



**Frequently Asked Questions**

# **Cloud Connected PSTN for Webex Calling**

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# Table of Contents

- 1. An introduction to NTT Ltd..... 4**
- 2. What is the cost to add PSTN service?..... 5**
- 3. What do customers get charged for?..... 6**
- 4. Does the PSTN plan include Toll-Free Numbers? ..... 6**
- 5. Is international calling included in the PSTN plan? ..... 6**
- 6. What happens when you exceed the bundle minutes? .... 6**
- 7. Can my customers keep DID numbers in the PSTN plan without activating them? ..... 7**
- 8. How do I start a PSTN service trial for my customers? ... 7**
- 9. How do I create a proposal? Is there any Quoting Tool?. 7**
- 10. How are PSTN services billed? ..... 7**
- 11. How do I order numbers for PSTN for my customers? .... 8**
- 12. What’s the required information we have to collect from the customer? ..... 8**
- 13. What is the number porting process for Cloud Connected PSTN for Webex Calling?..... 8**
- 14. Can NTT bill the Cisco Reseller directly? ..... 8**
- 15. What currencies can NTT bill the customer?..... 8**
- 16. Can each country receive their own invoice in local currency? ..... 9**
- 17. Who Supports the End Customer?..... 9**
- 18. How do I attribute NTT as the service provider when configuring a customer? ..... 9**



- 19. What is the correct calling option to select in CCW?..... 9**
- 20. What’s the country expansion roadmap? ..... 10**
- 21. Can NTT provide my customer Cisco Webex Calling and Meetings traffic? ..... 10**

**1. An introduction to NTT Ltd.**

NTT Ltd. is a leading global technology services company. Focused on delivering smart communication to enable smarter workspaces, our mission is to provide world-class cloud communication solutions that enable dynamic collaboration interactions for improved workforce efficiency, productivity and engagement. We specialize in unified communications, cloud voice and digital events, delivering tailored end-to-end consulting, value realization services and change management to empower businesses and enable their digital workplace transformation. Together we enable the connected future.

NTT Ltd. has had a long running partnership with Cisco delivering Cloud Services to a global customer base. As a leading global provider of Cloud Connected PSTN for Webex Calling, NTT delivers Voice Services, seamlessly integrated with Webex Calling in the cloud with robust connectivity across the public switched telephone network (PSTN).

NTT’s hosted architecture on a highly reliable, low latency global network, provides customers the highest quality calling experience in making and receiving calls with Webex Calling. NTT provides customers simple and flexible calling plan offers and allows them to mix and match calling plans to meet their global voice requirements. NTT also provides regulatory compliance in all countries, including emergency services.

## 2. What is the cost to add PSTN service?

NTT's Cloud Connected PSTN for Webex Calling plans has services for all business requirements. Flexible plans are available for individual users and a consumption-based model for your service numbers. For user plans there are two base bundles for Webex Calling: Essential and Domestic. The International pack is an additional option for either plan. You can always place international calls as a price per minute.



### Additional Services

As part of the overall project, additional services are available to ensure a smooth project deployment. Additional services are not required but can be requested for more complex requirements.

### Service Numbers

Toll and Toll-free service numbers are available.

Service Numbers are specifically designed to cover for important needs in call-concurrency capacity. It is usually attached to applications such as contact centers and conferencing bridges.

### Reserved Numbers

For those DDIs not consumed by licenced users, there will be a small monthly charge for that number. Reserved numbers are immediately available to be provisioned to a user.

**Note:** A Cloud Connected PSTN for Webex Calling call plan is required for every Webex Calling license purchased and/or any Webex Boards or Room systems requiring PSTN enablement.

*This applies to any device able to make inbound or outbound calls accessing the PSTN.*

### 3. What do customers get charged for?

For **voice calling plans**, monthly charges will be applied for the number of calling plans purchased. Usage outside of any bundled minutes allowance (if applicable) will be charged on a per-minute basis in line with the rate table which will be supplied as part of the agreement.

Any user or device that will have a DDI assigned to them and will make outbound calls will need to select an Essential or Domestic licence plan. There will be option when selecting the 'Essential' or 'Domestic' plan to add on the International plan. The International plan is an additional option for either plan. You can always place international calls as a price per minute.

In addition to end users, lobby phones, conference room phones/devices etc. that will be making outbound calls are required for to have a calling plan attached per device.

