



Cloudya

Service Description

Version 1.3

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1. Introduction

"NFON" includes the group, its subsidiaries and affiliates, including NFON AG, NFON GmbH, NFON UK, NFON Italy, NFON Spain, NFON France and NFON Poland.

NFON provides a range of services to its customers over the life of a contract, in line with the tariff selected and within the limits of available internet technology. The aggregate of all the services provided by NFON is called the "NFON Platform". Transmission of data to and from the platform is carried out across the customer's internet connection. Connectivity is not part of the service provided by NFON.

This document provides a description of the services operated and provided by NFON and is not meant to be a comprehensive list of all features available to the user, or of all compatible soft and hardware. NFON is committed to providing its services using the latest level of technology and security and evolves its platform and services continuously. Accordingly, features may change over the duration of the contract and this document focuses only on the fixed characteristics.

Overviews of the features currently available to the user and technical requirements, as well as compatible soft and hardware, are maintained by NFON and are available on demand at mynfon.com or nfon.com.

Terms regarding the availability of the services described in this service description are specified in the Service Level Agreement.

Charges incurred by the customer and users in using the services provided and their features are set out in the tariff specified in the contract.

2. Basic Services

To enable use of the services provided, NFON provides a set of capabilities, comprising the following features:

- Access: Customers can administer and use the service and its features over the internet using a browser or software provided by NFON for PC or smartphone (called "Apps")
- User: In order to use any service, a user has to authenticate himself through an individual username and matching password
- Provisioning: The first username provided for administration of the services is sent by email on the date of provisioning
- Administration: The customer can change the setup and configuration of the services on a self-service basis
- Location Independence: All services can be used across multiple customer sites (e.g. branch offices). Such use applies to the extent permitted by regulation and assuming all technical requirements (e.g. adequate internet access) are met at all locations
- Mobility: All services can be used away from customer sites (e.g. home office or on the move). This applies to the extent permitted by regulation and assuming all technical requirements (e.g. adequate internet access) are met at that location

Passwords can be changed by a user at any time and must be kept confidential to that user. Initial passwords provided by the service must be changed immediately.

When using the services, each username may only be used by a single user. Usage is limited to the usage pattern to be expected from one natural person. Usage outside the above terms is prohibited and will be blocked by NFON, if detected. This serves to protect quality of service and security of customer data as well as protection of all users.

2.1 Invoices & Billing Data

Invoices and billing reports are generated in line with the conditions specified in the applicable tariff. Customers can access these invoices and reports using the Basic Services. Optionally, invoices can be sent by Email or traditional post.

When customers make calls into the Public Telephone Network, NFON provides billing details in the form of Call Detail Records (CDRs) on request. This facility is available exclusively electronically and is only provided at the request of the end customer.

Dialled numbers are cropped by the last three digits in the CDRs by default. Complete numbers are only listed if the customer requests this in advance

The CDRs omit calls to phone numbers which must not be included based on national laws and regulations

3. Telephone System

The "Telephone System" service provides a virtual private branch exchange enabling the routing of calls to telephone numbers. The following features are provided by this service:

- Extensions: Calls to telephone numbers are routed internally within the same virtual system – or, when combined with the corresponding service, to and from the public switched telephone network
- Call forwarding: Rules based re-routing and forwarding of incoming calls to any destination
- Voicemail: Temporary storage of voice messages¹, possibly AI-based transcription of voice messages² and notification by email when required
- eFax: Sending and receiving, as well as temporary storage, of fax documents and notification by email when required
- Conference calls: Phone calls with up to 50 participants simultaneously bridged together
- Call Groups: Incoming calls can be delivered to multiple extensions in parallel
- Call Queues: Incoming calls can be routed, based on rules, to selected extensions or music on hold
- Interactive Voice Response (IVR): Incoming calls can be routed based on tone dialling input from the caller
- Time Based Routing: Incoming calls can be routed based on date and time
- Address Book: Central phonebook with shared and private contacts to display names for incoming phone calls

The following features are consequently available to users:

- Telephony: Incoming and outgoing phone calls through multiple phone devices and software
- Call Management: Self-management of call forwarding rules, parallel ring and call waiting indication
- Voicemail: Access to voice messages received, protected by a personal PIN, as well as individual announcements
- Fax: Download of documents received as well as sending of faxes
- Contacts: Access to shared contacts as well as management of private contacts.

