Gamma Call Recording on Horizon

Service Description

Contents

1.　Revision History

Revision	Date	Description of Change
1.0	04/07/2019	First version
1.1	17/09/2019	First Release update
1.2	25/09/2019	Second Release update
1.3	06/11/2019	Updated wording on Team User
1.4	05/12/2019	Added in 60 month retention and added in more detailed description about the encryption of the recorded calls.
1.5	07/02/2020	Updates to Call recording modes for Complaint recording tier
1.6	18/05/2020	Updates to security standards
1.7	01/06/2020	Update certification
1.8	30/06/2020	Updated with Delete and Restore feature
1.9	14/09/2020	Company user added
2.0	02/12/2020	Updated Delete description
2.1	23/12/2020	Updated certification

# 2.	Introduction

Gamma has developed in-house a call recording platform (the "Platform") capable of providing a comprehensive and advanced suite of call recording capabilities.

This document describes the integration of the Platform with Horizon, showing in particular the additional call recording services and capabilities available to Horizon users. The core network integration between the Platform and Horizon provides a reliable way to record all incoming, outgoing and internal Horizon calls.

Call recordings are stored encrypted for security and can be easily accessed online via a call recording portal that provides a multi-level permissions-based access.

## 2.1.	Suitable for MiFID II Compliance

Whilst the requirements for an end customer to become MiFID II compliant extend beyond the specific features of call recording, the Platform supports the customer's wider compliance.

The regulations require that recordings are held for a default period of 5 years, which may be extended by a further two years if required (e.g. following a request from a regulatory body). Recording retention periods are associated to the product tier, a company requiring MiFID II compliancy for their users should choose the 'Compliant Call Recording' subscription tier.

Recordings made under the Compliant Call Recording subscription provide full visibility of call properties e.g. timestamp, calling parties and associated meta-data in Horizon. Specific features include:

- Store calls for up to seven years
- Record Internal and External calls (ext-to-ext)
- Encrypted secure storage
- "Audit trail"
- Stored in a durable medium
- Readily accessible and available to clients - download direct from the browser
- Call recording is provisioned for a user, so a user with multiple Horizon numbers (Fixed and Connect mobile) will have all of their calls recorded under a single subscription

Further details of MiFID II are available here.

3.   Service Platform Overview

3.1.   Platform configuration

The Platform is delivered from a private cloud, which is hosted across two geographically diverse sites within the UK. Each site is provisioned to accommodate the full traffic and load should one site fail, with the sites operating in active-active failover configuration.

For 24/7 operation, the business-as-usual security patching and software upgrades are orchestrated by automated systems so that systems are drain-stopped, patched and re-introduced with no down time.

3.2.   Platform Integration

The call recording cloud resides in Gamma's core network interconnected with Horizon using Gamma's geographically resilient and diverse MPLS IP network.

Gamma implements service routing via the Platform so that in-scope calls (those originated by and terminated to the user's Horizon phone number) can be configured to enable recording. The diagram below shows basic call flows:
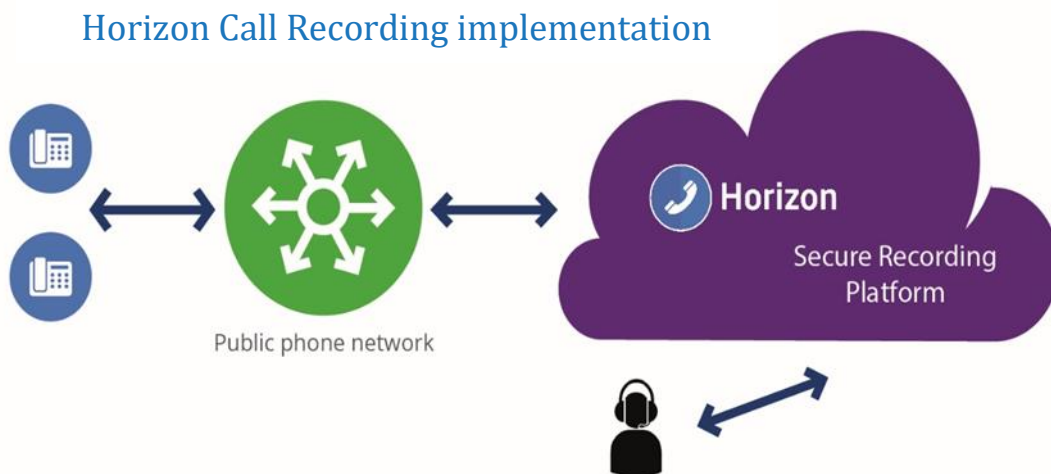
3.3. Call Recording consumption model

The Platform utilises SIPREC as a standard mechanism for call recording on Horizon, this brings with it a rich integration capability, access to metadata and ensures all of the calls that a user makes or receives on Horizon will be recorded. This includes all inbound, outbound and internal calls (extension-to-extension) made or received on their desk phone, soft client(s) or Connect mobile (as described in the Connect service literature).

A fundamental feature is making the call recording user the central aspect to the service, and not a specific number. As a result, there are some things to consider when configuring the service for use:

- The need to provision call recording for a user to ensure all of their calls are recorded. If a user is not provisioned for call recording, their calls will not be recorded - even if they are part of a hunt group or transferred leg of a call from a user who has call recording provisioned. To record all of the calls for a group feature (such as hunt group or auto attendant) each user that can receive calls from that group feature needs to be provisioned with call recording.
- A call is recorded whilst a user with call recording is provisioned, regardless of device or Horizon interface used by the user.
- Transferring or forwarding a call to a user (either on the Horizon company or outside of the company) will only be recorded if the user receiving the transferred call has call recording enabled.
- Calls made/received by a user through the Horizon mobile client will be recorded.
- Cellular calls will be recorded only if the user has the Connect service enabled on their mobile.
- If the user takes a call on a non-Horizon mobile using Twinning or Remote Office these calls will be recorded
- Sequential Ring calls will not be recorded unless answered by a Call Recording-enabled user
- Additional bandwidth may be required as all calls, including internal, are routed through the Call Recording platform. This is something to be considered in particular by customers upgrading from the legacy Horizon recording service. Gamma recommend performing a site survey before provisioning or upgrading to the service

4.   What does your Call Recording on Horizon look like?

Call Recording on Horizon is a secure and compliant business call recording solution, which has been   custom built for Horizon and managed via a web portal with multi-level permissions-based access. Embedded within Gamma core network and telephony services, it allows recording of all phone calls as well as conference calls, via any device and as needed (Always On or On Demand recording).

The below diagram shows a high-level overview of how call recording on Horizon works:
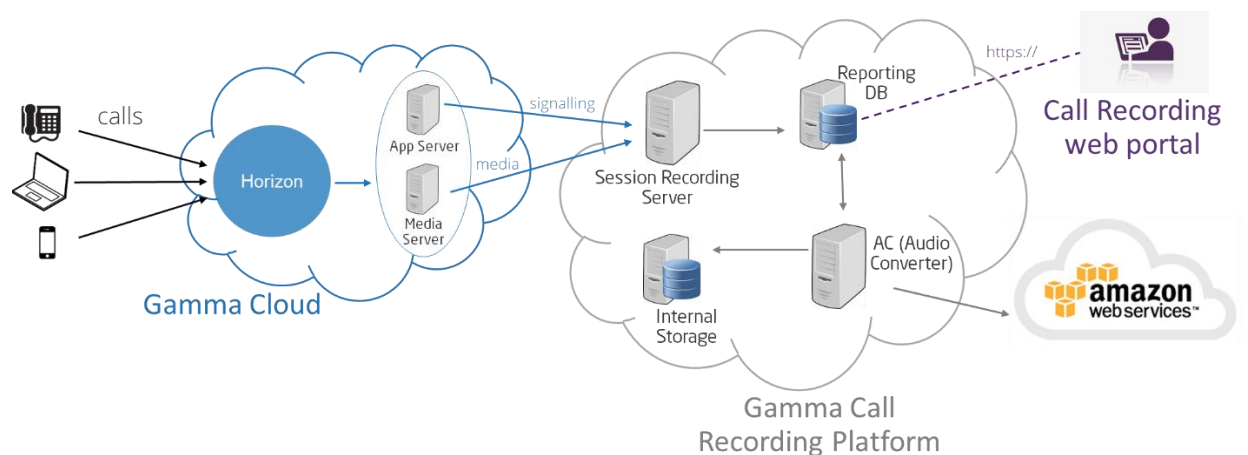
- Calls are recorded using the SIPREC protocol. Recording is enabled and performed at user level, not at number/CLI level
- The actual call does not pass through the call recording service, instead a tap (SIPREC) branches the call (SIPREC meta data and media) to Gamma's Call Recording platform
- Media and meta data are captured by the Session Recording Server. Files are then processed and encrypted by the Audio Converter before being stored
- Encrypted files are stored both in the cloud (AWS) and locally (for a shorter period). In both cases files are never stored for longer than the customer-selected retention period
- Recordings are automatically deleted at the end of their retention period
- Recordings can be accessed via the Call Recording web portal by authenticated and permitted users only

