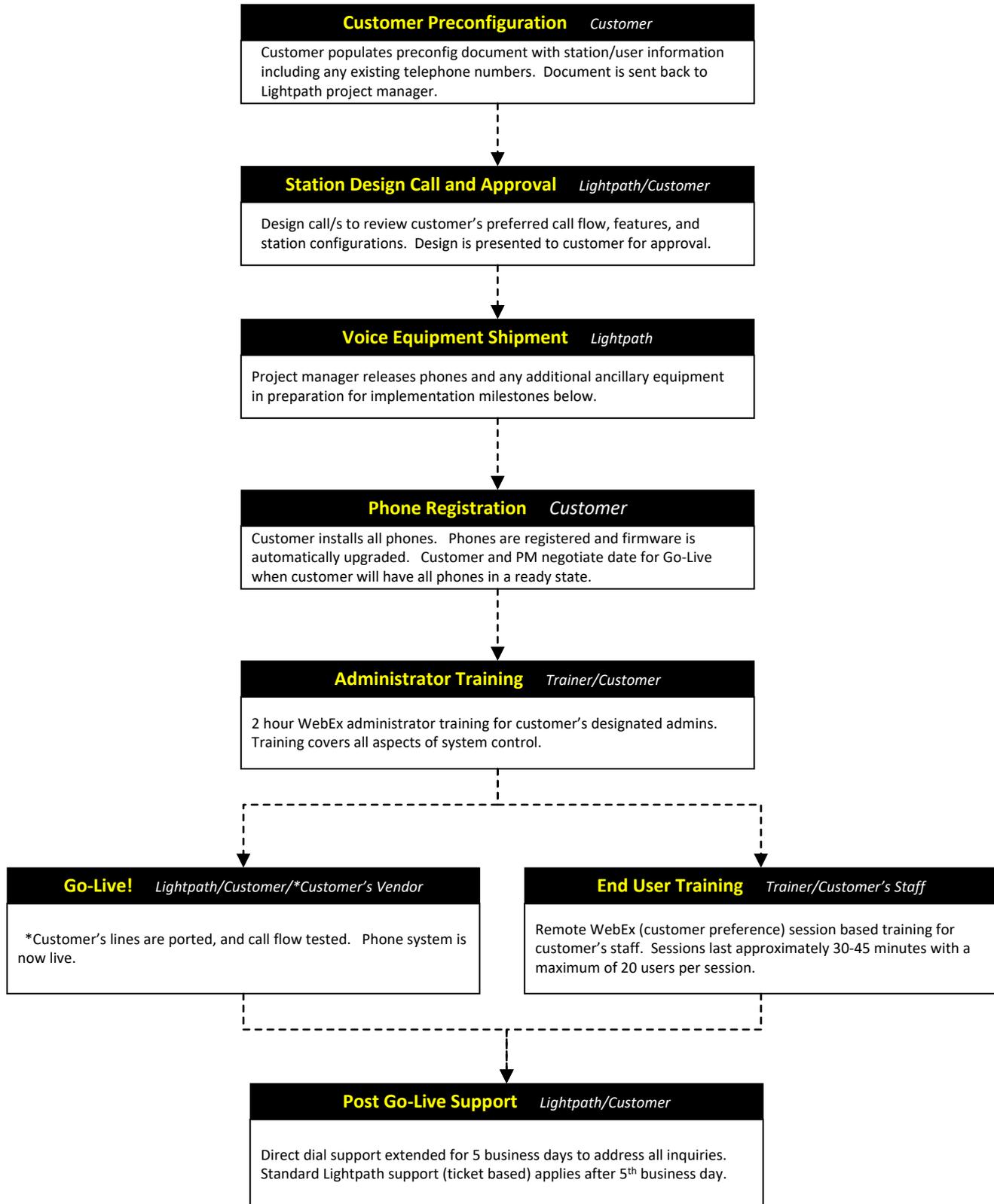


## LP UC - Milestone Summary



\* if applicable

### **Welcome to LP UC: Lightpath Unified Communications!**

LP UC is an all-in-one communication and collaboration solution that does not require a dedicated Lightpath voice circuit on premises. Phones can be shipped to any location with an Internet connection where they will function within a centralized business group and call flow.