A detailed description of all the features of the Telephone System service is provided in the Overview "Telephony System" on mynfon.com or nfon.com.

4. Public Telephone Network

Using this service, customers can make and receive phone calls to and from the public switched telephone network³

¹ A maximum of 100 Messages per extension with a duration of up to 180 seconds

² Maximum 1 hour (=3600 seconds) per extension per month; additional minutes available at additional cost

³ Successful call routing to and from parties outside of the NFON platform is dependent on the remote party's network provider and the transport services in between

- Termination: Handover of calls and fax to and from the public switched telephone network to local, national⁴ and international phone numbers
- Phone numbers: Provisioning of national geographic (and non-geographic) numbers and international numbers
- Number Presentation: Transmission of assigned phone numbers (CLIP), anonymous calls (CLIR) as well as 3rd party phone numbers (CLIP no-screening)
- Number Porting: Transfer of existing phone numbers and phone number blocks from and to other service providers
- Emergency calls: Routing of emergency calls to the national emergency service call centres

All features are provided in conformance with the national law and regulation effective in the country of termination. Requirements as well as rights and duties of the customers may vary accordingly.

A customer's telephone numbers may have been provided and hosted by a previous supplier. Where NFON decides to change these hosting arrangements, the customer explicitly authorises NFON to transfer the numbers (e.g. by porting) and agrees to sign the relevant Customer Letter of Authority if necessary.

Where international phone numbers are provided for use outside of the country of normal termination, the customer is obliged to comply with the national law and regulation of the relevant country.

Consequently, some functionality listed may not be supported when using international phone numbers in this way – as these features are not applicable in the country of actual termination. Terms and Conditions for the assignment and usage of international phone numbers are provided in the overview "International numbers" on mynfon.com or nfon.com

4.1 Special terms for the United Kingdom

For termination of calls to the UK national telephone network, the following additional conditions apply

- Emergency Calls – NFON provides access to emergency organisations using the emergency numbers 112 and 999.
- Availability of Service – The NFON Cloud Telephone service and access to Emergency Services (999/112) will not be available during any power cuts or network outages affecting the customer.
- Itemised Billing – NFON provides all data necessary to comply with UK billing requirements.
- Billing of Calls to Non-Geographic Numbers – NFON provides all data necessary to comply with the requirements for billing of calls subject to the Unbundled Tariff regulation.

Unless the customer objects (opt-out), Call Detail Records (CDR) are always created by default.

5. Meet & Share

The "Meet & Share" service provides tools for online collaboration. The following features are available on all web, desktop and mobile apps listed at nfon.com:

- Meetings: Online meetings including audio & video⁵ with up to eight participants. Meetings can be started on an ad hoc basis.
- Moderators: Specific participant role with extended control over the meeting and participation
- Screensharing: Ability to share screen content with all participants
- Guest Mode: Ability to invite external participants to join meetings
- Dial-in numbers: Possibility to provide a phone number to join a meeting

⁴ National phone numbers as designated by the national number plan, including geographic, mobile as well as selected service phone numbers

⁵ technical feasibility of audio and video capabilities rely on the individual technical setup of each participant such as availability of microphone and / or camera

Furthermore, it is possible to convert a call into a Meeting and to activate Screensharing.

An up-to-date overview of all functionality available to users and Moderators is maintained in the "Meet & Share" product overview on nfon.com

Plus Option:

- Larger Meetings: Extends the number of participants up to twenty five
- Scheduling: Ability to plan one time or recurring meetings in advance

6. Device Management

By using the "Device Management" services, physical or virtual devices can be integrated to work with the NFON Platform. These are subdivided into

- Automatic configuration of certified devices ("Device Provisioning")
- Communication between the NFON platform and the corresponding device ("Device Integration")

In general, there are three types of devices which can be certified for operation in conjunction with the NFON platform:

- Phones: corded or cordless phones as well as conference phones
- Gateways: e.g. Analog-Telephone-Adapters (ATA)
- Software: Software-based devices such as softphones or mobile apps

Specific features of the devices are supported where technically and, in terms of security, feasible. Features may change over time due to continuous improvement of the devices by the vendor or of the NFON platform.