**Service numbers** (e.g. Auto Attendant, Hunt Groups) have a set up charge and then a per-minute charge for incoming voice calls based on their country location. A rate card is available to detail the charges. Please note there is a separate rate card for toll-free service numbers for landline and mobile use.

**Reserved Numbers** will have a nominal monthly charge applied for each number held.

### 4. Does the PSTN plan include Toll-Free Numbers?

Cloud Connected PSTN for Webex Calling has the provision for toll-free access for service numbers. Inbound numbers for Auto Attendants, Hunt Groups, etc. are also available. Individual user plans do not have access to a toll-free DDI. Please review the rate card with your account manager for further information on charges.

### 5. Is international calling included in the PSTN plan?

An International calling optional add-on is available for Essential and Domestic plans. The international pack has 51 landline destinations and 51 mobile destinations included. The pack features 250 minutes per license. The minute allowance per license can be pooled across all users with an International plan.

The International pack is an additional option for either plan. You can always place international calls as a price per minute.

Full details can be found in the service description.

### 6. What happens when you exceed the bundle minutes?

You can perfectly continue using the service at a low price per minute. Please review the rate card with your account manager for further information on charges.

## 7. Can my customers keep DID numbers in the PSTN plan without activating them?

With a Reserved Direct Inward Dialling (DID) number, NTT allows customers to keep numbers in inventory for future use with their Webex Calling account without needing to activate them right away. NTT can place unused numbers in a 'holding status' so the customer won't lose the number or have to pay the Voice Services Bundle charge for a number not being used. There is, however, a recurring monthly charge to hold the unused number. When a customer is ready to use this number, NTT can easily activate it.

Please note: Reserved numbers are not associated with a User, Auto Attendant, or Call Group.

## 8. How do I start a PSTN service trial for my customers?

To start a trial for a VAR partner or for a VAR customer please contact NTT through the form on our website:

[US & Canada](#)

[Mexico](#)

[Brazil](#)

When available, Cisco will be automating the trial process through the Control Hub.

- Trials are good for 30 days, and up to 10 numbers.
- International calls are not offered during the trial period.
- Number porting is not offered during the trial period.
- Numbers cannot be kept after the trial.

## 9. How do I create a proposal? Is there any Quoting Tool?

NTT Ltd. has a Service Order Form (SOF) available for easy quoting and proposal preparation. Please review the SOF with your account manager for further details.

## 10. How are PSTN services billed?

NTT Ltd. bills the customer. The invoice for voice services will be emailed directly from NTT to the billing contact on file for the account.

The customer will receive electronic invoices in the agreed currency (i) at the end of each month for the Services rendered; (ii) yearly in advance, if the subscription of the licenses requires to be prepaid in advance; (iii) on dispatch for equipment sale; or (iv) upon the completion of any additional Services, whichever is applicable.

Invoices are to be paid within thirty (30) days from the date of the invoice by automatic direct debit payment.

## 11. How do I order numbers for PSTN for my customers?

NTT is the prime for obtaining all numbers. NTT will manage the procurement of new number ranges and number porting and an assigned project manager will manage this with you for your customers.

You can review the detailed process [here](#).

## 12. What's the required information we have to collect from the customer?

As part of your project with NTT these details will be passed onto the identified NTT project manager who will provide this information.

You can review the detailed process [here](#).

## 13. What is the number porting process for Cloud Connected PSTN for Webex Calling?

As part of your project with your customer there is a requirement to identify the DID numbers they would like to port from their current carrier to NTT's network and if there are any additional numbers that are required to be purchased. As part of your project with NTT these details will be passed onto the identified NTT project manager who will manage both the number porting and procurement of new numbers.

Number porting timeframes are dependent on the incumbent carrier and country but typically take less than 30 days.

Note: We recommend new numbers are requested in multiples of 10.

## 14. Can NTT bill the Cisco Reseller directly?

As part of the design of the program by Cisco and under legal advice to act as an operator, NTT must contract and bill the customer directly. NTT will not be able to bill the Cisco Reseller directly and will need to contract with the customer along with the proposing partner. The end customer will need to sign a contract for voice services for their Webex Calling deployment with NTT.

## 15. What currencies can NTT bill the customer?

In the Americas we can bill in USD, CAD, MXN and BRL. We also support main currencies in Europe and Asia.

