



# Cloudya

Service Description



**Version 1.3**

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Subject to change without notice  
Version 1.3 / 10/2022 (EN)  
effective as of 26<sup>th</sup> October 2022

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# 1 Introduction

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 [my.nfon.com](https://my.nfon.com) or [nfon.com](https://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 messages<sup>1</sup> 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

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<sup>1</sup> A maximum of 100 Messages per extension with a duration of up to 180 seconds

- 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 [my.nfon.com](https://my.nfon.com) or [nfon.com](https://nfon.com).

## 4 Public Telephone Network

Using this service, customers can make and receive phone calls to and from the public switched telephone network<sup>2</sup>

- Termination: Handover of calls and fax to and from the public switched telephone network to local, national<sup>3</sup> 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.

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<sup>2</sup> 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

<sup>3</sup> National phone numbers as designated by the national number plan, including geographic, mobile as well as selected service phone numbers

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 [myfon.com](https://myfon.com) or [fon.com](https://fon.com)

#### **4.1 Special terms for the Federal Republic of Germany**

When terminating calls from and to the public, national, German telephone network, the following additional conditions apply:

- Emergency call: NFON ensures the connection to all emergency numbers, including the emergency numbers 110 and 112. The prerequisite for the routing of emergency calls to the responsible emergency call centre is that the power supply is guaranteed and that each device is assigned to the correct location. If devices are transferred to other locations or if the call is made from a mobile device, NFON cannot guarantee the connection to the nearest control centre.
- CLIP no-screening: If the customer uses the option to transmit a 3<sup>rd</sup> party phone number other than his own, he assures NFON that he has the right to use the displayed number (cf. § 66 k TKG).<sup>4</sup>
- Calls to "offline billed" numbers (premium service numbers) are generally possible in Germany and are billed directly to the customer by an external service provider. For this purpose, NFON reserves the right to pass on personal data to third parties. With the conclusion of the contract, the customer agrees that the billing of his calls to these telephone numbers will be carried out by a third party, currently the company G-FIT (according to address directory). NFON reserves the right to change this service provider at any time. If the customer does not wish this, these telephone numbers can be blocked for his telephone system.

The use of the service by the customer is subject to the legal and regulatory requirements of the Federal Republic of Germany. In particular, the transmission of information, items or other services is prohibited by law under certain circumstances (in particular §7 UWG).

If the customer wishes to receive itemised bills, he must observe the following:

- For connections in a household, a written declaration is required that all co-users of the connection belonging to the household have been or will be informed that they will be notified of the traffic data for the purpose of issuing the proof. The customer is obliged to hand over this declaration to NFON upon request.
- In the case of connections of companies and authorities, a written declaration is required that all employees have been or will be informed and that the works council or the staff or employee

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<sup>4</sup> In this regard, a corresponding proof must be provided to NFON for each telephone number.

representatives have been involved in accordance with the statutory provisions. The customer is obliged to hand over this declaration to NFON upon request.

## 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](https://nfon.com):

- Meetings: Online meetings including audio & video<sup>[1]</sup> 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

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](https://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

<sup>1</sup> technical feasibility of audio and video capabilities rely on the individual technical setup of each participant such as availability of microphone and / or camera

## 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

1. Automatic configuration of certified devices ("Device Provisioning")
2. 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](https://my.nfon.com) or [nfon.com](https://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](https://my.nfon.com) or [nfon.com](https://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](https://nfon.com).

### 7.3 Softphone

Software based telephony directly on a PC. The following options are available

- Nsoftphone Premium for Windows
- iSoftphone for Mac

An up-to-date overview of specific features is maintained in the "Nsoftphone Windows" function overview on [my.nfon.com](https://my.nfon.com) or [nfon.com](https://nfon.com).

## 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](https://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

# 8 Responsibilities of the Customer

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 bandwidth<sup>5</sup> 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

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<sup>5</sup> A bandwidth of min. 100 kbit/s per simultaneous usable voice channel in both directions is needed

- Prevention of disruption: Usage of the services provided without wilful or negligent endangerment of service 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 [my.nfon.com](https://my.nfon.com) or [nfon.com](https://nfon.com).