The list of certified devices and the specific features of those devices may change during the period of the contract. A list of currently supported devices and supported features on those devices is provided as the overview "Certified Devices" on my.nfon.com or nfon.com.

6.1 Device Provisioning

The "Device Provisioning" service automatically provides certified devices with all settings necessary to interact with the NFON platform.

- Firmware Management: Fully automated provisioning and updating of device software
- Auto Provisioning: Supply of configuration files with all settings necessary for integration of the device with the NFON platform
- Zero-Touch Provisioning: Fully automated configuration of supported devices via the redirection server of the vendor

The operation of the service and support of specific features on any device is dependent on the support provided by the device supplier e.g. supply of new firmware and operation of redirection servers. Accordingly, the support of specific features or support of devices can only be maintained for as long as the vendor provides those services

6.2 Device Integration

Devices can interact with services on the NFON platform through several technical interfaces. These include:

- Telephony: Transmission of calls and voice data via Voice over IP (VoIP) between the device and the NFON platform
- Busy Lamp Fields: Display of the current call status of other extensions of the same telephone system

- Phone Menus: Configuration of selected features directly on the device
- Encryption: Where supported by the device, telephony between the device and the NFON platform can be encrypted

The features Busy Lamp Field, Phone Menu and Encryption require the device to be configured through Device Provisioning. For manually configured devices (Unprovisioned device), only the "Telephony" feature is supported.

7. Additional Services

In addition to the services listed above, the following services can be used optionally

7.1 Mobility Option

Enhancement of the "Apps" provided as part of the Basic Services by the capabilities of a virtual phone device:

- Telephony: Incoming & Outgoing calls in-app via Voice over IP (VoIP)
- Mobility: Incoming & Outgoing calls via the cellular network on the move, on supported mobile devices
- Optimum Reachability: Receiving phone calls for all phone numbers of the extension assigned to the user in-app
- One-Number: The caller only sees the phone number of the extension assigned to the user

Quality of Service depends on the hardware, operating system, browser and cellular network utilized by the user. These are not part of the NFON services provided.

The set of supported hardware and software may change over the duration of the contract. A list with currently supported hardware and software is maintained online on my.nfon.com or nfon.com

7.2 CRM Connect

In combination with the "Mobility Option", the Cloudya desktop app (Windows) can integrate with 3rd party software in order to resolve names for incoming calls and initiate calls from these remote systems. The following options are available:

- CRM Connect
- CRM Connect Plus

An up-to-date overview of features and supported integrations is maintained in the "CRM Connect" product overview on nfon.com.

7.3 Softphone Pro

The "Softphone Pro" option extends the communication functions provided under the basic services to include the use of a fully functional softphone with a flexible and customisable interface on supported desktop operating systems. This option enables the user to control and use their extension via a computer and monitor the status of other users through dedicated panels and views.

The scope of services includes, in particular:

- Softphone functionality: Incoming and outgoing calls via Voice over IP (VoIP) directly through the desktop client.
- CTI integration: Coupling with desk phones to control calls (dial, hold, transfer, conference) via the softphone user interface.
- TAPI support: Integration with compatible third-party applications and platforms (e.g., CRM or ERP systems) to

initiate and manage calls.

- **Contact management and presence display:** Synchronization with external data sources and display of presence status from the cloud telephony system, through different protocols.
- **Call Recording and Call Transfer** Softphone lets users record calls locally for monitoring or compliance, activated anytime in Operator Panel Mode.

It also supports intuitive call transfer for a seamless user experience.

Using the service requires that the user has appropriate devices, compatible operating systems, and a reliable internet connection. These are not part of the service scope.

The list of currently supported operating systems, hardware, and technical requirements is published on nfon.com and may be subject to change during the contract term. Changes to this list do not constitute a change in the scope of services under the contract, provided the essential functionality remains unaffected.