Within the call recording platform calls are encrypted with AES-256 by the Audio Converter before upload to Amazon. If a file is streamed or downloaded, then this is decrypted within Gamma network prior to being provided to the user. Data is encrypted at rest in Gamma's network prior to transmission to S3. It is not decrypted in AWS so it is always encrypted outside Gamma's network whether in transit or at rest.

A Hashed-Message Authentication Code (HMAC) is also calculated on the encrypted file and stored. This is used to check the file after it has been retrieved from storage to ensure it has not

been tampered with. As the files are stored in the UK subject to the Data Protection Act and are encrypted before they are uploaded to AWS, the files cannot be read by a 3rd party.

Gamma's AWS account is operated using MFA (Multi Factor Authentication). This is enforced for the limited users that have access and is controlled by different departments within the business.

Data will be stored on AWS S3 in the EU London region. Amazon will not transfer data outside the EU London region unless instructed to by the customer:
https://aws.amazon.com/compliance/data-privacy-faq/#Where_is_customer_content_stored.3F

# 5.	Subscriptions and Features

The Call Recording service is a Horizon bolt-on that can be assigned to a user with an active Horizon voice subscription. There are two subscriptions available:

- Business Call Recording
- Compliant Call Recording

"Business Call Recording" is a monthly subscription providing access to all Call Recording features and capabilities, as well as to a choice of retention periods.

"Compliant Call Recording" is a monthly subscription providing access to Call Recording features and capabilities along with the retention period required to comply with the MiFID II regulations.

Please note that the complaint call recording tier does not allow the Pause and Resume feature.

## 5.1.	Retention Periods

The retention period is the length of time call recordings will be stored in the cloud for, starting from the day of the call. During this period, call recordings can be accessed via the web portal only by users who have access to the recordings.

The retention periods available for Business Call Recording subscriptions are:

- 3 months
- 6 months
- 12 months
- 36 months
- 60 months

The Compliant Call Recording subscription provides a retention period of 7 years.

NB: the retention period applies at Horizon company level, all subscriptions of a Horizon company shall have the same retention period.

Once a call recording subscription is enabled, the retention period associated with the subscription shall apply to all calls made/received by the Call Recording-enabled user in that month.

It is possible to modify the subscription type (e.g. from Compliant to Business Call Recording) as well as the retention period (e.g. increase the retention from 3 months to 60 months). Please note that these types of changes can only be applied company-wide, i.e. to all subscriptions associated to the Horizon company.

Once a recording is created and stored in the cloud, it will be accessible via the web portal until it gets automatically deleted at the end of the customer-selected retention period.

The manual delete functionality will allow you to delete the link between the metadata of the call recording and the call recording file, meaning that the file cannot be retrieved on the call recording platform. There is a 7-day grace period where this link can be reinstated. The file will be permanently deleted from the platform at the end of the retention period selected for the Company. For example,

if you have a 3-month call recording retention, the file will be permanently deleted 3 months after the call was made/received, regardless of the link with the metadata.

It is possible to delete users. A user deleted from the Call Recording portal by the Global User will no longer have access to their recordings. However, the recordings of a deleted user will still be accessible until the end of their selected retention period by other users who have access to them.

Removing a user from Horizon does not delete their recordings – the recordings persist for their selected retention period.

5.2.　　Features

Feature	Description / Business Benefits
Reliable, network-based recording	Calls and voicemails are recorded in the network and are not dependent on an app or on a device, providing a robust solution
Cloud solution	There is no hardware to install onsite, all calls are available through a single hosted web portal
Secure storage	Call recordings are encrypted with AES-256 bit encryption before they are stored
Configurable access controls	Multi-level permissions-based access to the Call Recording portal, configurable by the Global User
Multiple retention periods	Multiple retentions available for the recordings with no hidden costs so it is easy for businesses to calculate outgoings
Increase/decrease retention period	Change of the retention period associated to the subscription or change subscription type (e.g. from Compliant to Business Call Recording)
Manual Delete / Restore	Individual Call recordings can have the link between the metadata and the call recording file deleted, meaning that the file cannot be retrieved on the call recording platform and is akin to putting the file into a recycle bin.
Auto-deletion at end of retention period	Call recordings are automatically deleted at the end of the customer-selected retention period (complying to GDPR)
Record all calls, from any device	All Horizon calls are recorded: inbound and outbound, including internal calls (ext. to ext.) and mobile calls if the user is on Connect. Regardless of the device or soft client used
Multiple Call Recording modes	From Always ON to On Demand recording, multiple modes are available and can be set at user-level Please note Pause and Resume & On Demand modes are not available on Complaint recording.
Search	Powerful and configurable fast searching across all recordings
Playback call in browser	Fast call playback in all major browsers, with adjustable speeds and no need to install plugins
Download call in browser	Easy access to download a call recording in MP3 format
Bulk download	Download all calls within a certain time range. Maximum date range is 30 days.

Audit report	All user interaction with the portal is audited and downloadable. A list of the reports is shown in the Reports section of the portal
View call details	View all metadata related to the selected recording
Download call details	Download all metadata related to the recordings, Data of multiple recordings can be downloaded. A list of the reports is shown in the Call Recording Details section of the portal
User-level controls	Call recording indicator and controls (pause/resume/start/stop recording) are available on devices or soft clients
Single sign-on (SSO)	SSO across Call Recording Portal and Gamma Portal to facilitate 3rd party support. This feature is available only to Support Users

5.3. Call Recording Modes

The Business Call Recording subscription provides users with five available call recording modes (whereby the recording in all such modes is conditional upon the requirements as set out in the call recording consumption section above):

- **Always**: all calls are automatically recorded without the user taking any action. For all calls that the user originates/receives/joins, the Call Recording service ensures that the call audio is recorded and saved to the Call Recording platform.

- **Pause/Resume**: all calls are automatically recorded, however the call recording user has the ability to pause and then resume the recording using Feature Access Codes (FACs) or call recording controls where supported. Users can select to play nothing, a beep or an announcement for when Pause/Resume has been activated. Not available on Complaint recording

- **On Demand**: all calls are recorded from the beginning, but only the recordings of those calls that the user triggers with a FAC (*44) or with call recording controls are kept by the platform. Once the appropriate FAC or control has been triggered, the pause/resume functionality becomes active. Not available on Complaint recording

- **On Demand with User Initiated Start**: the recording of the call is not started until the user starts recording the call using the *44 FAC or call recording controls where supported. Once the call is being recorded, the pause/resume and stop functionalities become available. The user can stop the recording with either the *45 FAC or the appropriate call recording softkey. This mode allows the user to stop/start recording multiple times on a single call, in this case multiple records for the same call will be shown on the portal. Not available on Complaint recording

- **Never**: none of user's calls will be recorded

The Call Recording modes are configurable per user in the Business Call Recording tab of the Call Setup section of the Horizon portal, as shown below.

Figure 1 Business Call Recording settings in the Horizon portal

The Compliant Call Recording subscription provides users with one recording mode: Always & None. This ensures that all their calls are automatically recorded and remain compliant.

5.3.1.   User notifications about their calls being recorded

Any time a call recording mode is changed or assigned to a user an email is automatically sent to notify the user that their call recording status has changed and hence their calls may be recorded.

All participants in a call need to be informed that their call may be recorded. This can be achieved via an automated announcement or via the recording user informing the third party(s) verbally at the start of the conversation that the call may be recorded.

