![ALLOcloud.com logo]

ALLOcloud Business Telephony: device utilization policy

1. Definitions

Device: any equipment or software connected to the ALLOcloud Business Telephony services. This includes hardphones, softphones, gateways, door openers, special SIP devices (buzzers, flashers, pagers etc.)…

Provisioning: the ability for a device to receive its configuration automatically from our platform. The device contacts our provisioning servers and received the required parameters.

Compatible devices: only device models listed in our price list are considered as compatible. We need to stress that compatible products sourced through another channel may be an issue. We have indeed seen "identical" products coming from other sources that had very different firmware or even hardware, which was invisible at first glance. In that case, the device is not considered as compatible.

2. Support of standards

One of the most important standard supported by the ALLOcloud platform is SIP (https://en.wikipedia.org/wiki/Session_Initiation_Protocol). In theory, any SIP-compliant device can function with our platform but in practice, we have seen implementations by some vendors leading to malfunctions.

3. Value of Provisioning

Provisioning is very important for several reasons:

Device provisioned by ALLOcloud	Device **NOT** provisioned by ALLOcloud
At installation • the device receives its configuration automatically leading to substantial time saving • the device credentials are sent automatically to the device, leading to increased security • the provisioning mechanism has more parameters than the web interface of the device, giving access to more features	At installation • each device must be manually configured • the device credentials must be copied/pasted from the platform and entered into the device (human intervention, leading to less security) • manual configuration may result in loss of functionalities
During operation • in case of infrastructure modification (at ALLOcloud, at some Internet Service Provider etc.), an adapted configuration can be pushed in mass and remotely to devices • in case of device replacement, the new device will reprovision automatically	During operation • in case of infrastructure modification, the adapted configuration must be made manually and on site to each device • in case of device replacement, the new device needs to be manually configured

To fund the development and maintenance of the provisioning mechanism, any provisionable device added to the ALLOcloud platform is subject to a one-time provisioning fee.

4. **Support**

Device/Sales channel	ALLOcloud's support
Compatible devices, provided by ALLOcloud	*Example: a Yealink phone sourced from ALLOcloud* • Full support
Compatible devices, not provided by ALLOcloud	*Example: a Yealink phone with generic Yealink firmware purchased on an online store* • Support of the platform-side of our service • No support on the device • If time is to be spent by ALLOcloud support for device-related reasons, it will be invoiced in regie
Generic SIP devices, not provided by ALLOcloud	*Example: a SIP Polycom phone that the customer had already, a Yealink phone with specific firmware* • Support of the platform-side of our service • No support on the device • No guarantee on service performance • Best effort support • If time is to be spent by ALLOcloud support for device-related reasons, it will be invoiced in regie • If device interferes incorrectly with platform, we keep the right to ban its access

5. **Questions?**

Please contact your ALLOcloud Partner or ALLOcloud directly if you have a contract with us.