CLOUD VOICE

GETTING READY AND FAQS

April 2021

BUSINESS

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.

1. 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.

2. Support

- By 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(s) 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

3. Ahead of procurement

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

    c. 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

    d. **Note:** Using the Webex Application, and in particular Video communications, can consume allot more bandwidth depending on multiple factors such as video quality,

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):

        i. 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 – 1000 calls

        ii. 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.

   c. And we have a wealth of user guides available on the help and support section of our website.

4.   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

  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 is 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)

   b. All handsets <u>not</u> 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 or by contacting your account manager.

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4. Do you have an internal firewall or VPN?

    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.

    b. These are also contained in the Technical Specification section of our Product Service Description

5.   Firewall Rules

CPE PORT REQUIREMENTS

Device	Protocol	Destination	Destination port
IP phone & ATA Signaling	SIP	centrex-bslnws09.yourwhc.co.uk centrex-lnwsbs09.yourwhc.co.uk ipcomms-route62-bs11lnws13.yourwhc.co.uk ipcomms-route62-bs12lnws14.yourwhc.co.uk ***IP Address Range*** 217.32.186.0 – 217.32.186.191 ***IP Address Subnets*** 62.7.201.128/27 62.7.201.160/27 217.32.186.0/26; 217.32.186.64/26; 217.32.186.128/26	UDP/TCP 5060 – 5075 UDP/TCP 5060
IP phone & ATA Media	RTP	***IP Address Range*** 217.32.186.0 – 217.32.186.191 ***IP Address Subnets*** 62.7.201.128/27 62.7.201.160/27 217.32.186.0/26; 217.32.186.64/26; 217.32.186.128/26	UDP 32767 to 65535
IP phone & ATA	NTP	0.uk.pool.ntp.org europe.pool.ntp.org	UDP/TCP 123
IP phone & 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

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Device	Protocol	Destination	Destination port
Download and configuration for: • Cisco Small Business • Panasonic • Polycom • Yealink	HTTPS	dm.yourwhc.co.uk 193.113.10.10 193.113.11.10	TCP 443
Polycom Remote Provisioning Server (RPS)	HTTPS	52.0.183.240 54.86.39.219	TCP 443
Yealink Remote Provisioning Server (RPS)	HTTPS	52.71.103.102 35.156.148.166	TCP 443
2N Intercom Licensing Server	HTTPS	licenses.update.2n.cz	TCP 443

WEB PORTAL REQUIREMENTS

Device	Protocol	Destination	Destination port
Business Portal	HTTPS	portal.yourwhc.co.uk/businessportal 193.113.10.13 193.113.11.13	TCP 443
Call Analytics Portal	HTTPS	icscallanalytics.yourwhc.co.uk 40.115.5.58	TCP 443
Service Assurance (Empirix)	HTTPS	https://svmpnwv1.nat.bt.com 10.35.138.148	TCP 443
Voice Recording Portal	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

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APPLICATION REQUIREMENTS

Call Centre Application

Application	Protocol	Destination	Destination port
Application Signaling	SIP	_sip_udp.ipcomms-btwbslnws09.bt.com 147.152.35.102/29 147.152.35.110/29	UDP/TCP 5060 to 5075
Application Media	RTP	147.152.35.100/29 147.152.35.108/29	UDP16384 to 32766
Cell Centre	Proprietary	applications.yourwhc.co.uk 193.113.10.12 193.113.11.12	TCP 443

Office UC Smartphone Application

Application	Protocol	Destination	Destination port
Application Signaling	SIP	uc-bslnws09.yourwhc.co.uk 62.7.201.172 62.7.201.140 bs11lnws13.yourwhc.co.uk 213.120.60.140 213.120.60.204 ipcomms-uc-route62-bs11lnws13.yourwhc.co.uk 62.7.201.177 62.7.201.145 uc-bs12lnws14.yourwhc.co.uk 213.120.60.236 213.120.60.172 ipcomms-uc-route62-bs12lnws14.yourwhc.co.uk 62.7.201.182 62.7.201.150	UDP/TCP 5060, 5074, 5075, 8933
Application Media	RTP	62.7.201.132/32 62.7.201.141/32 62.7.201.146/32 62.7.201.164/32 62.7.201.173/32 62.7.201.178/32 213.120.60.132/32 213.120.60.164/32	UDP 32767 to 65535