Please note that by default the option 'Play Call Recording Start/Stop Announcement' shown in Figure 1 is not enabled. If a user has 'Play Call Recording Start/Stop Announcement' enabled, each time the user answers a call or each time the call made by the user is answered then an automatic announcement ("this call is being recorded") is played. Customers can enable this option on a per-user basis.

5.4.   Call Recording controls

Call Recording controls and FACs are restricted based upon a user's call recording mode as defined in the Call Setup section of the Horizon portal. E.g.: a user on the mode 'Always' cannot use any call recording control.

5.4.1.   Features Access Codes (FACs)

FAC Name	FAC
Record Call	*44

Call Recording – Stop	*45
Call Recording – Pause	*48
Call Recording – Resume	*49

5.4.2. Controls on Polycom VVX devices and Horizon desktop client

Depending on the user's call recording mode, the following controls can be available and be seen by the user on supported devices and softclients:

- Call recording status indicator
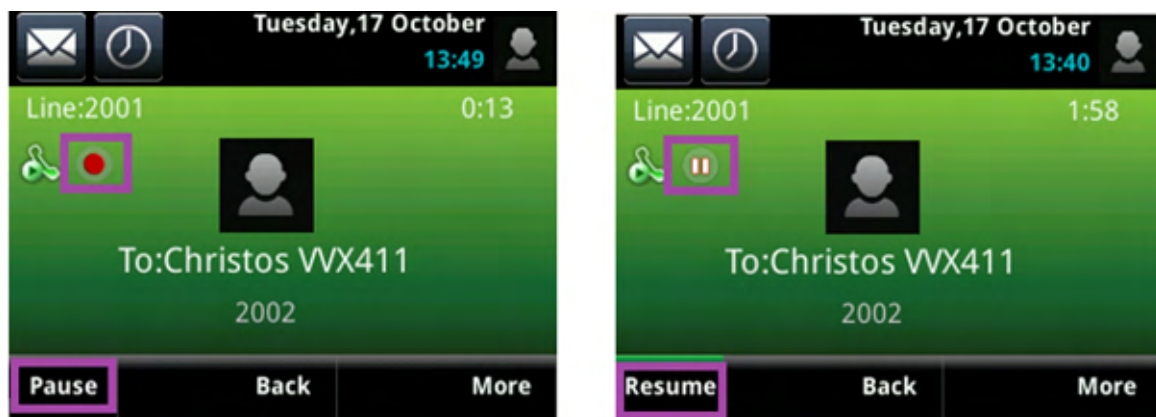- Pause call recording
- Resume call recording
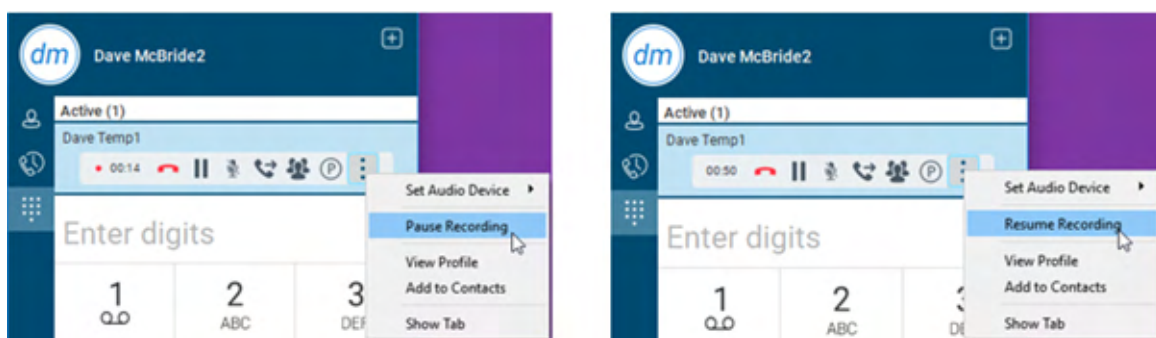- Start call recording

Figure 2 Call Recording controls on Polycom VVX devices

Figure 3 Call Recording controls on Horizon desktop clients

5.5. Encryption

Call recordings are encrypted before they are saved to disk with AES-256 bit encryption. They are decrypted as they are streamed for playback or downloaded. At no time are they permanently stored unencrypted on disk.

5.6.   Certification

The solution is BS10008 compliant, meaning customers' recordings are admissible in a UK court of law. In addition to this, the Service Platform is ISO 27001 compliant, ISO 22301 compliant and Cyber Essentials certified.

6.   End User Portal

Call recordings and user access controls are accessible through a secure (SSL certified) end user portal. The portal utilises a user authentication system based on username/password, users will receive their temporary password for first-time login through an email sent upon provisioning.

Users have two ways to access the portal, either:

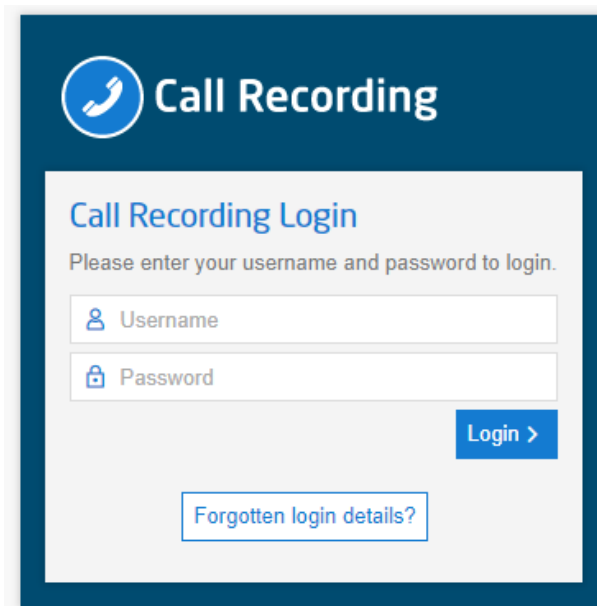- At www.advancedcomms.co.uk, or
- via the Gamma portal

Figure 4 Login screen

A *Global User* (see below section defining users), appointed by the Horizon company administrator on the Horizon portal, is required for full setup of the portal and add/maintain other users' access rights. Upon appointment, the Global User shall receive an email with their temporary password for first-time login.

Channel Partners shall have restricted access to the portal: they will have the ability to access via Single Sign-On from the Gamma portal but they will see a read-only view of the user section and a limited view of the '*Recording'* section with no capability of listening to the recordings.

The '*Help*' section of the portal provides a helpful guide on what is available to the users.

NB: to achieve the best experience Gamma recommend using the latest Firefox or Chrome browsers

6.1.   Users

There are four user policies available, each having different permissions:

- Global User – full access to any configurable item, recording and capability of the portal

- Team User – access to the recordings and related data for all users (***Please note that this policy will not allow you to select a subset of users and you will have access to stream all users recordings, but reduced functionality than the Global user***.)

- Staff User – limited access to Recordings screen only (typically used for listening to own call recordings)

- Support User – portal view only but no access to recordings in line with Data Protection regulation and potential implications of GDPR

