



Frequently Asked Questions

Cloud Connected PSTN for Webex Calling

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Cloud Connected PSTN for Webex Calling

FAQ

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Table of Contents

1.	NTT Limited introduction	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?	7
6.	Can my customers keep DID numbers in the PSTN plan without activating them?	7
7.	How do I start a PSTN service trial for my customers?	7
8.	How are PSTN services billed?	8
9.	How do I order numbers for PSTN for my customers?	8
10.	What is the number porting process for Cloud Connected PSTN for Webex Calling?	8
11.	Can NTT bill the Cisco Reseller directly?	8
12.	Who Supports the End Customer?	9
13.	How do I attribute NTT as the service provider when configuring a customer?	9
14.	What is the correct calling option to select in CCW	10



Cloud Connected PSTN for Webex Calling

FAQ

1. NTT Limited introduction

NTT Ltd. is a leading global technology services company bringing together 28 brands including NTT Communications, Dimension Data, and NTT Security. We partner with organizations around the world to shape and achieve outcomes through intelligent technology solutions. For us, intelligent means data driven, connected, digital, and secure. As a global ICT provider, we employ more than 40,000 people in a diverse and dynamic workplace that spans 57 countries and regions, trades in 73 countries and regions, and delivers services in over 200 countries and regions. 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 deliver 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.



Cloud Connected PSTN for Webex Calling

FAQ

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 2 base bundles for Webex Calling, Essential and Domestic. The International pack is an additional option for either plans.

Essential 1 Local User Number Emergency Calls Per Minute Rates Inbound Calls : Free	Domestic 1 Local User Number Emergency Calls Domestic 500 Minute Pack Inbound Calls : Free Minutes can be Pooled	International 51 Landline Destinations 51 Mobile Destinations 250 Minute Pack Minutes can be Pooled
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Number porting and set up charges are included

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 Fee service numbers are available

Reserved Numbers

For those DDI's that are 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 Cisco Spark 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.

A user or device that will have a DDI assigned to them and will make outbound calls will need to take an Essential or Domestic licence plan as a minimum. There will be option when selecting the 'Essential' or 'Domestic' plan to have the international plan added on.

In addition to end users, lobby phones, conference rooms phone/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...) there is a set up charge and then a charge per minute for incoming voice calls based on their country location. For Toll Free service numbers there is a separate rate card for landline and mobile use. A rate card is available to detail the charges.

Reserved Numbers will have a small 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 available. Individual users plans do not have access to a Toll Free DDI. Please review the rate card with your account manager for further detail on charges.



Cloud Connected PSTN for Webex Calling

FAQ

5. Is international calling included in the PSTN plan?

An International calling 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 licence. The minute allowance per licence can be pooled across all users with the International plan.

Full details can be found in the service description

6. 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 in the event you have a need for them in the future. NTT can place it 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 will however be a recurring monthly charge for 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.

7. 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

<https://www.arkadin.com/en-gb/cloud-connected-pstn-webex-calling>

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



8. How are PSTN services billed?

The invoice for voice services from NTT will be emailed directly 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; (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.

9. How do I order numbers for PSTN for my customers?

NTT are 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.

10. 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 will require to be purchased. As part of your project with NTT these details will be passed onto the identified NTT project manager who will manage the number porting and procurement of new numbers.

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

Note: New numbers must be requested in multiples of 10

11. Can NTT bill the Cisco Reseller directly?

The design of the program from 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.



Cloud Connected PSTN for Webex Calling

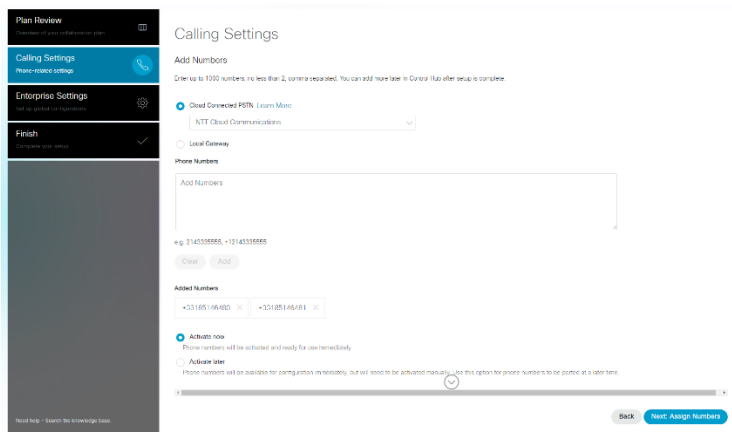
FAQ

12. 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.

13. 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.





14. 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