Application	Protocol	Destination	Destination port
		213.120.60.196/32	
		213.120.60.228/32	
Office UC Smartphone and Tablet Downloads	n/a	Apple Store Google Play Store	n/a
Office UC Operation	XSI	officeuc.yourwhc.co.uk 193.113.10.11 193.113.11.11	TCP 443
Office UC Presence	XMPP	ums01.yourwhc.co.uk ums02.yourwhc.co.uk 193.113.10.7 193.113.11.7	TCP 5222 TCP 1081 TCP 5281 TCP 5269 TCP 443
Office UC Screenshare	Proprietary	uss01.yourwhc.co.uk uss02.yourwhc.co.uk 193.113.10.8 193.113.11.8	TCP 8443

Office UC Tablet Application

Application	Protocol	Destination	Destination port
Application Signaling	SIP	uc-bslnws09.yourwhc.co.uk 62.7.201.172 62.7.201.140 bs11lnws13.yourwhc.co.uk 213.120.60.140 213.120.60.204 ipcomms-uc-route62-bs11lnws13.yourwhc.co.uk 62.7.201.177 62.7.201.145 uc-bs12lnws14.yourwhc.co.uk 213.120.60.236 213.120.60.172 ipcomms-uc-route62-bs12lnws14.yourwhc.co.uk 62.7.201.182	UDP/TCP 5060, 5074, 5075, 8933

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Application	Protocol	Destination	Destination port
		62.7.201.150	
Application Media	RTP	62.7.201.132/32	UDP 32767 to 65535
		62.7.201.141/32	
		62.7.201.146/32	
		62.7.201.164/32	
		62.7.201.173/32	
		62.7.201.178/32	
		213.120.60.132/32	
		213.120.60.164/32	
		213.120.60.196/32	
		213.120.60.228/32	
Office UC Smartphone and Tablet Downloads	n/a	Apple Store Google Play Store	n/a
Office UC Operation	XSI	officeuc.yourwhc.co.uk 193.113.10.11 193.113.11.11	TCP 443
Office UC Presence	XMPP	ums01.yourwhc.co.uk ums02.yourwhc.co.uk 193.113.10.7 193.113.11.7	TCP 5222 TCP 1081 TCP 5281 TCP 5269 TCP 443
Office UC Screenshare	Proprietary	uss01.yourwhc.co.uk uss02.yourwhc.co.uk 193.113.10.8 193.113.11.8	TCP 8443

Go Integrator application

Application	Protocol	Destination	Destination port
Application Signalling	SIP	_sip_udp.ipcomms-btwbslnws09.bt.com 147.152.35.102/29 147.152.35.110/29	UDP/TCP 5060 to 5075
Application Media	RTP	147.152.35.100/29 147.152.35.108/29	UDP16384 to 32766
Go Integrator	Proprietary	applications.yourwhc.co.uk 193.113.10.12	TCP 443

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Application	Protocol	Destination	Destination port
		193.113.11.12	
Go Integrator Downloads	HTTPS	downloads.yourwhc.co.uk 193.113.10.27 193.113.11.27	TCP 443
Go Integrator License Check	HTTPS	ccusage.yourwhc.co.uk 193.113.10.13 193.113.11.13	TCP 443

Office UC Skype for Business Application

Application	Protocol	Destination	Destination port
Application Signaling	SIP	centrex-bslnws09.yourwhc.co.uk 62.7.201.128/27 62.7.201.160/27 Please be aware that it would be advisable to add these addresses as they may be used for future expansion uc-bs12lnws14.yourwhc.co.uk - 213.120.60.172 - 213.120.60.236 uc-bs11lnws13.yourwhc.co.uk - 213.120.60.140 - 213.120.60.204	UDP/TCP 8933 Note: Port 5060 and Port 5075 also available
Application Media	RTP	62.7.201.128/27 62.7.201.160/27	UDP 32767 to 65535
Office UC Desktop & Skype for Business Plug-In Downloads	HTTPS	downloads.yourwhc.co.uk 193.113.10.27 193.113.11.27	TCP443
Office UC Smartphone and Tablet Downloads	n/a	Apple Store Google Play Store	n/a
Office UC Operation	XSI	officeuc.yourwhc.co.uk 193.113.10.11 193.113.11.11	TCP 443
Office UC Presence	XMPP	ums01.yourwhc.co.uk ums02.yourwhc.co.uk 193.113.10.7 193.113.11.7	TCP 5222 TCP 1081 TCP 5281 TCP 5269

