure. We install all updates, upgrades and patches to ensure a smooth, reliable experience. We deal with the phone carriers so you don't have to!

General Terms

25. Will service be interrupted if Venture's UCloud central systems fail?

It's highly unlikely. Venture's UCloud service includes a 99.9% Service Level Agreement (SLA) and is engineered for maximum resiliency and fault tolerance. All central systems are housed in Venture's ultra-reliable data center. Should the primary systems experience a failure, service is immediately and transparently transferred to Venture's full UCloud backup systems located in a Level 3 data center in Dallas, TX.

26. Does UCloud require commitment for a specific term?

In general, Venture's standard term is 24 months. See your Venture Account Manager for details.