This documentation serves as your single point of reference for all items between order placement and completion.

### **I. Phone Models**

Phone Models: Please visit Lightpath's Hosted Voice Help Center (<https://portal.lightpathfiber.com/hosted-resources>) for additional details, including conference phones. Special features such as paging may require specific phone models. Please discuss with your Account team.

### **II. What to Expect**

1. Network Assessment Test must be conducted to evaluate the quality of your network and ensure it is fully prepared to support your Unified Communications and Contact Center services effectively and without disruption.
2. Lightpath will ship all phones to a single location specified on your order. If phones are required at multiple locations, charges for additional shipments to each location will be the responsibility of the Customer at rates determined by Lightpath.
3. Phones will be registered and updated when connected to the Internet at the Customer's premises. The Lightpath team will provide remote support to the Customer during this process.
4. Phones that are programmed with a number that is porting into Lightpath will not receive incoming calls until porting is scheduled as part of your implementation plan to be reviewed with your Project Manager.
5. The Customer is responsible for all LAN and Network configurations required for each phone to perform as tested by Lightpath and intended at each end user location. The UCAAS service information at the bottom of this document should be reviewed by your IT team before contacting Lightpath Support for serviceability issues and upon receipt and connection of each device.

Below are the requirements for Lightpath's phones ("Phones"): For reliable connectivity with our Unified Communications cloud, you may need to whitelist or allow the following connections through your firewall.

Service	FQDN	IP Block	Ports	Protocol	Transport
<b>Core Voice and Collaboration Services</b>					
Voice Signaling and Messaging	*.telecomsvc.com *.serverdata.net	72.53.160.0/20	52,225,280, 443,5222, 5280,5060, 6061,6060, 6061	SIP & XMPP	UDP & TCP
Voice Audio Stream	Not Applicable	72.53.160.0/20	30000-65000	RTP	UDP & TCP
Device Provisioning	cfgphone.com	64.28.115.146/32 64.28.115.148/32 64.28.112.144/32 64.28.115.144/32	80,443,1443, 2443,6716, 6718	HTTPS	TCP
Voice Test Tool	*.telecomsvc.com	64.28.122.103/32 64.28.121.101/32 64.28.122.103/32 64.28.121.101/32	5678-5777, 6050, 30000-65535	SIP/RTP	UDP
Meeting Services	*.ascendmeeting.com	Varies	443	HTTPS	TCP
<b>Other Related Services</b>					
Contact Center	*.mycontactcenter.net	Varies	443,80,47000	HTTPS	TCP
File Sharing Services	*.myonlinedata.net	Varies	443	HTTPS	TCP
API Services	api.elevate.services	Varies	443	HTTPS	TCP
Other Misc Services	*.azureedge.net *.fb-t-msedge.net *.fdv2-t-msedge.net heapanalytics.com dc.services.visualstudio.com api.appcues.com *.pendo.io *.googleapis.com	Varies	443	HTTPS	TCP

**Additional Support:**

Once all end user LAN requirements below have been met, additional support can be obtained by contacting Lightpath Customer Care at 1-866-611-3434. Please reference your order number provided by your Project Manager.

### III. Legal Notice

Notwithstanding anything to the contrary in the UNIFIED COMMUNICATIONS AS A SERVICE (“UCAAS”) SERVICE ATTACHMENT [https://lightpathfiber.com/Legal/Unified\\_Communications](https://lightpathfiber.com/Legal/Unified_Communications), Hosted Voice Service can be delivered via Customer’s own Internet circuit to the Public Switched Telephone Network (“PSTN”).