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Application	Protocol	Destination	Destination port
Office UC Screenshare	Proprietary	uss01.yourwhc.co.uk uss02.yourwhc.co.uk 193.113.10.8 193.113.11.8	TCP 8443

Office UC Desktop Application

Application	Protocol	Destination	Destination port
Application Signalling	SIP	centrex-bslnws09.yourwhc.co.uk 62.7.201.128/27 62.7.201.160/27 Please be aware that it would be advisable to add these addresses as they may be used for future expansion uc-bs12lnws14.yourwhc.co.uk - 213.120.60.172 - 213.120.60.236 uc-bs11lnws13.yourwhc.co.uk - 213.120.60.140 - 213.120.60.204	UDP/TCP 8933 Note: Port 5060 and Port 5075 also available
Application Media	RTP	62.7.201.128/27 62.7.201.160/27	UDP 32767 to 65535
Office UC Desktop & Skype for Business Plug-In Downloads	HTTPS	downloads.yourwhc.co.uk 193.113.10.27 193.113.11.27	TCP 443
Office UC Smartphone and Tablet Downloads	n/a	Apple Store Google Play Store	n/a
Office UC Operation	XSI	officeuc.yourwhc.co.uk 193.113.10.11 193.113.11.11	TCP 443

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Application	Protocol	Destination	Destination port
Office UC Presence	XMPP	ums01.yourwhc.co.uk	TCP 5222
		ums02.yourwhc.co.uk	TCP 1081
		193.113.10.7	TCP 5281
		193.113.11.7	TCP 5269
Office UC Screenshare	Proprietary	uss01.yourwhc.co.uk	TCP 8443
		uss02.yourwhc.co.uk	
		193.113.10.8	
		193.113.11.8	

Toolbar Application

Application	Protocol	Destination	Destination port
Application Signalling	SIP	_sip_udp.ipcomms-btwbslnws09.bt.com	UDP/TCP 5060 to 5075
		147.152.35.102/29	
		147.152.35.110/29	
Toolbar	Proprietary	applications.yourwhc.co.uk	TCP 2209
		193.113.10.12	
		193.113.11.12	

Go Tapi Application

Application	Protocol	Destination	Destination port
Go TAPI	XSi over HTTPS	applications.yourwhc.co.uk	TCP 443
		193.113.10.12	
		193.113.11.12	
Go TAPI Downloads	HTTPS	downloads.yourwhc.co.uk	TCP 443
		193.113.10.27	
		193.113.11.27	
Go TAPI License Check	HTTPS	ccusage.yourwhc.co.uk	TCP 443
		193.113.10.13	
		193.113.11.13	

Please note: the configuration client (ucconfig.exe) uses TCP to connect with Go TAPI Broadworks service on 127.0.0.1 over port 21050.

Voice Recording

Protocol	Destination	Destination port
HTTPS	callrecorder.yourwhc.co.uk	TCP 443
	193.113.11.34	
	193.113.10.32	
	Note browser access is via a redirect from the Business Portal.	

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Call Analytics

Protocol	Destination	Destination port
HTTPS	icscallanalytics.yourwhc.co.uk 40.115.5.58	TCP 443

Receptionist

Application	Protocol	Destination	Destination port
Application Signaling	SIP	_sip_udp.ipcomms-btwbslnws09.bt.com 147.152.35.102/29 147.152.35.110/29	UDP/TCP 5060 to 5075
Application Media	RTP	147.152.35.100/29 147.152.35.108/29	UDP16384 to 32766
Receptionist	Proprietary	applications.yourwhc.co.uk 193.113.10.12 193.113.11.12	TCP 443