## 16. Can each country receive their own invoice in local currency?

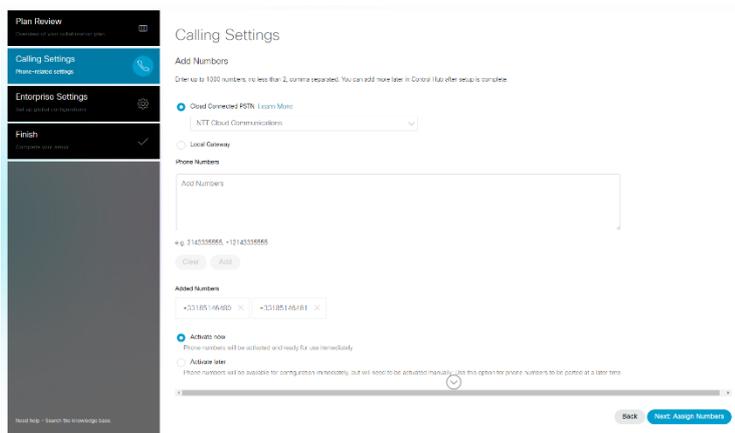
Yes, we can do local billing and local currency, as long as the DIDs are attached to the proper Billing Accounts.

## 17. Who Supports the End Customer?

For any voice-related issues, NTT will support the partner to reach a resolution. NTT will only support the end customer on Billing, Invoice, Contractual and payment topics.

## 18. How do I attribute NTT as the service provider when configuring a customer?

NTT is a selectable option in the Calling Setup Wizard in the Control Hub. When Cloud Connected PSTN is selected, NTT will be available as a selectable option in the drop-down menu.



## 19. What is the correct calling option to select in CCW?

How many Webex Calling Enterprise users are needed?

Which Webex Calling option is needed? ?

Webex Calling  Webex Calling (formerly Spark Call)  Webex Calling for SP

'Webex Calling' is the correct Calling option to select in CCW.

## **20. What's the country expansion roadmap?**

NTT is always looking to improve our coverage and we have plans to extend the number of supported countries during the following months. In some scenarios, it's also possible to integrate a local gateway for full country availability.

## **21. Can NTT provide my customer Cisco Webex Calling and Meetings traffic?**

Absolutely. NTT is a Cloud Service Provider (CSP) and Cisco's largest UC estate collaboration partner. We are ready to support you with any Cisco Webex Calling or Meetings solutions.



## UCM Cloud FAQ

### 1. How do we handle analog devices with UCM Cloud? What is required to support, etc.?

Customer deployments are aligned with the latest Cisco Collaboration Systems Release (CSR). UCM Cloud supports the device types available in the respective CSR. To view compatibility information, [click here](#).

### 2. Can you use the Unified app with Cisco UCM Cloud?

Yes. You can use the Unified/Teams app with Cisco UCM Cloud.

### 3. Can a customer deploy UCM Cloud across multiple regions?

Yes. To deploy across multiple regions, the customer needs a common global WAN to carry inter-regional traffic.

### 4. What is the minimum number of users for deployments across multiple regions?

1000 minimum users for 1 region, 1500 minimum users for 2 regions, and 2000 minimum users for 3 regions. Distribution is based on customer needs.

### 5. Who monitors the applications for IaaS?

The partner monitors the applications using their management VRF. If the customer uses the customer connect option and the partner is not peered, the partner must use the customer network to monitor applications.

### 6. How does Cloud Connected PSTN technically work?

With CCP, Cisco pre-establishes and technically validates a high availability PSTN interconnection between our UCM Cloud and select PSTN service providers in our various global regions. When a Cisco customer selects a CCP, customer telephone numbers are provisioned (new or ported) and incoming and outbound calls are then routed over this pre-established interconnection, providing quick, easy cloud onboarding for your enterprise.

### 7. How do my CCP inbound/outbound calls get routed to my business?

Once you have established service with a CCP for UCM Cloud, your Cisco partner will work with your CCP to refine your PSTN to cloud termination specifics (numbers, sessions, addresses, dates...). Once defined, the partner will relay these setup details as needed to

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Cisco to complete the customer's logical connection and will also configure the trunks and routing within your UCM instance in the Cisco cloud.

## **8. With a CCPP, who is responsible for managing emergency call routing (911, 112 etc.)?**

With Cisco UCM Cloud services, the CCPP is responsible for all emergency routing and lawful intercept for their PSTN services. It is the customer responsibility to ensure that the CCPP has the correct location information available for each telephone number in your enterprise. UCM Cloud includes Cisco Emergency Responder (CER) capabilities and UCM Cloud partners also offer add-on 3rd party nomadic caller location identification options.