Their access is as follows:

| Policy Name	Policy Access
Global User	Global User is the highest level of access. This user can access the main three areas of the portal: Recordings, Users & Reporting. Within each of these sections the Global User has full write permissions.
Company User	Company User access allows the user to see the Recordings and Reporting tabs. They have access to listen to all call recordings for all users and run audit and usage reports. This user cannot see the Users tab and will not have permissions to manage users. (*Please note this policy doesn't allow you to create your own teams, this policy will just give you reduced access vs the Global user.*)
Staff User	Staff User access allows a user to see the recordings tab only and will only show them their own call recordings. This policy is aimed at staff who will need to listen to their calls for training and improvement purposes. They do not have access to the Reporting tab or the Users tab.
Support User	Support User access is used for anyone who is not in the end user's organisation but may need access to help support. The Support User access will show relevant information on the Recordings and Users tabs to help with any potential issues. There will be a reduced detail to comply with GDPR. Support Users can be created either directly from the portal or via Single Sign-On from the Gamma Portal.
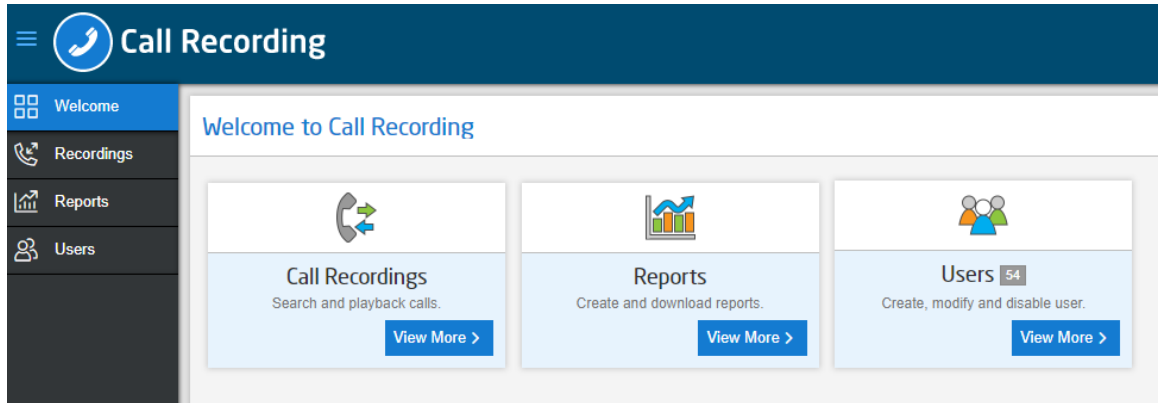
Figure 5 Global User Welcome screen

6.1.1. User creation

Users can only be created by a Global User clicking the 'Create User' button within the User tab of the portal.
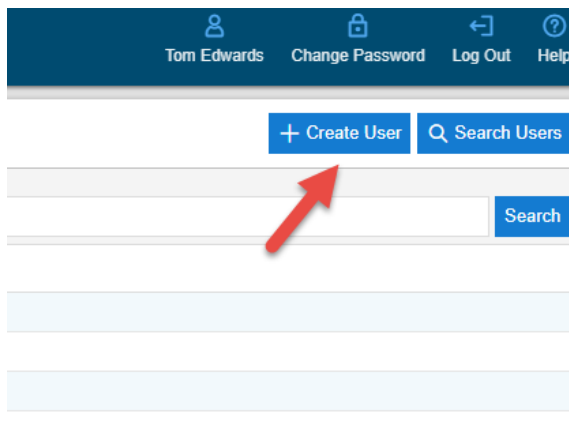
The '*Create User*' form is then presented to the Global User who will need to fill in all of the details and assign the correct policy to the new user. Full explanation is provided in the Call Recording portal user guide.

6.2.   Global User controls

- A Global User can only add users in their own account
- Recordings are accessed and managed in the call recording portal
- A Global User is able to create users for the call recording portal, and assign the level of functionality they can use by selecting their policy
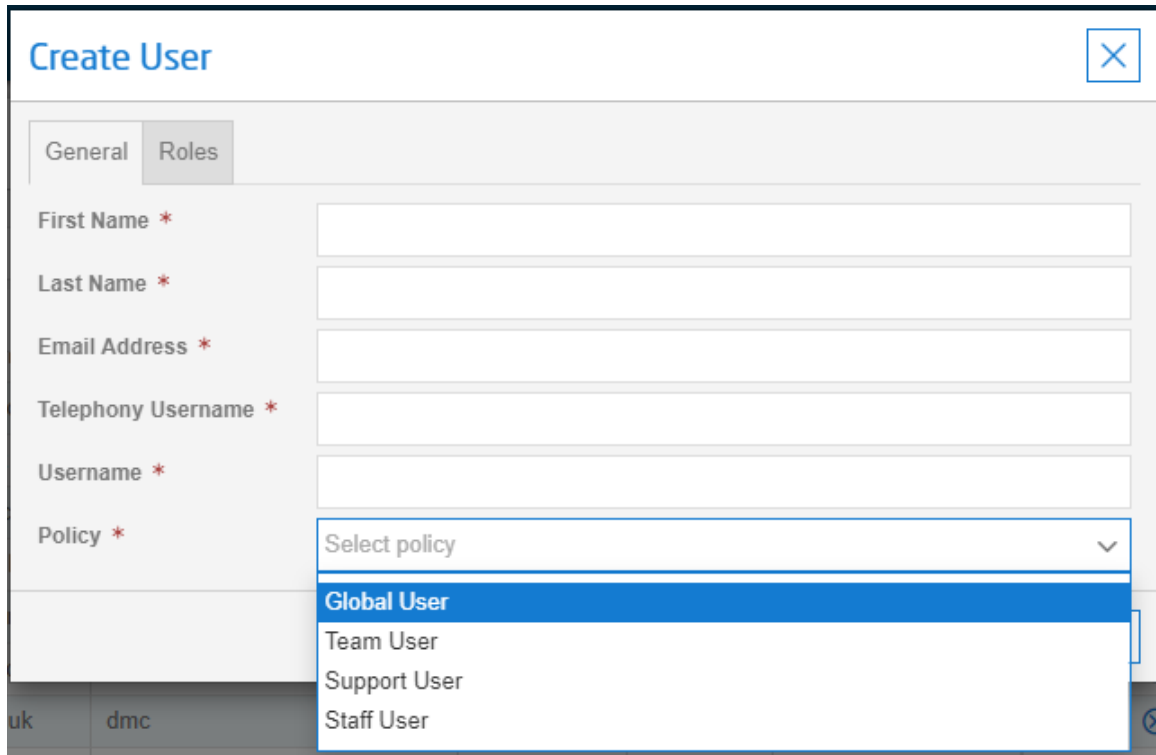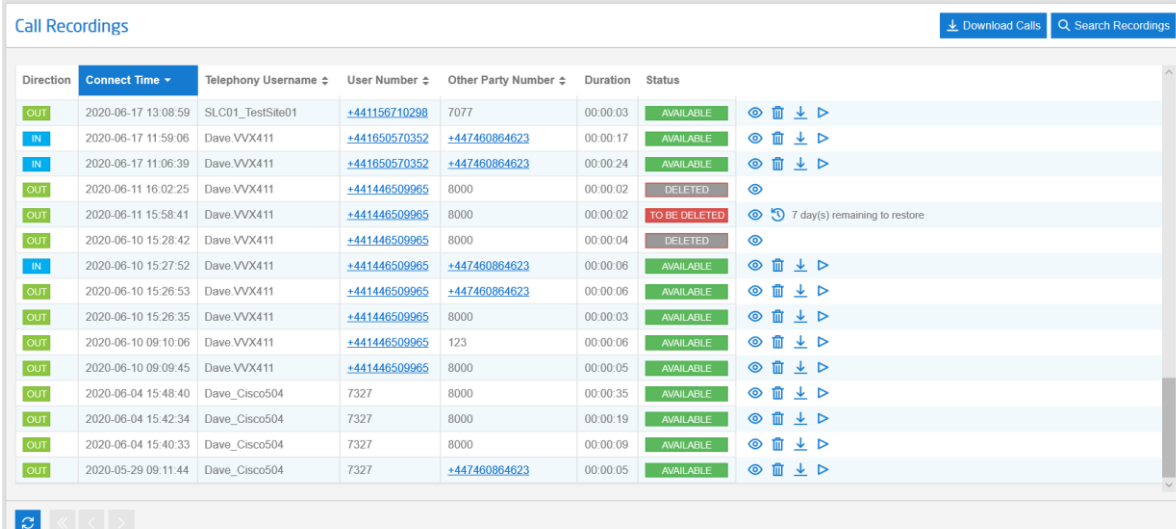

Figure 6 New user creation

- A welcome email is sent to newly created users, with a temporary password that users can change after first login. If first login is not performed within 60 minutes the temporary password will expire, and thereafter users must request a new temporary password by clicking on 'Forgotten password'
- The Global User is the only user who can delete, disable, or change a users' policy

6.3.   Call Recordings

In the '*Recordings'* section of the portal, users are only able to see the recordings they have access to depending on their policy (e.g. a Staff User will only see their own recordings).

