ADDENDUM - 3CX PHONE SYSTEM SERVICES

This document contains the Terms and Conditions for the 3CX Phone System services referred to on the order form and should be read in conjunction with our Master Terms and Conditions and forms part of your Agreement with us.

1.　　　SERVICE

1.1　The Service comprises the 3CX Phone System Software and any and all other 3CX applications and tools and related documentation provided by 3CX in relation to 3CX Phone System Software.

1.2　The 3CX Phone System Software is subject to a separate End User Licence Agreement which can be found here: https://www.3cx.com/company/terms-and-conditions/

1.3　The 3CX Phone System Software edition chosen by you is set out in the Order. The features of each edition are set out here:

	PRO	ENTERPRISE
Core PBX Features		
Extensions	Unlimited	Unlimited
Apps: Windows and Web Client, iOS, Android	Yes	Yes
Phone Directory	Yes	Yes
Auto Attendant / Digital Receptionist	Yes	Yes
Headset Integration	Yes	Yes
Call Parking / Pickup	Yes	Yes
Call Logging	Yes	Yes
Ring Groups	Yes	Yes
Plug & Play Phone Provisioning	Yes	Yes
Choose SIP Trunk	Yes	Yes
Inbuilt SBC to Deploy Offsite Phones	Yes	Yes
Busy Lamp Field (BLF)	Yes	Yes
Multi-level IVR	Yes	Yes
Intercom / Paging / PA Announcements	Yes	Yes
Integrated Fax Server	Yes	Yes
VMware / Hyper-V / KVM	Yes	Yes
Voicemail Transcription	Yes	Yes
Custom FQDN	Yes	Yes
Custom SMTP Server	Yes	Yes
MS 365 Integration	Yes	Yes

Video Conferencing		
'3CX Meet' Link	Yes	Yes
Polls	Yes	Yes
PDF Sharing	Yes	Yes
Screen Sharing	Yes	Yes
Remote Assistance	Yes	Yes
Whiteboard	Yes	Yes
YouTube Integration	Yes	Yes
Max no. participants	100*	250*
Live Chat & Messaging		
Live Chat	Yes	Yes
'3CX Talk' Link	Yes	Yes
WhatsApp Integration	Yes	Yes
Facebook Integration	Yes	Yes
SMS & MMS	Yes	Yes
Chat Reports	Yes	Yes

*Max number of participants per 3CX Instance.

Call Centre Features		
Call Queues	Yes	Yes
Call Recording	Yes	Yes
SLA Alerting	Yes	Yes
Switchboard	Yes	Yes
Wallboard	Yes	Yes
Callback	Yes	Yes
Barge in / Listen in / Whisper	Yes	Yes
Call Reports	Yes	Yes
CRM Integration	Yes	Yes

Enterprise Features		
Hot Desking	Yes	Yes
Scheduled Restore	Yes	Yes
Connect Remote Offices (Bridges)	Yes	Yes
Skill-based Routing		Yes
Start / Stop Call Recording Rights		Yes
Custom IP Phone Logo		Yes

1.4 Handsets are provided separately. Any specific terms relating to handsets will be notified to you.

1.5 Unless otherwise agreed by way of an IT Managed Services Agreement ("MSA") between us, we are not responsible for establishing, maintaining or supporting your connectivity, systems or network other than as specified in the Order or in these Service Conditions.

1.6 In the event of us identifying a security threat that we believe creates an immediate risk of serious harm to us or you, we may limit or suspend the Service immediately without liability to the extent reasonably necessary to prevent such harm.

1.7 You accept responsibility (and acknowledge that we have no responsibility) for how the Service is used. In particular, but without limitation, you are liable for all Charges and other costs incurred for any and all fraudulent use or other misuse of the Service until such time as we are notified in writing by you of such fraudulent use or other misuse.

2.   MINIMUM STANDARDS

2.1 Our obligation to provide the Service is subject to deployment of Session Border Control ("SBC") software on your telephone network. We will have no liability in respect of the Service if SBC is removed from your network or otherwise interfered with by you or any third party.

2.2 We will require reasonable and safe access to your location (if applicable). Access may (in exceptional circumstances) be outside your normal working hours.

2.3 Deployment of the Service may require minimum bandwidth requirements.

2.4 Porting of existing numbers are subject to standard turnaround times.

2.5 Further minimum standards will be advised to you following our site survey (if applicable).

3.   PROVISIONING/ INSTALLATION

3.1   We will install the software on a 3CX server, deploy handsets, set up routing and ensure that the system is working.

3.2   Installation and provisioning lead times in respect of the Service may vary and will be agreed between us separately.

3.3   The Operational Service Date for the Service shall follow successful installation and testing of the Service by us.

4.   SERVICE LEVELS & SUPPORT

4.1   If you have signed an MSA with us, service levels and ongoing service in respect of the Service will be set out in the MSA.

4.2   In the absence of a signed MSA:
- standard support hours are 9am to 5pm, Monday to Friday;
- Support is provided via our helpdesk – 01204 221101, support@bluebox-i.co.uk
- we aim to respond to all queries within 48 hours.

4.3   In any event you will need to have alternative means of contacting emergency services in the event of the Service not being available for any reason.

5.   OTHER TERMS

5.1   You acknowledge that, in order to provide the Service, we may subcontract our obligations as a data processor to 3CX. This does not affect our obligations to you under our Terms and Conditions / Codes of Practice in respect of us processing personal data.