## **9. Do I need to be concerned about PSTN interconnect capacity management when using a CCPP?**

The CCPP is responsible for capacity planning and elasticity related to the PSTN interconnects and call sessions based on CCPP call analytics and business projections.

## **10. What additional setup or ongoing costs over and above the CCPP's rate quotes do I need to consider?**

All peering costs for the redundant cloud interconnection and secure session border control are included in the CCPP and Cisco cloud calling rates. Check with your channel partner and CCPP contacts for any upfront onetime per number or route setup fees that may be required.

## **11. Can I order PSTN services from more than one CCPP – for example in cases where the CCPP for my primary location does not serve my regional or branch locations?**

Yes but note there are some CCPPs who are able to support deployment and central billing where PSTN service for satellite locations is supported through another CCPP. Please confirm this availability with your CCPP.

## **12. Will multinational organizations within my enterprise be able to select a different PSTN option for each location or country?**

Yes. Each UCM Cloud location may select a different PSTN option, based upon the region of the location and the availability of CCPPs in specific regions.

## **13. What happens once I place an order for PSTN Services with a CCPP?**

If your Cisco channel partner helped arrange your CCP services, they will provide you with order details including your target delivery dates for end-to-end activation of your numbers. If

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you worked directly with a CCPP, your CCPP contact will provide you with these specific PSTN order details. You will need to provide this information to your Cisco or Cisco channel partner contact to coordinate end-to-end delivery timing.

#### **14. How do the CCP numbers get activated in the Cisco UCM Cloud service once the CCPP completes the order?**

Any inbound numbers (new or ported) and outbound calling capability assigned by your CCPP will be provisioned in the CCPP's network by your CCPP. Your administrator (or Cisco channel partner if they are managing your Cisco UCM Cloud service) will also need to assign the numbers in System Admin portal. If this is a first-time setup in UCM Cloud, your Cisco channel partner will also coordinate the required peering interconnection addresses with your CCPP to enable your access.

#### **15. How do I report an issue with my Cloud Connected PSTN service?**

The CCPP is responsible for technical support of their PSTN service offering. If a customer or partner is unsure if an issue is with the Cisco UCM Cloud service or the PSTN, of course the Cisco partner may contact Cisco TAC for assistance. However, if a PSTN issue is found, the partner or customer will be notified of the finding so they can follow-up directly with the CCPP for help.

#### **16. Does my agreement for UCM Cloud services also cover my CCP services?**

No. You will need to have a separate agreement with the CCPP for your PSTN services. That agreement may or may not be coterminous with your Cisco and/or Partner Agreement(s).

#### **17. Who will bill me for CCP services?**

If you ordered your CCP services directly from a CCPP, you will receive your billing from the CCPP. If your Cisco channel partner is an agent of the CCPP you selected and helped arrange your CCP services, your partner in some cases may be able to bill you for your CCP services. In no case will Cisco bill you for these services.

#### **18. Can I order PSTN services for my UCM Cloud sites from a CCPP via the Webex Control Hub?**

For the near-term, no. For now, you need to work directly with the CCPP to obtain a quote and order PSTN services.

## **19. If I'm interested in a proof of concept or trial arrangement including CCP services, how do I get started?**

As a Cisco CCPP, we are signed up and supportive of limited trials. Please engage with us to discuss trial options for sites in your country with CCP services and their Trial Agreements that are best for your business.

## **20. If I use Cisco's legacy Spark Call product, is there a migration path to UCM Cloud services?**

At this time, there is no seamless migration for Spark Call customers. Work with your Cisco partner to find the best migration options for sites with Spark Call services.

## **21. Can I port my existing telephone numbers to the CCPP?**

Yes, you may port existing telephone numbers to your preferred CCPP. Be mindful that porting business numbers may take 30 days or longer, depending on your existing carrier's process and global region. Will I have multiple Cloud Connected PSTN Provider options for my business? Yes. Cisco is adding CCPPs to cover available UCM Cloud "Sell-in" countries in all regions to provide more options and flexibility for cloud calling customers. Please check the UCM Cloud CCP Community Forum [here](#) for the most recent list of authorized Cloud Connected PSTN Providers per region.