Figure 7 Call Recordings screen
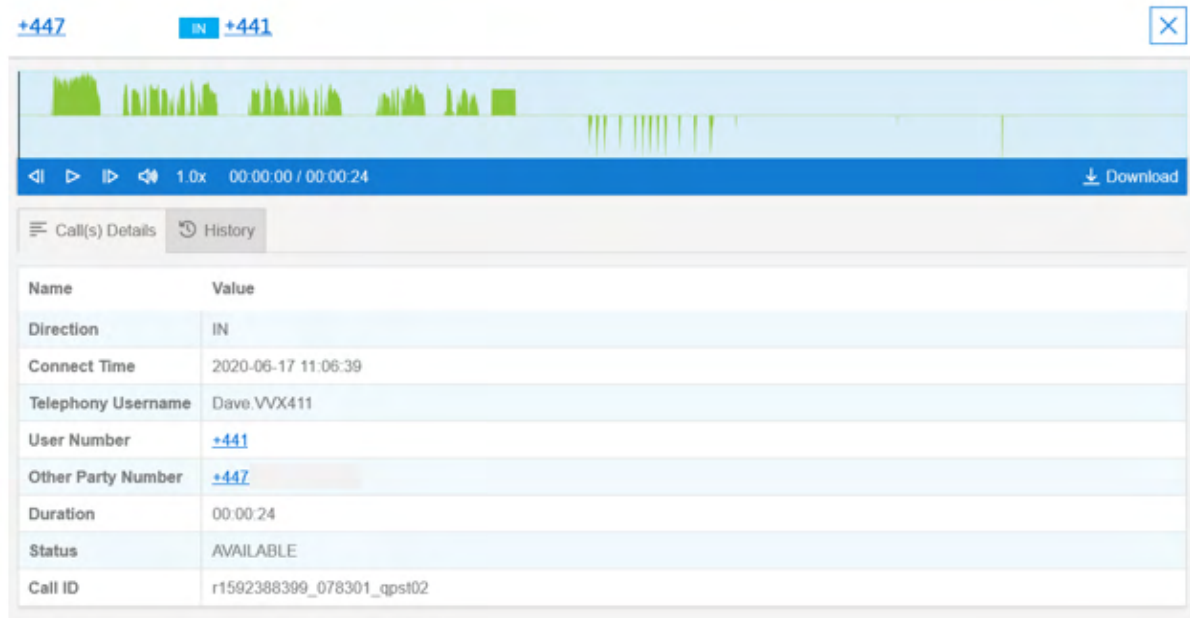
The recordings have different attributes, which users are able to sort their view by:

- *Direction* – call direction (inbound or outbound)
- *Connect Time* – date and time the call was made/received
- *Telephony Username* – the username of the user/device
- *User Number* – user's telephone number
- *Other Party Number* – number of the person who was in the call with the user
- *Duration* – duration of the call
- *Status* – showing either Available or Processing, depending on whether the call is available to be streamed/downloaded or not

Next to each recording there are the main actions available: *View call details*, *Delete / Restore (if role is assigned)*, *Download*, *Playback*.

6.3.1. View call details

The *Call Details* tab contains all of the meta-data associated with a recording e.g. user, date and duration. It is possible to play back or download a call from within the call details tab. In some circumstances, for example when calls are transferred, call sections will be recorded separately.
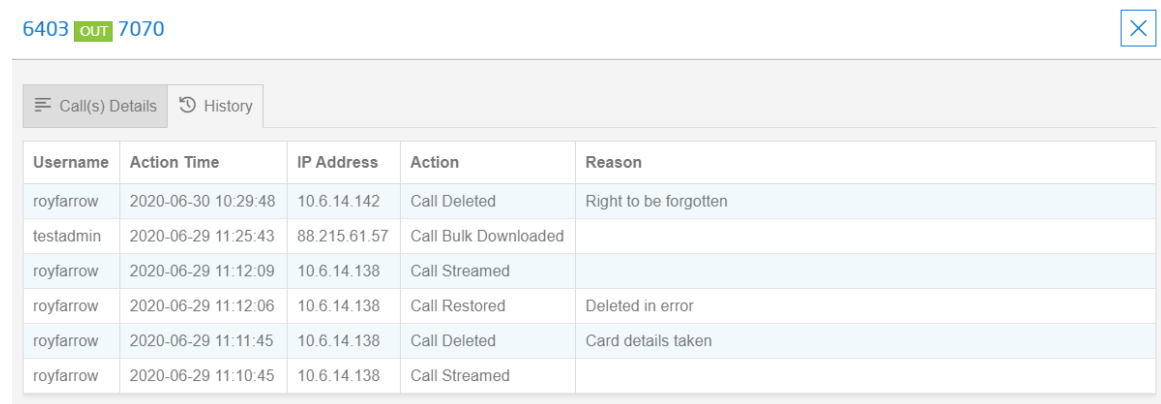

Name	Value
Direction	IN
Connect Time	2020-06-17 11:06:39
Telephony Username	Dave.VVX411
User Number	+441
Other Party Number	+447
Duration	00:00:24
Status	AVAILABLE
Call ID	r1592388399_078301_qpst02

Figure 8 Call Details

6.3.2. View History

The *History* tab contains an audit of user activity performed with the recording e.g. streamed or downloaded.

Username	Action Time	IP Address	Action	Reason
royfarrow	2020-06-30 10:29:48	10.6.14.142	Call Deleted	Right to be forgotten
testadmin	2020-06-29 11:25:43	88.215.61.57	Call Bulk Downloaded	
royfarrow	2020-06-29 11:12:09	10.6.14.138	Call Streamed	
royfarrow	2020-06-29 11:12:06	10.6.14.138	Call Restored	Deleted in error
royfarrow	2020-06-29 11:11:45	10.6.14.138	Call Deleted	Card details taken
royfarrow	2020-06-29 11:10:45	10.6.14.138	Call Streamed	

Figure 9 History

6.3.3. Download call in browser

Calls are downloaded in MP3 format. In this format, approximately 10 minutes of call audio will require 1MB of storage on your local computer.

Once downloaded, the data is outside of the application's control. This represents a security risk, as the call recording file can easily be shared (e.g. via email, file sharing site etc.) without an audit and access trail.

The filename is in the format: (Date)YYYYMMDD_(Time)HHMMSS_FromNumber_ToNumber_ CallDirection_RecordingReference.mp3

'CallDirection' can be "I" for Inbound calls or "O" for Outbound calls.

6.3.4. Playback call in browser

Calls are streamed to the browser in MP3 format by clicking the 'Play' button that appears next to the recording.

Figure 8 Playback call

Calls may be played back at higher and lower speeds. The pitch is modulated so that the voices do not appear to be higher or lower in pitch during playback. This allows a user to listen to more recordings in a given time and is typically used by a compliance officer. Playback speeds can be adjusted from a minimum of a fifth to a maximum of a quintuple of the speed of the recorded call.

6.3.5. Search

Calls can be searched with any combination of meta data fields:

- Date (on a specific day/week/month or custom)
- Time of day
- Duration
- User's phone number
- Other party's phone number
- Direction of the call
- User
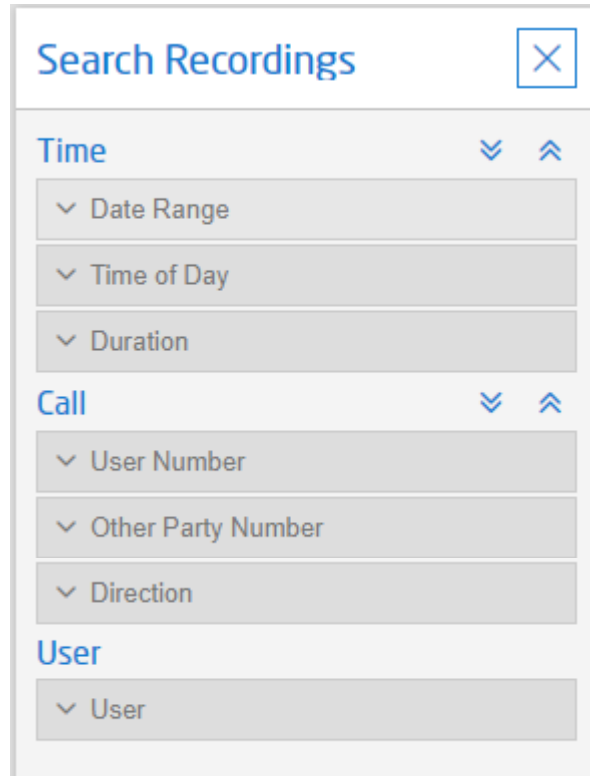
Figure 9 Search recordings

6.3.6. Bulk download

All calls within a date range selected by the user can be downloaded from the Recordings section of the portal by clicking on the '*Download Calls*' button.