Cisco Webex Application

Application	Protocol	Destination	Destination port
WebEx clients (mobile, tablet & desktop)	HTTPS	213.121.33.36 213.121.34.130 SRV: _xsi-client._tcp.webex-clients.yourwhc.co.uk webex-clients.yourwhc.co.uk webex-clients-01.yourwhc.co.uk webex-clients-02.yourwhc.co.uk	443

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6.   Day of deployment

1.   **Will the service work straight away?**

- Once you plug in your Virgin Media Business handsets and after we've finished provisioning for the user, they'll auto-configure. If you have new numbers on your service, they'll be available on configuration. If you're porting numbers, on completion of the porting, the handsets can make calls

2.   **Will all handsets work?**

- Please install all handsets to check they're working correctly. If a handset is found to be Dead on Arrival (DoA), please inform your Order Manager as soon as possible so we can replace the phone as part of our Warranty policy

3.   **Will all users know what to do with the phones?**

- The Cloud Voice SIP phones look very similar to traditional phones and therefore users should feel comfortable using them – additional guides can be provided on request.

- If floor walking training has been purchased, the floorwalkers will be on hand to support the end-users

4.   **Will all users know what to do with the portal?**

- The Cloud Voice portal has been designed to be user friendly. User guides can be found on www.virginmediabusiness.co.uk help and support pages on how to use the portal at a user and administrator level

- If floor walking training has been purchased, the floorwalkers will be on hand to support the end-users

5.   **What should you do if you have call handling rules, e.g. hunt groups?**

- You can configure all call handling rules, including hunt groups, on the Business Portal. Company or site admins will have the ability to amend user's calling accordingly

- If you already have Virgin Media Business call handling rules, these will not be migrated from your existing services

- Our delivery team can help guide you with initial setup

6.   **How will my phones keep their configuration and remain live on the service?**

- A constant internet connection is required for the phones to maintain their configuration to the Cloud Voice service

7.   In-life service

1. How does the service stay up-to-date?

- 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

- 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

- **Note:** As the Cisco Webex Application is a cloud service and hosted by Cisco, new updates will be realsed frequently. As such we are not able to let you know in advance for these updates.

2. What happens if the service doesn't work?

- Please call Virgin Media Business with a fault on 0800 052 0800

3. Can I add users?

- Please contact your sales representative who will arrange this for you

- 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?

- It's possible to add users to an existing service for less than 12 months at a slightly higher monthly rate, please contact your sales representative to discuss this

- 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

- 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?

- It's possible to amend user names within the Business Portal. Please note that the telephone number will remain the same

- Please contact your sales representative if you'd like to change a User licence, including a number.

- All changes to users which impact the Emergency numbers database must be communicated to us

6. Can I remove users?

- Yes, Users can be removed at any time by giving us 30 days notice, If the user is still within the minimum period, early termination charges will apply.

7. Can I change my chargeable features?

- All chargeable features are contracted on a rolling monthly term and therefore can be amended monthly (unless otherwise agreed in the order form, or in writing)

- Please contact your sales representative to add, change or remove chargeable features

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- All non-chargeable features can be amended on the Business Portal on a company, site and user level depending on portal user permissions
- **Note:** certain chargeable features, like Auto Attendants can be added to the portal, and will be charged at the rates as set out in the order form.

8. **Can I end the service?**

- Please inform your sales representative or visit virginmediabusiness.co.uk and request to cease the service. Any subscriptions still within the minimum period, will be subject to cancellation charges.
- Prior to the service being ceased, it is your responsibility to back up any data you may need locally – as once the service has been ceased, all data and content on the service will be deleted. Including for example, but not limited to, call recordings and files shared over the Webex Application.
- Any numbers used with the service can be ported to an alternative service in line with industry porting regulations.

9. **What do I do with unwanted handsets?**

- We recommend you keep any unwanted handsets as spare, you may need it at a future date.
- As you will own the handsets purchased from us, it is your responsibility to dispose of the handsets responsibly as per WEEE regulations

10. **Where can I find out more about how the different Cloud Voice features work?**

- Please head across to our Help and Support page where you will find guides on our features, handsets, portals and other useful information.
- You can also find more information about the Webex Application by visiting [Webex from Service Providers](#).

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