7.4 Computer Telephony Integration (CTI)

By using additional software on a PC, users can link with one specific device in order to display incoming and outgoing calls on the PC as well as initiate calls via the linked device. The following options are available

- NCTI Standard for Windows
- NCTI Standard for Mac
- NCTI Standard CRM for Windows
- NCTI Premium for Windows (requires server installation)
- NCTI Premium CRM for Windows (requires server installation)
- NCTI Pro for Windows / MAC / Android / iOS (requires server installation)

In combination with the "Mobility Option", the "Apps" can integrate with 3rd party software in order to resolve names for incoming calls and initiate calls from these remote system. The following options are available:

- CRM Connect
- CRM Connect Plus

An up-to-date overview of features and supported devices is maintained in the "NCTI Clients" product overview on nfon.com

7.5 Voice Operator Panel

By using additional software for Windows PCs, users can receive and transfer up to 20 calls in parallel

- Virtual switchboard for convenient call transfers
- Busy lamps for all extensions of the same customer
- Integration of contacts from PBX and LDAP-Sources

7.6 AI Essentials

AI Essentials is a comprehensive package of different AI features as follows:

- **Call Transcription:** Incoming and outgoing calls are automatically converted into text. The transcriptions are

available to users within the app for viewing and further use.⁶

- **Call Summary:** Based on the call transcription, a compressed summary of the conversation is automatically generated to provide users with a quick overview of the content. This summary also includes a brief overview of potential tasks and recommended actions.
- **Nia – Intelligent Assistant** is an AI-based assistant integrated directly into the App Suite as well as in the Administration portal, coming in the near future . Nia assists with answering questions about NFON products, settings, and provides general information about using the service.

We recommend checking AI-generated content before reusing it.

See more detailed information on how data is being processed on about the Large Language Model (LLM) in the privacy policy <https://www.nfon.com/en/privacy-center/cloudya-app/>

7.7 Nia FrontDesk

Nia FrontDesk is an AI-powered voice assistant that acts as a virtual receptionist within the Cloudya PBX. The license permits the setup of one or multiple⁷ Nia FrontDesks and includes the following services:

- Greeting and understanding inquiries: Callers are greeted professionally. Open inquiries are captured and interpreted in natural language.
- Answering standard questions: By accessing a knowledge base configured by the administrator, Nia FrontDesk answers frequently asked questions.
- Intelligent call routing: Calls are forwarded based on keywords or problem descriptions to the appropriate department, extension, queue, skill group, or individual.

The use of this product constitutes a processing of personal data, in particular through the recording and transcription of conversations. You, as the customer, are obliged, as the controller within the meaning of the GDPR, to ensure that callers are informed, prior to the commencement of the data processing, that conversations are recorded and/or transcribed.

We recommend checking AI-generated content before reusing it

See more detailed information on how data is being processed on about the Large Language Model (LLM) in the privacy policy <https://www.nfon.com/en/privacy-center/cloudya-app/>.

8. Customer Obligations

To ensure proper usage of the services provided, the customer must comply with the following obligations:

- Provisioning: Configuration of services provided to meet the anticipated usage pattern – to the extent that this is permitted by current standard configuration options
- Network: Operation and maintenance of a professional network infrastructure providing optimal access to the services provided
- Internet access: Operation and maintenance of a fast internet connection, offering adequate bandwidth⁸ for the customer's anticipated usage
- Prevention of fraudulent use: Use of up-to-date, strong passwords and confidential handling of all credentials for the services provided
- Designated use: Usage of the services provided in the designated way
- Prevention of disruption: Usage of the services provided without wilful or negligent endangerment of service

⁶ Maximal 1200 minutes / month / user. Additional minutes available at additional costs.

⁷ A fair use limit of 25 bots in one license applies.

⁸ A bandwidth of min. 100 kbit/s per simultaneous usable voice channel in both directions is needed

operation

- Preservation of third party rights: Usage of the services without wilful or negligent damage to third party rights.

If the customer fails to comply with these responsibilities, NFON cannot guarantee proper service provision or quality of service. Further claims by NFON in respect of breaches by the customer are not affected by this (e.g. cancellation, compensation).

Up-to-date documentation of the technical prerequisites to use the respective services is maintained as "Plug & Play Leaflet" on myNFON.com or NFON.com.