The maximum date range available is 30 days.
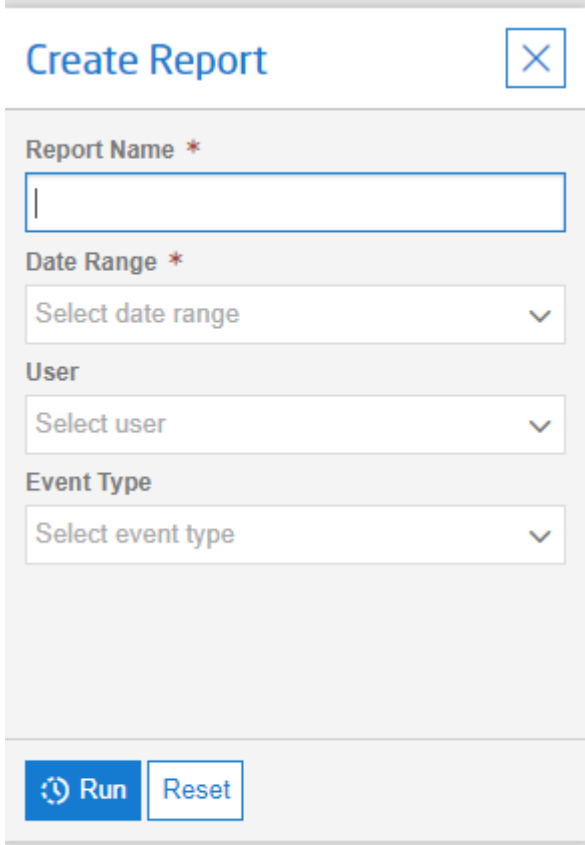
Calls downloaded in bulk are contained within a zip folder whose name contains the selected date range. This folder contains the recordings in MP3 format and with the same filename described above.

6.3.7. Audit
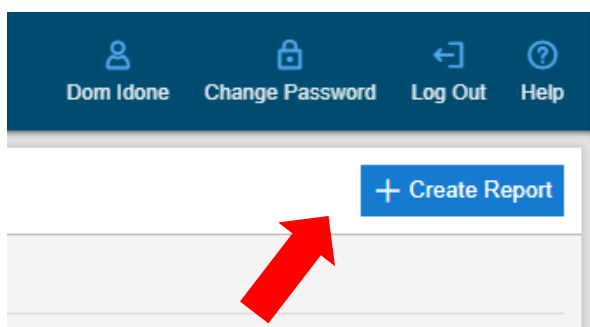
All user interaction with the portal is audited and downloadable via the Audit Report tool. To create an audit report the user can click on the '*Create Report*' button on the *Reports* tab of the portal.

Audit reports can be customised by selecting the date range, the user and the event type to audit. The user can define the name of the report they are about to run as shown below. By clicking on '*Run*' the report is created and immediately downloaded in .csv format.

Figure 10 Create Audit Report

All reports performed by the user will be shown in the *Reports>Audit* section of the portal with an indication of the expiry date. Reports expire one month from initial creation. The user can delete or re-download the reports at any time.
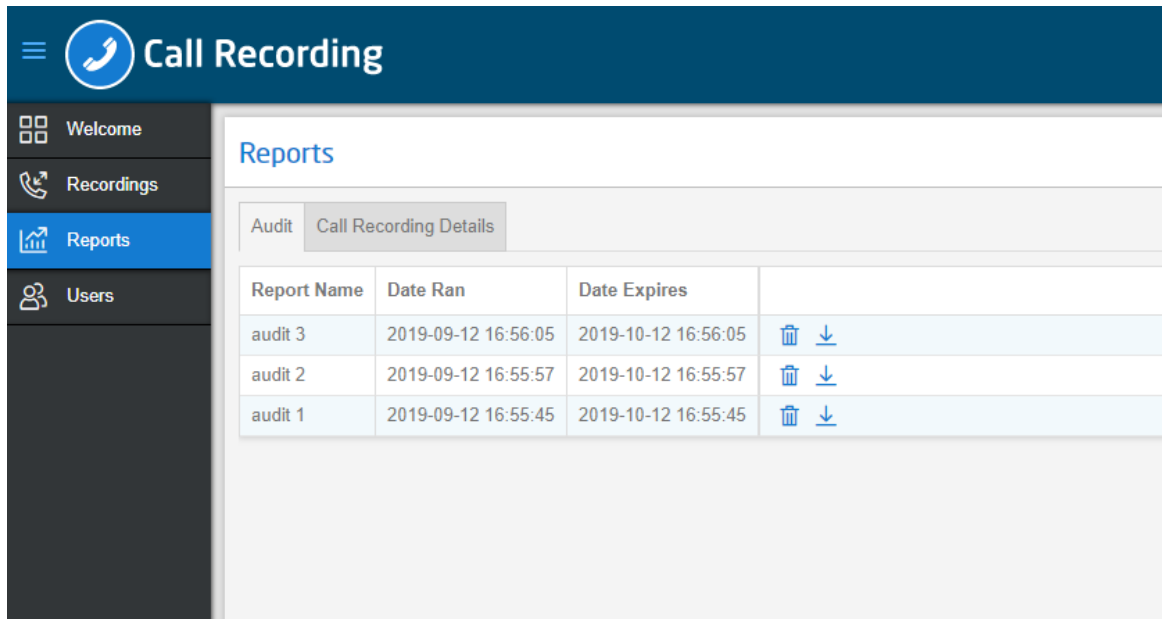
Figure 11 List of audit reports

The fields of an audit report are defined below:

Column Name	Description
Action	The type of the audit event: • Login • Add User • Delete User • Recording Accessed (streamed or downloaded) • Bulk Download Accessed • Change Password • Reset Password • Add Policy • Delete Policy • Update User
Actor	The username of the user who performed the action
User	This can be either • the username of the user who performed or was impacted by the action OR • the Call ID of the record that was accessed (streamed or downloaded)
IP	The IP address of the device, this is shown only for the actions Login and Recording Accessed
Date & Time	Date and time of the audit event (i.e. of the action)

In case of bulk download actions, the audit report lists all the calls that have been bulk downloaded. For example, if a user has bulk downloaded ten calls, the audit report will show ten entries associated to the same bulk download action (one entry for each call that has been bulk downloaded).

6.3.8. Call Recording Details Report

Call recording metadata can be downloaded in .csv format from the *Call Recording Details* tab of the *Reports* section of the portal.

The report can be customised by selecting the date range and the user. The user must name the report they are about to run as shown below. By clicking on '*Run*' the report is created and immediately downloaded in .csv format.
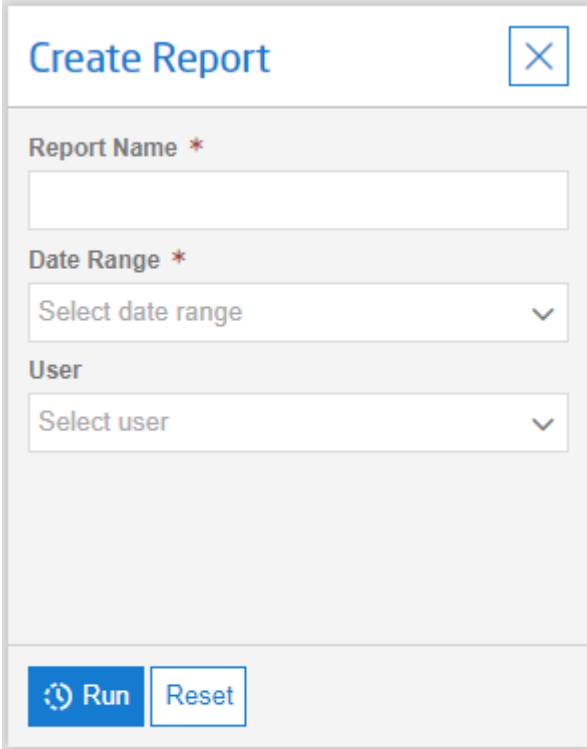
Figure 12 Create Call Recording Details report

Similar to the Audit reports, all Call Recording Details reports performed by the user will be shown in the *Reports>Call Recording Details* section of the portal, with an indication of the expiry date. Reports expire one month from initial creation. The user can delete or re-download the reports at any time.