Customer Acknowledges and Confirms:

1. The Customer has read and agrees to the terms of Section 2.7 of the UNIFIED COMMUNICATIONS AS A SERVICE (“UCAAS”) SERVICE ATTACHMENT [https://lightpathfiber.com/Legal/Unified\\_Communications](https://lightpathfiber.com/Legal/Unified_Communications).
2. Standard Service Network Availability at 99.9% may not be met because Lightpath’s Hosted Voice Service is not delivered via Lightpath’s fiber Metro Ethernet facilities.
3. Paging groups from one site to another is not supported by Lightpath.
4. Customer is responsible for updating the physical location of each phone per Section 3 of the UNIFIED COMMUNICATIONS AS A SERVICE (“UCAAS”) SERVICE ATTACHMENT [https://lightpathfiber.com/Legal/Unified\\_Communications](https://lightpathfiber.com/Legal/Unified_Communications).

### IV. Customer and Lightpath Responsibility Matrix

Customer Responsibilities	Lightpath Responsibilities
<ol style="list-style-type: none"><li>1. IT management at all locations outside of the Lightpath Fiber network footprint.</li><li>2. Once Lightpath has proven through logs and/or call traces that an issue is outside of its network, the Customer will be responsible for continuing troubleshooting within their own LAN, including packet captures, firewall logs, etc., and/or with their ISP.</li><li>3. Issues such as dropped calls, loss of audio, distorted/garbled audio, etc. must also be troubleshooted by the Customer’s IT personnel at the remote site. The issues could be within your Internet Service Provider.</li><li>4. Customer will be fully responsible for troubleshooting both Customer Network and Non-Lightpath ISP services.</li></ol>	<ol style="list-style-type: none"><li>1. Lightpath has no visibility into the Customer’s network &amp; Internet Service Provider. Lightpath technical teams will only be able to assist in troubleshooting, provisioning, and SIP issues identified within the Lightpath network through Lightpath tools.</li><li>2. Lightpath may be able to assist in troubleshooting QoS issues by examining Customer calls’ examples (dropped calls, loss of audio, distorted/garbled audio, etc.) using tools at our disposal, but ultimately Lightpath cannot guarantee quality of service on remote/off-net phones. Lightpath reserves the rights to stop trouble shooting after Lightpath has exhausted all reasonable options.</li></ol>

## V. Additional Disclaimers

### 1. SIP ALG

- It is recommended to disable SIP ALG. If SIP ALG is enabled, please note that it is not a supported configuration.
- Some Verizon modems have a hardcoded setting for 'Allow SIP ALG,' which cannot be disabled. This can cause issues for hosted phones, including registration problems, one-way audio, or disconnections. It's important to identify these modems before installation to prevent setup issues.

### 2. Blacklisted & Blocked Countries

Certain IPs have been blacklisted by engineering due to toll fraud issues. Lightpath will need to confirm that the remote Customer's IP is not on the blacklist.

If a user travels to another country, they may not be able to connect their phone or application due to international data restrictions.

### 3. Minimum bandwidth guidance: 150 Kb per phone.

- If the subscribers will be using Conference Calling, 3 Way Calling or Meeting where the phone is connecting to multiple destinations at the same time, IT will need to allow for more bandwidth. The user will need the recommended 150 Kb for each active connection.

### 4. DSL ISP Provider & Wireless Internet ISP

DSL connections may encounter compatibility issues with Lightpath Voice Servers, leading to potential service quality issues such as high jitter (sounding choppy,) one way audio and dropped calls.

Customers using DSL or Wireless ISPs should be aware of these limitations.

### 5. ISP Throttling

Some ISPs may throttle data speeds after reaching a certain usage threshold, even if the service is advertised as 'Unlimited.' This is particularly common with cellular hotspot services. It's important for Customers to contact their ISP to understand if their service is subject to throttling and ensure it's not impacting their experience.

Throttling may result in potential service quality issues such as high jitter (sounding choppy,) one way audio and dropped calls.

### 6. 3rd Party IT Support

Customers have the option to choose any local IT support provider for network repairs or issues.

### 7. Wireless Technology

Customers may enable WiFi on supported devices to connect to the network in cases where running Ethernet cables to phone locations is cost prohibitive. Please note that Lightpath cannot control or monitor call quality over the Customer's WiFi network.