The fields of a Call Recording Details report are defined below:

Column Name	Description
Call ID	The unique identifier of the call recording
Other party	The telephone number of the other party on a call with the user
User number	The telephone number of the user
Filename	The name of the call recording file
Telephony username	The unique username of the user
Status	Status of the call recording file on the portal (A = Available, P = Processing)
Direction	Call direction (I = Inbound, O = Outbound)
Connect Time	Date and time of the call. Time is in UTC
Duration	Call duration in seconds
Retention period	How long the recording will be stored for, calculated from the day of the call

7. Minimum User Machine Requirements

The hosted portal is browser based and designed to support all major browsers and operating systems. Each release is tested against the following browsers:

- Chrome (the current version at the time of version release)
- Firefox (the current version at the time of version release)

NB: to achieve the best experience Gamma recommend using the latest Firefox or Chrome browsers

Whilst it is not possible to ensure that breaking changes do not occur as evergreen browsers (Chrome, Firefox) update, best endeavours are in place to ensure compatibility and swift resolution of any problems.

Please note that the hosted portal is not guaranteed to work on all smartphone/tablet devices and operating systems. On completion of provisioning of the service, the user should perform a pre-test to ensure the service work with their desired browser/smartphone/tablet device.

8.   Billing

A Horizon Company can order and use multiple call recording subscriptions, each of the same type and retention period, and allocate them to its users. Each subscription allows the provision of up to one active user profile with the selected retention period and gives access to all features and capabilities with no limit on the amount of recorded calls that can be stored. All subscriptions have a minimum term of one (1) month.
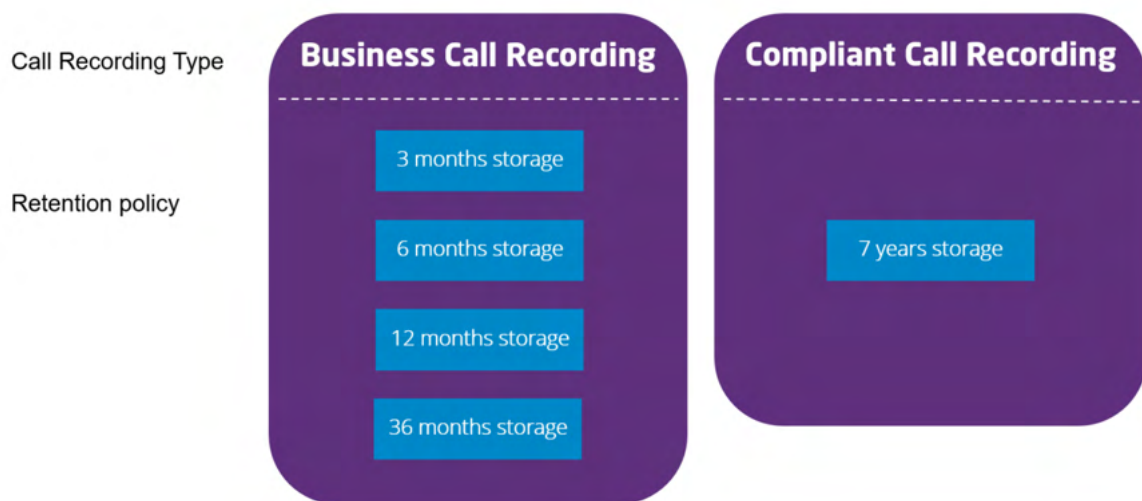
Figure 13 Available subscriptions

There are no setup charges and the subscriptions can be added or ceased at any time subject to them completing their minimum one month term. The price does not vary based on the volume of stored call data, but on the length of the retention period, i.e. on how long the calls will be stored for.

Calls remain stored and accessible to users who have the permission to do so until they expire (i.e. until the retention period for a call is exceeded). Call recordings are still accessible while within retention period even if the user who had their calls recorded is removed from Horizon.

Removing the Horizon subscription pertaining to the user stops the recording of calls from that date (i.e. no more calls will be recorded for the user who had their Horizon subscription ceased) but does not affect existing recordings that remain stored and accessible until they expire.

For comprehensive billing rules see the Billing home page on the Gamma portal.

9.   Support

9.1.   Service Responsibilities

The Channel Partner will provide all first line support for the call recording service. They will support the use of the Horizon GUI and Call Recording portal. Gamma will provide all second line support for these service elements and will provide initial product training to the Channel Partner after which the Channel Partner is expected to qualify all first line support queries in advance of contacting the Gamma support teams. Gamma reserves the right to charge for or withdraw support of the call recording service where unreasonable demands are made outside of second line support obligations and after consultation with the Channel Partner.

9.2.   Service Alerts

Gamma will issue email and/or SMS service alerts to Channel Partners in the event of any planned or emergency service maintenance. Please note that service alerts will be sent to all Gamma Portal administrator users only and it is the responsibility of the Channel Partner to maintain suitable contact details on the Gamma Portal and to proactively subscribe additional relevant Gamma Portal users as recipients of service alerts.

9.3.   System Passwords and PIN Numbers

Channel Partners are responsible for managing user portal login details.

Where a user has forgotten their password, the user can request it to be sent again via the 'Forgotten Password' button available on the portal login page. This service will email the user a temporary password which will require the user to immediately replace with a personal one upon use. The temporary password will expire after 60 minutes.

It is the responsibility of the Channel Partner/End User to employ any necessary controls regarding the management and maintenance of login credentials and Gamma is unable to accept responsibility for any abuse of the service that may arise because of ineffective housekeeping/unauthorised access to the service.

9.4.   Version Control

From time to time it may be necessary to deploy updated versions of the Call Recording product. In the event of significant service updates, Gamma will communicate details to Channel Partners via email and it is the responsibility of the Channel Partner to ensure registered contact details are maintained with Gamma. It is the responsibility of the Channel Partner to communicate any relevant service updates to end users of the call recording service.

9.5.   Legal, Regulatory and Compliance Responsibilities

There are very strict legal rules governing (a) the circumstances in which it is permissible to record calls, (b) the purposes for which such recording may be made, (c) the length of time recorded material may be retained, (d) most importantly of all, the need for pre notifications to those taking part in the call, and (e) the manner in which such notification must be given.

It is the responsibility of the Channel Partner to ensure that they themselves and their end users of the service are compliant with any legal requirements and it is the duty of the Channel Partner to inform the end user of these considerations in full prior to selling and subsequently ordering the service. Gamma accepts no liability for the misuse or mis-sale of the service or its features.

9.6. Helpdesk

The Channel Partner will provide all first line support for the call recording service. All service affecting issues, once delineated and diagnosed by the Partner should be reported to Gamma.

9.6.1. Helpdesk Hours and Contacts

Fault support is available 24 x 7 by 365 days a year.

Provisioning support is available 8am to 6pm Mondays to Fridays, excluding UK bank holidays.

The helpdesk is contactable on 0808 178 8000. Select the Horizon orders option for provisioning and general queries or the Horizon faults option if there is a problem with the service.

10.   Service Level Agreement

10.1.   Availability targets

Service	Measure	Target
End User portal	Application availability, storage and retrieval of recordings	99.99%
Recording of live calls	Availability	99.99%

10.1.1.   Service credits

If Gamma fails to meet the availability targets during a calendar month, then Gamma shall award service credits to the Channel Partner, on receipt of the Channel Partner's request, subject to such request being received by Gamma within one calendar month of the availability target being missed, as per the below.

Service credits are calculated by reference to, and awarded against, the total monthly user fees for the affected element of the call recording service.

Service availability	Percentage of total monthly call recording user fees to be awarded as service credit
≥ 99.99%	0
≥ 99.00% < 99.99%	12.50%
≥ 97.00% < 99.00%	25%
≥ 95.00% < 97.00%	37.50%
< 95.00%	50%

Service credits shall be the exclusive remedy for any failure to meet the availability targets.

The Channel Partner must, upon request, supply to Gamma all reasonable information concerning downtime suffered by the Customer including a detailed description of the incident, the duration of the downtime, the server request logs that documented the errors (with confidential information removed), and network trace routes.

10.1.2.   Exclusions

The target availability levels do not apply, and service credits shall not be available in respect of:

a) Any issues arising out of a Force Majeure Event;
b) Internet access problems or related problems outside the Platform / Internet gateway;
c) any downtime during any period when the Platform Services are being made available on a trial basis or as a pre-release or beta version;
d) any issues resulting from the acts or omissions of the Customer or the Customer's employees, agents, vendors or contractors;
e) any issues resulting from any software or hardware operated by the Customer or any third party (except for third party software or hardware within the direct control of Gamma);
f) any issues resulting from a failure of the Customer to modify its use of the Platform Services as directed by Gamma;

g) downtime outside of agreed hours of operation (standard hours of 08:00 – 20:00 London time); or

h) downtime during scheduled maintenance conforming with the detail provided below.

10.1.3.   Scheduled maintenance

Gamma shall give the Channel Partner at least seven (7) Business Days' written notice of scheduled service-affecting maintenance.

Scheduled service-affecting maintenance shall take place outside of the hours of 07:00 – 20:00 London time, 7 days a week.

Downtime arising out of scheduled service-affecting maintenance shall not constitute downtime for the purposes of any availability calculation under this SLA.

11.   Appendix 1

11.1.   Call Recording by Horizon feature

Horizon feature	What gets recorded
Auto attendant	• If the call goes from an Auto Attendant to a user with Call Recording the call is recorded. • If the call goes from an Auto Attendant to a user without Call Recording the call is not recorded. • If a Call Recording user transfers or forwards a call to an Auto Attendant the messaging will be recorded until the Call Recording user is no longer active on the call.
Call barge	• If a user with Call Recording "barges in" on a call, their part of the call will be recorded. • A call already being recorded will include the part of the call with the "barge" in.
Call forwarding	• If a call is forwarded to a user with Call Recording the call is recorded. • If a call is forwarded to a user without Call Recording the call is not recorded.
Call paging	• If a user with Call Recording invokes Call Paging the call will be recorded.
Call Park	• If a user with Call Recording retrieves a parked call the call is recorded. • If a user with Call Recording parks a call and it is retrieved by a user that does not have call recording, the call is not recorded.
Call Pickup	• If the user that picks up a call has Call Recording the call is recorded. • If the user that picks up a call has not got Call Recording the call is not recorded.
Call Queue Group	• If the call goes to a user with Call Recording the call is recorded. • If the call goes to a user without Call Recording the call is not recorded. • If a user with Call Recording transfers a call to a Call Queue Group the time spent in the queue will be recorded until the user is no longer active on the call.
Call Transfer - Blind	• If the call is transferred to a user with Call Recording the call is recorded. • If the call is transferred to a user without Call Recording the call is not recorded.
Call Transfer - Consultative	• Same as blind transfer, but if the call is being recorded, either for the transferring user or by the destination user, the consultative leg is also recorded.
Click to Dial	• If a user with Call Recording makes a call using click to dial it is recorded.

CLI presentation	• If an incoming call has CLI presentation de-activated, the call is recorded but the CLI is not presented. The third party is shown as "anonymous_0".
Collaborate	• Only the audio portion of Collaborate video calls will be recorded.
Hold / Music on Hold	• If a recorded call is put on hold with Music on hold, the music is included as part of the recording.
	• If there is no music whilst a recorded call is on hold, the "silent" part of the call is included in playback.
	• The other user in the call is still recorded while the call is on hold.
Hot Desk / Hoteling	• If a user with call recording makes a call from a device they have associated themselves with, regardless of location, the call will be recorded.
	• If a user without call recording makes a call from a device they have associated themselves with the call will not be recorded, irrespective of whether other users with Call Recording have used the same device.
Hunt Groups	• If the call goes from a Hunt Group to a user with Call Recording the call is recorded.
	• If the call goes from a Hunt Group to a user without Call Recording the call is not recorded.
Instant Conference Groups	• If a call is triggered by a user with Call Recording, a recording of the whole call whilst they are active will be made.
	• If other users with Call Recording join the conference, recordings will be made per participant for the duration they are active in the conference.
Integrator	• If a user with Call Recording makes an outgoing call using Integrator the call is recorded.
	• If a user with Call Recording answers an incoming call using Integrator the call is recorded.
Receptionist	• If a user with Call Recording makes an outgoing call using Receptionist the call is recorded.
	• If a user with Call Recording answers an incoming call using Receptionist the call is recorded.
Remote office / Click to Dial	• If a call is made by a user with Call Recording the call will be recorded.
Sequential Ringing	• If a user with Call Recording uses sequential ringing to take a call on a device that is not associated with one of their Horizon numbers the call will not be recorded.
	• If a user with Call Recording uses sequential ringing to take a call on a device associated with another user that has Call Recording, the call will be recorded, but the user that "owns" the number will be shown as the User in the portal.
Schedules	• If a schedule changes the way a call is routed at certain times, and routes calls away from users who have Call Recording to users or off-net numbers that do not have Call Recording, calls will not be recorded.
Three-way call	• If a Call Recording user is on a call this will be recorded – when a third user joins this leg of the call will also be recorded.

	• If a Call Recording user joins an existing call, the part of the call they are active on will be recorded.
Twinning	• Incoming calls to a user with Call Recording picked up on a twinned end point will be recorded.
	• Outgoing calls from an end point twinned with a Horizon user with Call Recording will not be recorded.
Voicemail	• Calls from a Call Recording user to the voicemail portal to retrieve left messages will be recorded.
	• Call to a user with Call Recording in which a message is deposited will be recorded, including both the message and the voicemail instructions.

12.　Appendix 2 – Policy control by feature

Access Area	Description	Global User (Full access to all features and areas of the CR portal.)	Company User (Team leader role for someone who needs to listen to calls, view comments and run reports. Please note this policy doesn't allow you to create your own teams, this policy will just give you reduced access vs the Global user)	Staff User (Only has access to listen to own recordings, no access to reports or user creation)	Support User (Gamma staff/CP user should have limited view that doesn't breach GDPR)
Help by Topic		Y	Y	Y	Y
Changing Your Password		Y	Y	Y	N
Locked Out (these users will be able to unlock a users account)		Y	N	N	N
Logging Out (these users will have the ability to log out of the call recording portal)		Y	Y	Y	Y

Search Calls Save Search (users will have the ability to save a search)	Ability to search for calls using the search criteria and bookmark specific searches	Y	Y	Y (but just their own recordings)	Y (restricted to safe metadata)
Playback Calls Change Playback Speed	Ability to playback recordings and change the playback speed	Y	Y	Y (but just their own recordings)	N
Delete / Restore Call Recording	Ability to delete the link between the metadata and the call recording file, meaning that the file cannot be retrieved on the call recording platform.	Y (By default for the 1st Global User created on the Company but then only by assigning the role to the user)	Y (If role assigned)	Y (If role assigned)	Y (If role assigned)
Download Call Recording	Ability to download call recording	Y	N	N	N
Recordings - View Properties Recordings - History	This is to allow the specific user access to look at the properties and history of a call but not allow them to playback the call.	Y	Y	Y (but just their own recordings)	Y (restricted to safe metadata)
Run Report Audit Report Call Recording Extract	Ability to run reports from the reporting area of the call recording portal	Y	Y	N	N

Retention Summary Report					
Create User Edit User Disable User Enable User Unlock User Resend Welcome Email	Ability to manage users from creating to editing the user information.	Y	N	N	N
Read Only Access to Users tab		N/A	Y	N	Y
Single delete	Ability to delete the link between the metadata and the file for a single call before the retention period is reached	Y (Only automatically given to the first global user, need to be assigned to all other users)	Y	Y	Y

Safe Metadata	Safe Metadata is where the Support user logs in and they see a restricted view of the Metadata. No personal information about the recordings is exposed and the user should not be able to download or listen to the recording.	N	N	N	Y

13.   Contacts

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